

2018

Student Handbook



REWI ALLEY ACADEMY



WELCOME TO REWI ALLEY ACADEMY

Kia Ora! Welcome to Rewi Alley Academy (the Academy). We look forward to working with you and helping you achieve academic success during your time with us. The Academy provides a friendly, supportive environment in which we hope you will thrive, enjoying both the course work and the experience of studying in New Zealand.

Key learning goals for all students include developing further confidence and skills in the use of spoken and written English in a variety of contexts.

Being a student in a foreign country is not always easy and the Academy is committed to support you in many ways. Academic matters can always be discussed with your teachers or the Academic Director, while more personal matters can be discussed with the Student Support Officer.

During your time at the Academy, our staff will organise student information sessions as well as social and cultural activities. We hope that you will take part in these and make full use of the opportunities they present.

This handbook explains information about the Academy's day-to-day procedures and student support systems.

If you have any questions, please don't hesitate to ask. Our staff are happy to help.

The Board of Trustees

ADMINISTRATION STAFF

<i>Hong Xiao</i>	<i>Academic Director</i>
<i>Jenny Yang</i>	<i>Programme Advisor and Student Support Officer</i>
<i>Yubin Zhang</i>	<i>Health & Safety Officer</i>

AFTER HOUR EMERGENCY CONTACT PHONE NUMBERS

022 430 6076 or 021 157 1268



CONTENTS

REWI ALLEY ACADEMY	4
Background Information	4
Our Location	4
Parking and Public Transport	4
GENERAL INFORMATION FOR STUDENTS	5
REWI ALLEY ACADEMY RULES	6
EDUCATION CODE OF PRACTICE	7
Immigration and Working in New Zealand	7
Medical Care	7
Accident Insurance	7
Medical and Travel Insurance	7
Student Welfare	8
HARASSMENT AND DISCRIMINATION	8
PROBLEMS AND CONCERNS	8
COMPLAINTS AND APPEALS PROCEDURES	9
CANCELLATION AND REFUNDS	10
STUDENT FEE PROTECTION	10
SETTLING IN	11
Help With Accommodation	11
Homestay	11
LIVING IN NEW ZEALAND	12
Living expenses	12
Safety	12
Operating a Bank Account in New Zealand	12
Transport	12
Courtesy and Politeness in New Zealand Culture	13
Christchurch Library	13
Pre and After Arrival Checklist	14
TIMETABLE AND KEY DATES	15



REWI ALLEY ACADEMY

BACKGROUND INFORMATION



Rewi Alley Academy is a New Zealand Qualifications Authority accredited tertiary education institution. It offers high quality English language courses to international students and new immigrants and helps international students and new immigrants to achieve the English levels required for undertaking tertiary studies, professional training, employment and settlement in New Zealand.

Over the years, many international students and new immigrants have studied at Rewi Alley Academy. Many former students are now studying in New Zealand schools or tertiary institutions, or working or operating their own businesses in New Zealand. Many who have returned to their home countries have brought back the linguistic knowledge and cultural experience they gained in New Zealand to enrich their lives and further their careers.

The Academy is proud to be named after Rewi Alley (1897—1987). Mr Alley was born in Springfield near Christchurch and spent 60 years of his life in China until he passed away in Beijing. As a young man, Rewi Alley attended Wharenui Primary School, where his father was the first headmaster, where our Academy now shares ground. Rewi Alley was especially renowned for his work in the establishment of Industrial Cooperatives (Gung Ho) during WWII and for being a pioneer in New Zealand — China friendship.

Rewi Alley Academy is governed by a charitable trust.

OUR LOCATION

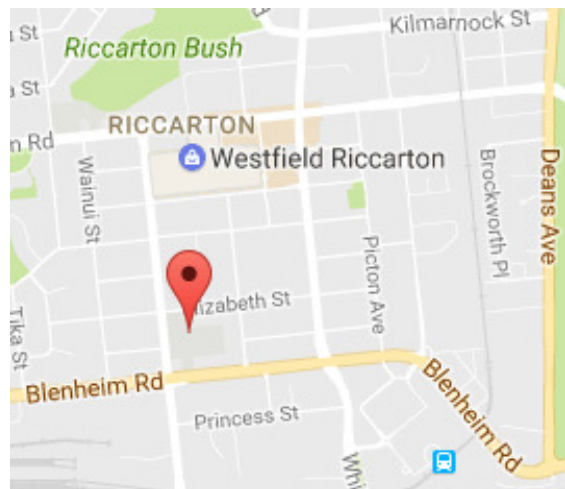
32a Matipo Street, Riccarton, Christchurch, New Zealand

Our premises are next to Wharenui Recreation Centre and a few minutes' walk from the Westfield Shopping Mall.

PARKING AND PUBLIC TRANSPORT

Car parking is available on site.

There is a No. 140 Bus stop at the campus entrance on Matipo Street.



GENERAL INFORMATION FOR STUDENTS

STUDENT ORIENTATION: Upon arrival at Rewi Alley Academy, you will be shown the school facilities and environs, given a copy of the Student Handbook, and introduced to teaching and administration staff.

ADMINISTRATION: This is located in the central block and is where you will find our administration staff.

CLASSROOMS: Academy classrooms are located adjacent to the Administration block. Students may use the classrooms for study after class until 4 pm.

RESOURCE/LIBRARY ROOM: The Resource/Library Room has a range of books, magazines, dictionaries, and other reference materials for student use.

WI-FI: Free wireless internet access is available on campus.

PHOTOCOPYING AND TELEPHONE: Students are welcome to use these services at the Academy. There may be a small charge. Ask at the office.

SCHOOL EQUIPMENT: This includes computers, Video, CD and DVD players, TV, mega screens and data projectors. Some of these are available for student use but please ask at the office first.

KITCHEN/DINING AREA: Coffee, tea and milk are FREE. There is a hot water heater, a refrigerator for storing food, microwaves for re-heating food and an oven. Please wash your own dishes, put rubbish in appropriate bins, and keep the kitchen clean.

OUTDOOR COURTYARD AREA: There is a table and seating in the courtyard, where you could eat lunch or enjoy coffee in the sunshine.

SIM CARDS: SIM cards for mobile phones can be purchased from telecommunication company outlets in the nearby shopping mall.

MAIL (POST): Student mail may be sent to the school postal address. Letters will be kept in a drawer in the Office until picked up.

STATIONERY: Purchase of stationery is the responsibility of each student. Some items are available from the school. Ask at the office.

EMAIL AND WECHAT CORRESPONDENCE: These are convenient and effective ways of communication between the Academy and the students. It is each student's responsibility to check the Academy's email and WeChat messages regularly for updates on course information, activities and events.



GENERAL INFORMATION FOR STUDENTS *Cont...*

SCHOOL TERM AND HOLIDAY DATES: Rewi Alley Academy is closed on Saturdays and Sundays, but students are welcome to attend the weekend community and cultural programmes offered at Rewi Alley Education and Cultural Centre. The Academy is also closed during school holidays.

POLICY ON SMOKING/ALCOHOL/DRUGS: Use of alcohol and cigarettes is prohibited on the premises and grounds of Rewi Alley Academy, Wharenui School and Wharenui Swimming and Sports Centre. Illegal drugs are forbidden anywhere in New Zealand at all times.

FIRE, EARTHQUAKE AND EMERGENCIES: Evacuation procedures for Fire and Earthquakes are displayed near the door of each classroom. Please familiar yourself with these procedures. Teachers will also explain the procedures to you at the beginning of a course. From time to time there will be a safety drill.

The emergency phone number for ***Fire-Police-Ambulance services is 111***. Ask for the service you require and answer the questions carefully.

REWI ALLEY ACADEMY RULES

1. Students must abide by the laws of New Zealand.
2. Students must comply with the regulations of Rewi Alley Academy.
3. They are required to have 100 percent class attendance and be punctual.
4. They must complete all assignments and homework on time.
5. Students must call or email the office if they cannot come to class that day. A Medical Certificate is required for absences of more than two days due to illness.
6. Students must ask for permission if they wish to be away for any reason other than illness.
7. In the interests of student safety, New Zealand road rules must be obeyed, including the wearing of safety helmets when riding bicycles.
8. Smoking and alcohol are prohibited on school premises and the surrounding Wharenui School and Wharenui Recreation Centre grounds at any time.
9. Illegal drugs are prohibited anywhere in New Zealand. Any student engaged in drug taking will be dealt with harshly.
10. Rude or rebellious behaviour will not be accepted.
11. Students must advise the Student Support Officer of any change in address or contact details.



EDUCATION CODE OF PRACTICE

REWI ALLEY ACADEMY IS A SIGNATORY TO THE CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS AND HAS AGREED TO OBSERVE AND BE BOUND BY THE CODE.

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 recognized,
- international students are in safe accommodation,
- all providers have fair and equitable internal procedures for the resolution of international student grievances.

THE CODE ALSO ESTABLISHES THE INTERNATIONAL EDUCATION APPEAL AUTHORITY AND THE REVIEW PANEL TO RECEIVE AND ADJUDICATE ON STUDENT COMPLAINTS.

Full details of the Code can be found on line at

<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

IMMIGRATION AND WORKING IN NEW ZEALAND

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand and can be viewed at www.immigration.govt.nz

MEDICAL CARE

International students are not entitled to publicly funded health services in New Zealand. It is therefore important that international students purchase appropriate medical insurances to cover the period of their stay in New Zealand. Guide to eligibility for publicly funded health services is available from the Ministry of Health web site at www.health.govt.nz.

If you require medical treatment while studying at the Academy, please ask your home-stay host, your teacher or a staff member at the Academy for advice on where to go.

ACCIDENT INSURANCE

Everyone in New Zealand, including visitors, is eligible for comprehensive injury cover from ACC. However, you may be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz

MEDICAL AND TRAVEL INSURANCE

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.



STUDENT WELFARE

Staff members are responsible for:

- Looking after student welfare;
- Liaising with home-stay families, external accommodation agencies, care-givers and parents of young students.
- Ensuring that processes and procedures of Rewi Alley Academy are consistent with students' culture and values.

Students who have any **medical condition** that may affect their attendance in class or cause concern to others should discuss the situation with their teachers. Students who are absent from class due to illness must provide evidence (e.g. a medical certificate) to the office.

HARASSMENT AND DISCRIMINATION

Rewi Alley Academy does not tolerate acts of harassment or discrimination. If a student believes she/he is a victim of discrimination on account of race, religion, disability, or for any other reason, please bring the matter to the attention of a teacher or administration staff member.

PROBLEMS AND CONCERNS

We are concerned about any problems you have at Rewi Alley Academy. If you are unhappy about something at the Academy or in your home-stay, there are many things you can do. Talk to your class teacher or the Student Support Officer first.

REMEMBER!

Ask your teacher if you don't understand.

You will have homework to do each day. This is important.

Come to class on time. It is disruptive to arrive late for class.

Please telephone the office (343 0136 or 022 430 6076) if you can't come to class.

Specialist help is available if required.

A list of helpful numbers is listed below:

Important Phone Numbers

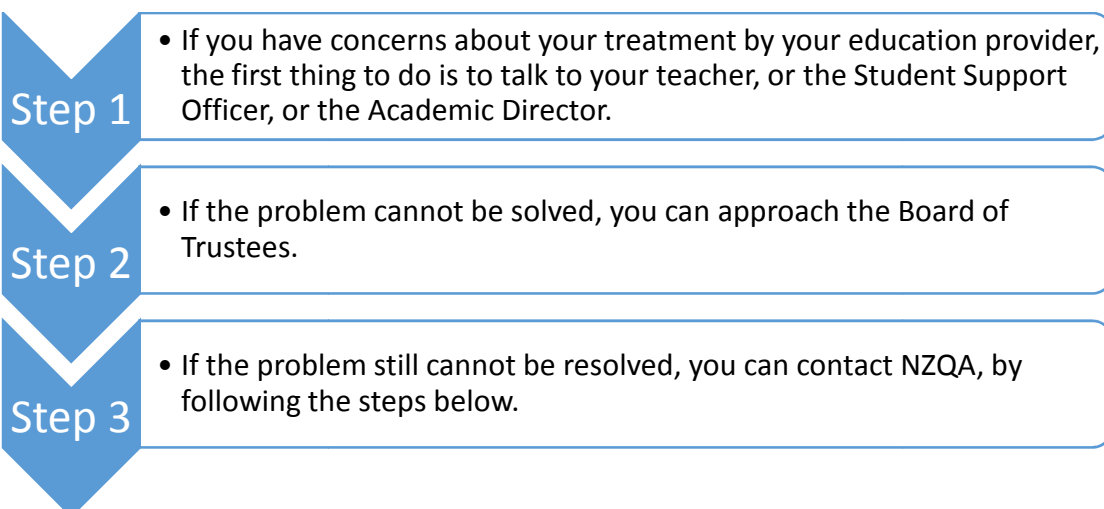
- | | |
|--------------------------|--|
| •Youth Helpline | 0800 37 66 33 |
| •Lifeline | Free 24 hour counselling 0800 543 354 |
| •Chinese Lifeline | 0800 888 880; 09 522 2088 |
| •Language Line | 0800 656 656 |
| •Community Law Centre | Free legal advice 366 6870 |
| •Fire, Ambulance, Police | Dial 111 and ask for the service you need |

Rewi Alley Academy (24/7)

- **022 430 6076 or 021 157 1268**



COMPLAINTS AND APPEALS PROCEDURES



- *Download the complaint form from the NZQA web site.*
- *Complete the complaint form.*
- *Send the complaint form, together withh any supporting evidence, to*
 - *The Complaint Officer*
 - *Quality Assurance Division*
 - *P O Box 160*
 - *Wellington 6140*



Or

- *Email a scan of your complaint form, along with scans of any supporting evidence, to*
- *qadrisk@nzqa.govt.nz*

BILINGUAL HELP AVAILABLE!

Rewi Alley Academy offers bilingual help in Chinese and Korean for students.

Ask at the office.



CANCELLATION AND REFUNDS

1. If the Academy has to cancel a course, students will be offered an alternative course or a full refund of all fees paid for that course.
2. There is no refund of fees for late entry to, absence, or early departure from a course.
3. Once full-time tuition has started, a student may change to a part-time study option but no refund will be given for the difference between full-time and part-time courses.
4. Students wishing to cancel their course must give written notice.
5. Cancellation before course commencement will result in a full refund of fees, except for the enrolment administration fee, one-off Public Trust account fee, and home-stay placement fees if applicable.
6. Cancellations within the statutory withdrawal and refund periods will result in a refund of a portion of the fees paid. The amount of refund depends on whether a student is international or domestic and the length of course. Please refer to Terms and Conditions of Enrolment for refund policies.
7. In accordance with the Education Amendment Act 1989, any refund outside the statutory withdrawal and refund periods after course commencement on compassionate grounds, such as serious illness or bereavement, will be made at the discretion of the Academy Director. An authorized medical certificate is required. In some cases, fees may be deferred.
8. All course fees paid are refunded if a student living overseas cannot obtain a visa to travel to New Zealand.

STUDENT FEE PROTECTION

Rewi Alley Academy has made Student Fees Protection arrangement with The Public Trust. This is to protect student fees and complies with the New Zealand government policy (S.236A of the NZ Education Act, 1989) and *the Education Code of Practice for the Pastoral Care of International Students*.

There is an annual fee for each student account to cover the charge for this service. To find out more about the Student Fees Protection, visit the Public Trust web site <http://www.publictrust.co.nz/fee-protect/what-is-fee-protect>, ask at the office, or contact the Public Trust Office.



Contact details for The Public Trust

- **Email:** info@publictrust.co.nz
- **Website:** www.publictrust.co.nz

Location

- 70-72 Riccarton Road ,Christchurch, New Zealand



SETTLING IN

HELP WITH ACCOMMODATION

Rewi Alley Academy will arrange your home-stay accommodation if requested. A home stay arrangement fee will incur.

HOMESTAY

Home-stays are very popular because sharing a home with New Zealanders is a good way to experience New Zealand, improve English, and make new friends.

In homestay, you are treated as one of the family. You have the same food and drink as the other members of the family do, share house chores and will be invited to join in some host family's activities. Your host may seek your opinion, ask if you have any special requests or invite you to go shopping with them.

If you are staying with a New Zealand family, remember to be considerate of other family members. You should expect to encounter cultural and life style differences in homestay and should treat these in a positive way.

Here are a few things you should pay attention to in your homestay.

1. **MEALS.** Your host will provide everyday meals for you. From Monday to Friday, your host will prepare a packed lunch for you to take with you to your training venue.
2. **COMMUNICATION** with your host family. Communicating with your host is vital for learning about local culture and customs, developing mutual understanding, resolving differences and establishing friendship. Even if you find communicating in English difficult, you should try what you can to communicate with your hosts.
3. **CONSERVING ELECTRICITY.** When using electrical appliances, please treat them as your own and conserve electricity.
4. **SHOWER TIME.** Please limit your shower time to 5 – 10 minutes. Most local households use electricity to heat water. There is a limit to the amount of water heated every day and people are used to taking a shower every day. You could ask your host when would be a good time for you to take a shower, i.e. whether it is in the morning or evening.
5. **LAUNDRY.** Your host will do laundry for you. If you prefer to do laundry yourself or wash some clothes yourself, you should ask your host where to wash the clothes and how to dry them. Do not dry wet clothes in the bedroom or inside a closet, as this can cause dampness in the house and mould could develop.
6. **MISCELLANEOUS.**
 - Obey the rules of home stay family;
 - Turn off lights and other electrical devices if these are not in use ;
 - Do not leave food or rubbish in the bedroom;
 - Do not give your homestay house key to anyone else;
 - Do not use illegal drugs in your home stay;
 - Follow homestay household rules about smoking;
 - If you will be late or not home for an evening meal, please let your homestay family know in advance;
 - Do not damage the house, furniture or paint at your homestay.



LIVING IN NEW ZEALAND

LIVING EXPENSES

Immigration New Zealand requires that international students studying in New Zealand should have fund to the amount of \$1,250 per month or \$15,000 per year for accommodation and other living expenses.

Current market cost for home-stay, including meals, is around \$250 per week.

Current maximum charge for travelling within Christchurch city by public transport with a Metro Card is \$5.10 per day and \$25.50 per week.

SAFETY

New Zealand is a relatively safe place to live and study, but it is best if you:

- do not walk alone at night,
- do not accept a car ride from a stranger,
- take care when crossing the street,
- inform your host family or flatmates where you are going and when you will return.

OPERATING A BANK ACCOUNT IN NEW ZEALAND

There are many banks in New Zealand, including Westpac, ANZ and BNZ. You can open an account at any bank. For doing so, you will need:

- A “proof of address” letter from Rewi Alley Academy
- Your passport
- Money to deposit

If you need help, please ask your host family or a staff member at the Academy. We can make appointments for you and accompany you to the bank.

TRANSPORT

PUBLIC TRANSPORT in Christchurch is relatively inexpensive and convenient, especially if you obtain a Metro Card. Number 140 buses stop outside Rewi Alley Academy entrance on Matipo Street.

BUS INFORMATION is available at www.metroinfo.org.nz or by telephoning Metroinfo on **366 88 55**. The Academy office holds bus schedules of a number of buses that pass through Matipo Street and the nearby Westfield Mall.

METRO CARDS can be purchased from Bus Exchanges on Riccarton Road or in the city centre or at some community libraries. The cards can be re-charged on buses.

CYCLING is a very good way to get to the Academy because bicycles are cheap and Christchurch is flat. You can park your bicycle on the Academy ground. Make sure you lock it. When cycling, remember to:

- Always cycle on the road. It is illegal to cycle on the pavement.
- Always wear a helmet. It is illegal to cycle without a helmet.
- Always use lights when you cycle at night so you can see and be seen.

TAXIS (CABS) are quite expensive. If you are uncertain about the cost of your journey, ask before hiring the taxi. In New Zealand, taxis are usually called/booked by phone.



COURTESY AND POLITENESS IN NEW ZEALAND CULTURE

There are differences in courtesy and politeness in eastern and western cultures. Knowing what to expect for courtesy and politeness in a different culture and respecting the courtesy and politeness of other culture benefit cross-cultural communication and interaction. Here are some aspects of courtesy and politeness in New Zealand culture that you are likely to encounter.

GREETING - At home, family members say 'Good morning' to each other when they get up in the morning and 'Good night' before they go to bed at night. When outside, strangers smile to each other when their eyes meet. When they are the only people on the road, strangers also greet each other.

EXPRESSING GRATITUDE - In the English language culture, whenever someone has done something for you or provided you with service, even if it is a very small thing, such as holding a door for you or letting you go first, or having taken you to a park, you must say thanks.

COURTESY AT MEAL TABLE - Westerners usually eat with knife and fork. If you do not know how to use knife and fork, you could ask your host to show you.

Try not to make sounds when eat or drink.

One should not speak with mouth full. If one needs to speak when there is food in the mouth, one must swallow the food before speaking.

A family's meal time at a table is often treated as a social time for the family. As such, one should avoid talking in small groups or using a cell phone. If one wants to take a picture, one should ask the host for permission first.

One should not leave the meal table when others are still eating. If for some reason you have to leave the meal table before the family meal is finished, you need to give apologies to the host, such as 'Excuse me, I have to ...'

LANGUAGE - When there are family members who do not speak Chinese present, one should speak English and not Chinese, as a respect.

Some host families have an English only rule for homestay visitors during certain times of the day. Visitors should obey such rules.

CHRISTCHURCH LIBRARY

Christchurch City Library consists of a number of community libraries. The libraries closest to the Academy are Fendalton Library on Clyde Road and the library at Riccarton High School on Main South Road. The library is free to join. For details of locations and opening hours of the community libraries, check the web site: <http://christchurchcitylibraries.com/>

To join the library you need

- The name and address of a contact person.
- **Identification:** either your passport or **two (2)** other forms of ID, preferably one with a photo-ID. **Proof of address** (no more than 30 days old). This can be a letter from your bank, school, power or telephone company.

Rewi Alley Education and Cultural Centre has a Resource Room with books, magazines and reference materials that may interest students.



PRE AND AFTER ARRIVAL CHECKLIST

Before Leaving Home

- Apply for passport
- Arrange student visa
- Make contact with the Academy
- Arrange for immunizations and medications from your doctor
- Arrange sufficient fund and confirm overseas access to your funds with your bank
- Make travel arrangements
- Arrange travel insurance
- Advise the Academy of travel details
- Arrange accommodation and transport from airport to accommodation. The Academy will arrange transportation and home-stay arrangement if requested.
- Pack bags being sure to include the following:
 - Name and contact details of a RAA representative
 - Enough currency for taxis, buses, phone calls, etc. in the event of an emergency.
 - Passport
 - Travel insurance policy
 - ID cards, driver's license, birth certificate (or certified copy)

NOTE: Make sure you leave any originals or copies of these documents safely with family in your home country in case of loss.

Upon Arrival in New Zealand

- Call home
- Contact Rewi Alley Academy
- Settle into accommodation
- Attend student orientation
- Open a bank account
- Attend course specific orientation sessions
- Start classes
- Get involved in student life and associations (e.g.: music, sporting and cultural clubs).



TIMETABLE AND KEY DATES

2018 Term Dates

Term	Term Dates	Holidays
Summer	15 January -2 February	n/a
Term 1	7 February - 13 April	14 April - 29 April
Term 2	30 April - 6 July	7 July—22 July
Term 3	23 July - 28 September	29 September- 14 October
Term 4	15 October- 21 December	22 December-

2018 Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
9:00-12:00	General English	General English	General English	General English	General English
10:00 - 12:00	English for Migrants	English for Migrants	English for Migrants	ACE English	ACE English
12:30-15:00	IELTS Preparation	IELTS Preparation	Listening & Speaking	Listening & Speaking	Self Study

Public Holidays in 2018

- New Year's Day - 1 January (Monday)
- Day after New Year's Day - 2 January (Tuesday)
- Waitangi Day - 6 February (Tuesday)
- Good Friday – 30 March (Friday)
- Easter Monday - 2 April (Monday)
- Anzac Day - 25 April (Wednesday)
- Queen's Birthday - 4 June (Monday)
- Labour Day - 22 October (Monday)
- Canterbury Show Day - 16 November (Friday)
- Christmas Day - 25 December (Tuesday)
- Boxing Day - 26 December (Wednesday)



Address: 32a Matipo Street, Riccarton, Christchurch, New Zealand

Tel: +64 3 343 0136

Mobile: 022 430 6076

academy@rewialley.ac.nz

www.rewialley.ac.nz