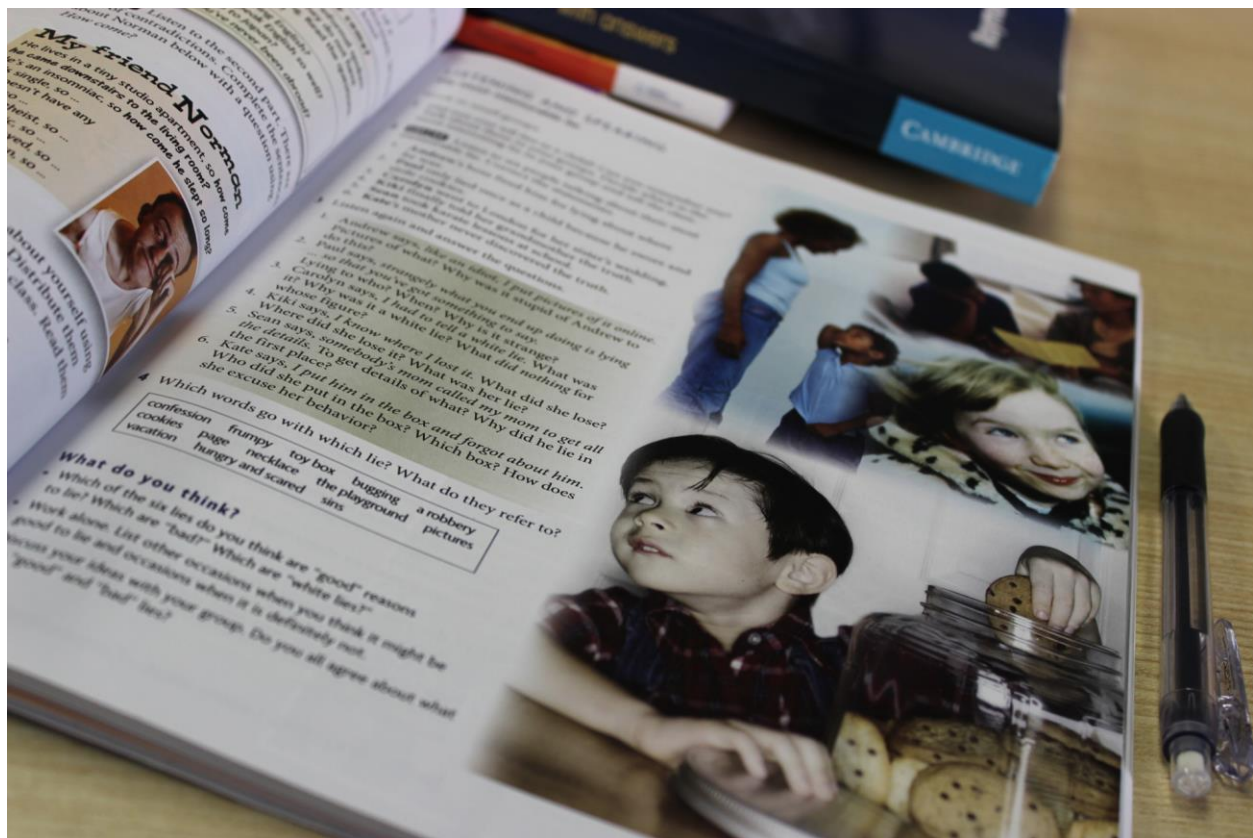


HELA

Hamilton
English
Language
Academy

2014



ACADEMIC HANDBOOK

Everything you need to know about studying at Hamilton English Language Academy

Welcome to Hamilton English Language Academy!

This handbook has been developed so that students will have access to all the important policies and documents that they need to know about to be able to study at HELA. If you would like to know more about a document, or need to take things further, please ask for an appointment with our Pastoral Care person.

For specific information, please refer to the contents page below.

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Admission and Selection Criteria

Admission

For a student to be offered a place at HELA they must have the following:

- Correctly filled in the Application Form and submitted it by the closing date.
- Be over 18 years old by the start date for the course. We cannot currently accept under 18 year olds.
- Have completed a placement test as per the instructions.
- Be eligible to gain a student VISA pending our Offer of Place. You should familiarise yourself with the process and begin collecting all documents you will need for a student VISA application.
- Have read and understood the Academic Handbook, Student Handbook, Prospectus and any other documents or websites sent to the student prior to their application to HELA. We need to know you have read and understood these documents before we can offer you a place.
- Be willing to organise or request HELA organise medical and travel insurance.
- Be willing to pay the Course Fee and Resource Fee by the required time.

Selection

The criteria for selection are as follows, the student must:

- Have fulfilled all the requirements for admission and complied with any reasonable request for information from HELA staff.

If the above condition has been met, we will take students based on a first come, first served approach. This means if 13 applications come in for a course, the first 12 to fulfil all requirements for admission, will be selected and offered a place.

Attendance Policy

At Hamilton English Language Academy, attendance is an important factor in the future success of the student. As such attendance will be monitored by teaching staff, and reported to the staff member responsible for international students.

Expectations

Expected attendance rates may vary from course to course, from teacher to teacher, but the minimum expectation is that students should attend 80% of their classes to be eligible to sit their tests and therefore pass the course. If the student does not attain this percentage, the student will fail the course. In the event that there are extraordinary reasons why attendance is lower than 80%, discretion **may** be used to allow an exemption to be made so long as the student does not get behind in their work.

Records and Communication with Students

Attendance records will be kept in the form of a roll, which will be kept in hard copy and digital form. If a teacher has concerns regarding the attendance of a student, the student will first be approached, and asked to explain their absences so far, and asked if they need assistance making it to classes in the future.

Catch-up

Teachers and other students are under no obligation to assist students who have missed classes, to help them to catch up.

Assignments

All assignments are required by the date due unless an extension has been granted in writing. To apply for this, the student must fill out an extension request form before the due date. There must be good reason for an extension to be granted such as an illness or injury supported by a medical certificate. The closer to the due date, the less likely the extension will be granted, even with good reason. Extensions will be granted at the sole discretion of the teacher running the course.

Tests

For each course, the tests are compulsory to be eligible to pass the unit standards, and therefore pass the course. If the student misses the test because of illness or exceptional circumstances (e.g. death of a close family member, etc) they must provide a medical certificate or proof of the exceptional circumstances.

If a student misses a test for illness or exceptional circumstances HELA may offer one of two options:

1. A new test will be offered on an alternative day, as soon as the student is ready to return.
2. If this isn't possible, or multiple tests are missed, the student may be told they are no longer eligible to pass the course, but because of their circumstances, can apply for the next course with some reduction in fees to be decided at the discretion of the Director.

Poor Attendance in first half of Course

If the student misses the equivalent of 20% of the total course in the first half of the course, the student will be given an incomplete mark unless there are truly exceptional circumstances which justify the missed classes. The student must not miss any further classes, and must catch up on the work missed in their own time.

Late Arrivals/ Leaving Early

If the student is late by more than 10 minutes, this will be noted in the roll book as "Late". Students may not always be admitted if they arrive later than 10 minutes - this will be at teacher discretion. If the student misses over half the class before arriving, or the student leaves before the halfway point the student will be marked as absent.

Late Arrivals to a Test

If the student is late by more than 30 minutes, students will **NOT** be admitted. This is to prevent disruption to the other students. If the test is less than one hour, students will **NOT** be admitted after the first 10 minutes.

Exceptions due to VISA Status

The only exception that can be relied upon by the student is where the student's VISA is held up unexpectedly and is not the fault of the student (having applied on time, etc), and therefore the student cannot enter New Zealand. If the student arrives in New Zealand anytime in the first two weeks, this will not count against their attendance percentage. If the student would arrive after the first two weeks, they will be offered deferment or a refund as per the Refund Policy.

Deferment Policy and Procedure

At Hamilton English Language Academy (HELA), we understand that in some situations, students may not be able to complete their studies due to unforeseen circumstances. An example might be that the student begins their course, and is offered a short, fixed term job offer that they would like to take. Another example may be that the student is pregnant and cannot complete the course or tests because of the due date of the baby. In these circumstances, the student is not eligible for a refund as they have been studying longer than the withdrawal period but may be eligible for deferment. At HELA we want to offer an alternative to the student losing their fees entirely. However, this option may not be suitable for everyone, and may not always be possible.

Deferment Options

All students enrolled in a course with HELA may apply for deferment (see application process and form below) if the student has been studying longer than the withdrawal period (see refund policy), and in the event that the application is accepted (see discretion and influencing factors), the student will be offered to choose from three options for deferment. Deferment means that if, for example the student is enrolled in the National Certificate in English Language Level 2 in A semester 2015, but submits a successful application for deferment, they may be offered to enroll in the 2015 B semester course instead with no extra charge in course fees. The options for deferment that may be offered are as follows.

The first option that a student may be offered is for the student to be given a space in the next course being, such as being deferred from A semester to the B semester course.

The second option is for the student to be offered to enroll in the next available course. This will occur if, for example the B semester course is already full, so the student would wait until a space opens up. This option might only suit students who still want to do the course, and live in New Zealand permanently or long-term. The amount of time the student will have to wait will depend on how many spaces are available and how many people apply for each course. This offer of deferment will not expire, but it is not possible to know when the deferment will happen as the student will not be told they are accepted until the application period for that course has closed and spaces are calculated.

The third option is available if the student has attended all 18 weeks of class-time and has completed all course work throughout the semester and requires only deferment for testing of unit standards. In this instance the student will almost certainly be offered deferment to the following semester as the student would not attend classes, only the testing period.

If the student is successfully deferred and offered a place in a course, they cannot request a second deferment if they find they are unable to complete the course for a second time.

Resource Fees

If a student is offered deferment, they will likely have to pay most if not the entire resource fee again. The reason for this is that the student's activities, such as fun Friday activities are paid for in advance, and if the student has been on all those activities (or, at least, some of them), then the student may

need to complete those in their deferred class again. Therefore payment for those activities needs to be made again. However, if the student has completed activities, and their associated reflections and course work, an exception can be made for that student having to complete them a second time. This will need to be negotiated when discussing deferment as an option. The student is welcome to complete the activities a second time round if they want to, and would be required to do activities in the deferred class that they did not participate in, in their original class.

The activity fee makes up most of the resource fee. The remaining amount related to books, printing, exercise books, etc, will all be negotiated depending on whether or not the student can reuse them.

Discretion and Influencing Factors

Deferment will be offered on a discretionary basis, and the Director will make the final decision as to whether the student will be given deferment.

The requirements for successful deferment are:

- There is still space in the course that the student would be deferred to. For example if there are 12 spaces and 12+ applicants in the 2015 B semester course, the student applying for deferment could not be deferred to that class. However, if there are only 11 applicants for the course and the closing date for applications has passed, then the remaining space would be offered to the deferred student. If there isn't sufficient space in the next course, the student may be offered to undertake the next available course that has an available space.
 - If the student only requires a deferment for testing, they will be offered deferred placement in the next course and will not be required to attend classes. The student must still fulfill all other criteria below.
- The applicant has provided sufficient proof of their reason for requesting deferment. For example, showing a job advertisement would not be sufficient, but an offer of employment outlining the start and end dates would be sufficient. Or, a letter from the student's midwife/doctor confirming the estimated delivery date that shows the student could not complete the course as it is close to or before the course end date. However, an estimated due date of more than one month after the course end date would not normally be sufficient as other arrangements can be made to assist the student in this situation.
- The student has attended the course in accordance with the requirements of the course and the Attendance Policy. A student that requests deferment who has already fallen below the attendance minimum will not be offered deferment. However, if the student has fallen below attendance requirements for a reason that leads to a request for deferment, this may be taken into consideration.
 - An example of this is where the student has missed classes due to illness, and consequent appointments with a doctor, which then leads to the student requiring deferment while they get better, then this would be an acceptable reason for requesting deferment.
- The student has not had any issues relating to misconduct throughout their time at HELA.

The student should understand that deferment may not always be possible, even when they have a legitimate reason for deferment. Even if another student has been accepted for the same reason in the past as the above factors must all be taken into considerations – particularly available space in future classes. Deferment applications will be dealt with on a first come, first serve basis, so students need to apply at the earliest possible moment after becoming aware of the conflict.

Application Process

The student should follow the following steps when applying for deferment:

1. The student should first decide if deferment is the best option, and take into consideration whether there are any other options other than deferment.
2. The student should make an appointment to talk to the Pastoral Care person. During this meeting, deferment can be discussed, but any other options can also be suggested to find the best solution for the student. If deferment is the only, or best option for the student then they can continue to step 3.
3. The student should fill in the application form (found below).
4. The student should attach all evidence necessary showing proof of the reason for deferment.
5. The student should give this to the Pastoral Care person, who in turn will meet with the Director to discuss whether deferment can, and should be offered.
6. The student may be asked to provide more information, or further evidence to support their application.
7. The student will then be asked to meet with the Pastoral Care person who will tell the student the result of the meeting with the Director and if the deferment is not offered, the reasons for this.
8. If deferment is accepted, then the student will be asked to organise a time with the Pastoral Care person to negotiate the resource fee, and discuss when deferment might occur.

Directors Award Policy and Procedure

At Hamilton English Language Academy, we support students to do their very best with their learning and recognize every student will have their own struggles and obstacles throughout their studies. In some cases students will have overcome large obstacles and have gone on to succeed in spite of those difficulties. The Directors Award is a way of recognizing the student's personal achievement.

Criteria

- The student must be nominated by a staff member or other student using the nomination form found below.
- The student must have achieved all unit standards.
- The student must have overcome something significant in the process of achieving their unit standards. As this is a subjective subject there may be a variety of examples that fulfill this requirement. One example is that the student has a disability that makes it harder to complete study. Another example might be that the student is a refugee that has recently arrived in New Zealand.
- The student must not have had any issues regarding misconduct, and should comply with all course requirements, including attendance requirements.

Discretion

Ultimately, the decision on whether to give a student the Directors Award lies with the Director and they may decide how many, if any awards are given out at a graduation ceremony. The Director will use their discretion in deciding whether or not to give a student an award.

The Award

If a student is chosen to receive a Director's Award, the student will receive the following:

- A certificate with their name and a brief description of the purpose of the Award.
- A letter of recommendation from the Director, outlining the Director's admiration for the student's achievement. The letter will not detail any personal information which led to the award to respect privacy. The letter could be used as a character reference for further study or employment.
- A small gift for the student.

Disciplinary Policy - Students

Application and Interpretation

All students at Hamilton English Language Academy (HELA) will have signed a tuition agreement before a course begins. The tuition agreement requires all students to be bound by this policy and have understood that serious misconduct may lead to their tuition ending, or other sanctions applying for other misconduct.

Serious Misconduct

Serious misconduct can take many forms. Depending on the seriousness of such conduct, the school has set out examples of the type of conduct that will be deemed to be serious misconduct (though this is not intended as an exhaustive list):

- falsifying any information, records or other documents;
- the use or possession of illegal drugs while on the school's premises or whilst on school business;
- consuming intoxicating liquor, whilst on the school premises, school hours without permission;
- attending school under the influence of illegal drugs or intoxicating liquor so that the student is or may be unable to learn satisfactorily, or causes disruption to others;
- breach of the school's policies or procedures;
- conduct that may bring the school's reputation into disrepute;
- acting in a negligent, reckless or careless manner which could potentially or actually result in injury to another person;
- damage to the school's plant or property, whether deliberately or through negligence;
- harassment, bullying or discriminatory behaviour towards any person;
- using abusive or offensive language or behaviour;
- removing, taking possession of or deliberate misuse of another student or staff's personal property without their consent;
- refusal or failure to obey a lawful and reasonable direction;
- sleeping during school hours;
- smoking in restricted areas;
- unauthorised access, disclosure, copying or use of confidential information;
- competing or assisting another person or entity to compete with the school on any matter, without the written consent of the school;
- failure to comply with any health and safety policies, instructions or guidelines for the school;
- continued, unexplained lateness or lack of application to assigned tasks;
- Accessing pornographic or illegal material on a school computer.

Exclusion from Class

A teacher may exclude a student from attending the remainder of a class session where the student's behaviour in class interferes with the learning of other students or endangers the safety of themselves or others, provided that the student has been told the required standard of behaviour and warned of the consequences of failing to modify their behaviour.

A teacher who excludes a student from a class session must report this to the manager within one working day. The manager will investigate the incident and determine if disciplinary or other action is warranted.

Exclusion from class is to protect the learning of other students and safety of others; in itself it is not a disciplinary action.

Principles

HELA shall apply the following principles to disciplinary procedures.

Promptness

Any remedial action to be taken with regard to a student must be taken as soon as practicable after the event.

Impartiality

The disciplinary procedures must be applied in an equitable and fair manner to all students.

Consistency

The disciplinary procedures must be applied consistently. Similar disciplinary action must be taken in respect of similar offences made in similar circumstances.

Prevention

The preferred outcome is to prevent re-occurrence, not to take punitive measures.

Advance Warning

All students are entitled to know what kind of behaviour is expected of them, and to a warning if their behaviour breaches the student regulations.

Fairness

The degree of disciplinary action must be related to the nature of the offence and regard should be had to the following factors:

The seriousness of the problem and/or issue:

Is the student's behaviour interfering with the learning of the other students? Is the behaviour abusive of other people?

- Time span:
 - Have there been any other discipline problems and/or issues in the past and over how long a time span?

- Frequency in nature of the problem and/or issue:
 - Is the current problem and/or issue part of an emerging pattern?
 - Is the student presently subject to any previous warning?
- Student history:
 - What has been the quality of the performance and conduct?
- Extenuating factors:
 - It is imperative the student is given an opportunity to explain his/her side of the story.
- Degree of communication:
 - To what extent has HELA made an earlier effort to inform the student causing the problem and/or issue about the existing discipline rules and procedures and the consequences of violation?
- Implications for other students:
 - What impact will any decision have on other HELA students?
- Right to representation:
 - Students must always be informed of their right to have representation.

Disciplinary Action

The Director and Manager or his/her delegated representative has the authority to discipline students.

Disciplinary action may include:

- Requiring a student to remedy a situation;
- Excluding a student from some HELA facilities;
- Excluding a student from some HELA activities;
- Expulsion

Grounds for disciplinary action will exist if a student fails to comply with the HELA policies or procedures or commits misconduct.

When a staff member believes there are grounds for disciplinary action against a student they shall report the matter to the manager or person responsible for the programme the student is enrolled in.

The manager shall ensure that the matter is investigated; inform the pastoral care person and either do nothing further, issue a warning to the student, or when it is considered disciplinary action is warranted, begin the disciplinary action process.

Investigating Incidents

No disciplinary action shall be taken until the manager, or his/her delegated representative, has the relevant facts and has sufficiently evaluated and considered them, including any explanations which the student offers. The student is to be given the right to representation on his/her behalf.

Warnings

Except when summary expulsion is justified, by reason of the nature and severity of an incident or offence, a student whose behaviour is unsatisfactory shall, before disciplinary action is taken, be:

- informed about the grounds for concern about his/her behaviour (the aspect in question, the nature of the fault, etc);
- allowed to reply or respond;
- warned of the consequence of failure to improve;
- given reasonable opportunity to correct his/her behaviour.

The notification of complaint, and any warnings given, must be recorded in writing and sighted, and preferably signed by the student concerned. The student must be provided with a copy on request.

The fact that a warning has been given shall be recorded in the student's file. The student should be advised that the written record has been placed on his/ her personal file. The warning shall be kept on file for one calendar year. If, at the conclusion of one year, no further disciplinary action has been necessary; the record of the warning shall be removed from the file.

Student's Rights to Respond

A student in receipt of a warning may, if he/she wishes:

- respond in writing and have a copy of the response placed in their personal file;
- appeal against the warning.

Stand Down

Definition

A student who is stood down cannot attend HELA for the stand down period. Stand down is not, in itself, a disciplinary action: it is a step which may be taken in order to investigate whether or not disciplinary action is needed, though his/her status as a student at HELA is unchanged.

Use of Stand-Down Provisions

A student shall only be stood down by the manager or by his/her delegated representative. Stand down is to be used only in serious cases where it would be inappropriate in the circumstances for the student to remain in class. Such circumstances include:

- where the student is judged to be under the influence of alcohol or drugs and it is intended to give the student another chance or to seek an explanation before consideration of expulsion;
- where there has been, or appears to have been, a serious breach and it appears necessary or advisable that the student be removed from class while the matter is investigated or while expulsion or other action is considered. It is serious if the behaviour interferes with the learning of other students or is abusive of others or compromises the safety of others;
- where the student has been charged in a court of law with an offence punishable by a maximum of two or more years' imprisonment, and the charge is such that the continued presence of the student is likely to cause concern to HELA staff or other students or members of the public and it is therefore desirable that until the matter is resolved the student be removed from class;
- where a student receives more than two written warnings.

At the conclusion of any period of stand down the student shall either be allowed to return to class or be expelled. Where investigation into the circumstances is continuing, the student shall be notified of HELA's actions and informed of the decision as soon as the investigation is concluded.

The decision to take any disciplinary action or allow the student to return to class following stand down should be made as soon as possible.

Procedure

- Oral advice to a student that he/she has been stood down must be followed promptly by written confirmation stating reasons and duration of stand down.
- A student who has been stood down must come into HELA when requested upon reasonable notice.
- The student's file will be annotated to record the final decision made in regard to the student's stand down, and whether or not any disciplinary action was considered necessary.
- If no disciplinary action follows the stand down, the details of the investigation will be destroyed, but a summary will be kept on the student's file outlining the incident and the result of the investigation.

Expulsion

The authority to expel students lies with the Director, Manager or his/her delegated representative).

Expulsion of a student is a serious matter and will occur only when the manager or (or his/her delegated representative) has satisfied himself/herself that there is no other appropriate means of resolving the situation.

Whether expulsion is summary or by giving notice, a full investigation must be made and there must be sound reasons for the action taken, the student must be allowed to state his/her reasons for the breach. Except in cases of summary expulsion, no student will be expelled without previous warning(s) being given and following a reasonable opportunity to improve.

Definition of Expulsion

When a student is expelled their enrolment is cancelled, all student rights and privileges are withdrawn, and they may not enrol again with HELA without the permission of the manager.

Where the manager is satisfied that a student has breached the regulations, or has failed to remedy a breach within the specified time the manager may impose any one or more of these penalties:

- Decline to grant credit for a course or courses;
- Cancel a pass that has been credited;
- Disqualify a student from sitting an assessment for a prescribed time;
- Exclude a student from a programme.

Notice of Expulsion/Summary Expulsion

A student may be expelled by:

- Notice of Expulsion, means expulsion by notice being given in accordance with HELA's disciplinary and stand down procedures;
- Summary Expulsion, means expulsion without notice. Summary expulsion shall only be justified where there are substantial reasons such as gross misconduct.

Procedure

To expel a student, he/she should be informed, in writing, by the manager

- That he/she is being expelled;
- The effective date of the expulsion;
- The reasons for the decision; and
- His/her rights of appeal against the expulsion.

Further Action

Where a student may have committed a criminal offence, disciplinary action against the student does not limit the ability of the manager to refer the matter to the New Zealand Police.

Disciplinary Appeal Rights

Students who are the subject of disciplinary action have the right to appeal against any decision made affecting them and they must be advised of their rights at the time disciplinary action is taken against them.

Students must appeal the disciplinary decision within 10 working days of being notified of the decision.

A disciplinary decision must be appealed, in writing, to the manager. The appeal must include the grounds for appeal, the desired outcome and any additional relevant information.

Students cannot appeal disciplinary decisions made by the Director or Manager.

Fee Protection Policy and Procedure

Rationale

Hamilton English Language Academy (“School”) has developed a fees protection policy to be provided to international students

In accordance with 7.2.4 of the Code.

To ensure that international student fees are handled consistently with normal accounting practices. This means that those funds are secure from misappropriation and are only made available to the School in accordance with the School’s Refund Policy or in the event that the School is not able to continue tuition.

Purpose

To ensure in the event that the school is unable to continue to provide tuition, that the unspent portion of the fees is available to be returned to the student.

To ensure that funds from international students are accounted for separately from other School accounts and in such a way that individual student contributions can be protected and monitored.

To ensure that international students’ payment may be drawn down in accordance with NZQA policy.

Guidelines

Accounting procedures are in place to ensure that monies are available for release.

International fees shall be paid into the Public Trust account for ‘Foreign Fees’, and drawn down at monthly intervals in arrears throughout the academic year.

These monies will be audited separately on an annual basis.

These monies will be available for approved refunds resulting from withdrawal from the School or in the event of the School not being able to provide tuition.

Evidence

Accounting records

General School Account

Graduation Ceremony

What will happen at Graduation?

The Graduation Program will take approximately 2 hours and will follow a set structure. There will be one ceremony for all students finishing their course. Graduation ceremonies for training schemes (any course under 12 weeks) and qualifications (20 week courses) will be done separately.

Students will be expected to come dressed in a gown (academic robes), the application form for hiring the gown will be sent to the students so that they have enough time to apply for them. There is a hiring fee is \$40. If a student cannot afford to hire a gown, they will need to speak to the Pastoral Care person about this.

The Graduation plan is as follows:

- The Director will welcome everyone, and make a speech about the course(s) and their value to the student and to society as a whole.
- A guest speaker will then make a speech.
- Students will be called to come forward and receive their Certificate and Transcript.
- A student representative will make a speech on their experiences at HELA.
- The Director will announce any Directors Awards.
- The Director will close the ceremony with a short speech.

Guests

All students will be entitled to invite up to 5 guests. If the student would like to have more than 5 guest tickets, they can request this, but may not be granted extra tickets unless there is enough room.

Transcript

You will be given a copy of your transcript with your Certificate so that you will have a record of the unit standards earned during your study. Extra copies can be requested at a cost of \$10 per copy.

Photography

Guests are welcome to take as many photographs as they would like. A professional photographer can be organised to take photos of the students and their families during and after the ceremony if there is enough interest beforehand (a sign-up sheet will be sent around before the day).

Grievance Procedure

What do you do if you have a grievance?

We want you to be happy at Hamilton English Language Academy. There are times however, when things do not go as smoothly or as well as we may like. Here are some ideas of what you can do about it. The first piece of advice is to make an attempt at sorting the problem out yourself, possibly with a friend or a family member. Sometimes all you need to do is to communicate with the person and things can be resolved easily. When English isn't a first language (and even when it is) miscommunication can create problems where there needn't be.

Problems with the school – Code Of Practice

Hamilton English Language Academy is a signatory to the Code of Practice for the Pastoral Care of International Students. If you believe we have breached our obligations under the Code you should first bring this up with the pastoral care person. The staff member will make notes of the problem raised and this will be kept on file for future reference. The staff member will communicate with the student as to when they can expect further communication. The staff member will then write up a summary of the complaint and the appropriate response. If the grievance is accurate, and we have not met our obligations then the teacher will outline what changes will be made to ensure obligations are met, and what will be done to rectify the failing with affected students. The student will then be asked if this satisfies their complaint. If it does, the issue will be closed. If the student does not agree that the problem has been satisfied then the teacher will start from the beginning, finding out what the issue is, summarising it, and responding. If after a second attempt, the student is not satisfied, the student will be referred to the IEAA (contact details below) who will investigate.

Problems with a teacher

Make a time to talk to your classroom teacher about your concerns. If your concern is the classroom teacher, make a time to talk to the staff member responsible for International Students.

Problems with other students

Take the time to talk to your teacher about your concerns with another student. They will make an attempt at resolving the problem, or may refer you to someone better suited at dealing with your particular problem. If you feel that you, or other students are in danger from the student then you should inform your teacher and the staff member responsible for international students.

Problems with your homestay host

Address: 118 Rostrevor St, Hamilton 3204, New Zealand
Tel: +64 7 838 2002, Website: www.hela.co.nz, E-mail: info@hela.co.nz



Make a time to talk to Pastoral Care person. They will discuss the concerns with you and do their best to sort things out on your behalf.

At all the above meetings, notes will be taken of your concerns and of the solutions put in place.

If, after all the above have been tried, it is felt that your problem has not been resolved, then the student may contact the International Education Appeal Authority, whose address is:

International Education Appeal Authority

Tribunals Unit

Level 1

86 Custom House Quay

Private Bag 32001

Phone: (64 9) 462 6660

Panama Street

Fax: (64 9) 462 6686

Wellington

Email: ieaa@justice.govt.nz

New Zealand

Website: www.minedu.govt.nz

You must be able to show them that you have tried to get the school to act before you contact them. They will consult the school to see if anything can be done to help you.

If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem. If you are not confident that your English is good enough you can always bring a friend who has better English.

We hope your stay at Hamilton English Language Academy is a happy one.

Placement Test Policy

At Hamilton English Language Academy, it is very important to us that you get the most out of your learning experience. To do this we need your help as most of our applicants don't live in Hamilton, New Zealand at the time they apply for our courses or tutoring which makes sitting a placement test quite difficult. If you do live in Hamilton, New Zealand you can come in and do the test or do it by email like the other students. For everyone else, we will need you to do the test in your own time.

We need to know what level you are before we can accept you – this is to make sure we have enough room in the classroom, and also to make sure we have a class that will suit your level as we don't have classes for all levels right now.

Right now we are offering classes for pre-intermediate, and a joined intermediate and upper intermediate class.

The Written Test

We have sent you the written placement test by email. There are some rules you **must** follow to make the test correct. Remember – if you ask for help or spend longer than you are allowed to, this might mean you are put into a class that is too hard and you won't learn.

We trust you to follow the rules!

- The test will take 40 minutes only. Please time yourself and do not spend more than the 40 minutes.
- You must do the test without any help from other people.
- If the questions are too hard, you should stop even if you have time left.
- You must have someone watch you complete the test. This person will sign to say you have completed the test by following all the above rules.
- This person watching – the Supervisor, must:
 - Be over 18 years old
 - Not be related to you
 - Not live with you
 - Not be in a relationship with you
 - Be willing to sign a form confirming they have watched you take the test properly
 - Be honest when signing the form

Remember – if we discover that you have been dishonest on your placement test HELA has the right to remove you from the class and you will not be given any refund.

2 students in every course will be asked to repeat this test upon arrival in New Zealand and will be selected at random. We hope this will encourage you to uphold our honour system.

The Oral Test

The oral test is a separate test and can be done in three ways depending on where you live. If you live in Hamilton you may choose to come in and do the oral test at the school or you can choose from the other options listed below.

If you don't live in Hamilton, the oral test can be done by phone or Skype. HELA staff will organise a time that suits you to call and the staff member will ask you a series of questions which you will need to answer as best you can. The test may take 10-30 minutes depending on how many questions we need to ask you to find out your oral level.

If we cannot find a time that suits you to call, then we will send you a copy of the test and just like the written test you will have to follow the rules and have someone supervise you.

Here are the rules if you wish to do the oral test in this way:

- You will need to record your answers in a digital file, this can be video and audio or just audio. You can give us the file through email or upload it to a website such as youtube and give us the link
- You should do the test only once, even if you make a mistake that you regret
- You should have a supervisor watch you complete your oral test to make sure you follow the rules

Refund Policy

Hamilton English Language Academy

If a student withdraws from his/her course of study before the completion date, he/she may be eligible for a refund of tuition fees. If a refund is requested, the following procedures and guidelines will apply:

To be eligible for a Refund

- To be eligible for a refund, students must apply in writing.
- In every case, the school undertakes to look fairly at applications for a refund of fees or part-fees.

If the application is made before the start of the course

- Fees will be refunded in full, less an Administration Fee of up to 25%. This includes if a student is not granted a student permit to attend Hamilton English Language Academy.

If the course is cancelled

- Fees will be refunded in full to the student.
- The student will still need to make an application in writing but this will be sent to the student.

If the application is made after the course start date

- If the course is three months or more, and the withdrawal occurs up to the end of the tenth working day after the start date, then fees will be repaid in full, less an Administration Fee of up to 25%.
- If the course is over 5 weeks but less than three months, and the withdrawal occurs up to the end of the fifth working day after the course start day, then fees will be repaid in full, less an Administration Fee of up to 25%.
- If the course is over 2 days, but less than 5 weeks, and the withdrawal occurs up to the end of the second working day after the course start date, then the fees will be repaid in full, less an Administration Fee of up to 50%.
- If the course is less than 2 days, and withdrawal does not occur before the start date, no fees will be returned.

Compassionate Refunds for Withdrawal from a Course

- In exceptional circumstances, refunds may be granted on compassionate grounds (e.g. death of a close family member, serious illness, accident). All such refunds will be at the discretion of the director but in most circumstances mentioned above some refund will be given.
- If a refund is to be given under compassionate or other grounds, the amount will be determined in the following way:

- The total amount of fees, less Administration Fee of 25% is the starting balance.
- The number of weeks the student has completed up until their application is received will be divided by total number of weeks expected for the course based on course start and end dates. This will give the percentage of the course attended by the student.
- The starting balance will be multiplied by the percentage attended to find out how much they should have paid for that portion of the course.
- The remaining amount is what the student **may** be entitled to at the discretion of the director.
- Poor attendance, poor attitude or other similar factors may mean the refund could be less than this figure. These factors may be communicated with the student.

If an international fee-paying student gains residency

- In the event that a student gains residency during their course, this will not affect their fees in any way, students pay the same amount in fees, regardless of their status.

HELA will make no refund

- When a student is required to leave the school for a breach of the rules and conditions of enrolment at the school or has broken a New Zealand law.
- Where a student has been stood-down, suspended or excluded
- Where a student or their representative does not make an application for a refund
- If the enrolment application is found to be inaccurate in any way and the contract is terminated
- If a student wants to transfer to another school or educational institution
- If they decide to no longer learn English

Homestay Fees

If you move out of your Homestay before the end of your Contract:

- The Homestay Placement Fee will not be refunded.
- All other unused Homestay Fees will be refunded, provided the Homestay has been given two weeks' notice that the student is leaving
- If the student does not give two weeks' notice, then two weeks' Homestay fees will be deducted from any refund.

Payment of Refunds

- All refunds will be paid to the student, or to whoever paid the student's fees if this was the original arrangement.

Note: The **New Zealand Immigration Service** will be notified if any student ceases to attend Hamilton English Language Academy for whatever reason.
