

# The **Cornell** Education Group



## Pre-departure

Information Handbook

V.01-2017

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# Kia Ora Welcome to Auckland

## **The Cornell Education Group**

staff and students look forward to meeting you and helping you to enjoy your stay in New Zealand. Please read the following information as it will help you to prepare for your travel and stay in a new country.

Should there be any further questions please contact us on:

Phone: 0064-9-3671010

Fax: 0064-9-3671020

Email: [info@cornell.ac.nz](mailto:info@cornell.ac.nz)

Website: [www.cornell.ac.nz](http://www.cornell.ac.nz)

# About Auckland:



**Auckland** is situated in the North Island of New Zealand, and is home to the largest Polynesian population in the world. This metropolitan city has a unique mix of culture, art, theatre, fashion, nature and food. The beautiful Auckland region is filled with large harbours, blue beaches, regional parks, art galleries, etc. The most famous tourist attractions in Auckland consist of Aotea Square, Auckland Town Hall, Auckland Art Gallery, Auckland Museum, the Botanical Gardens, and Sky City.

**Education Sector:** Auckland is considered the education hub of New Zealand, with internationally acclaimed universities, top secondary schools, and lots of world class language schools. The Auckland region alone has about 50% of total international students that reside in New Zealand.

**Industrial Sector:** The Auckland region also attracted more than \$400 million overseas investment in the past few years and has many industries like: education, manufacturing, distribution and service industries. In fact, most of the creative sector jobs can be found in Auckland. Auckland has a robust infrastructure that easily caters the current and future business needs.

**Climate:** Auckland enjoys warm, rather dry summers and mild, wet winters. The climate is comfortable all year round except in the summer months when a combination of heat and humidity can lead to some rather sticky days and nights. Frosts in winter are very rare.

Auckland sits on a latitude of 36.5 degrees South. Cities on similar latitudes in the Northern hemisphere include Malaga, Spain and Monterey, California. Auckland is cooler in summer than these northern hemisphere cities because of the moderating effects of the surrounding Pacific Ocean.

## Suggestions for packing your bags:

### Clothing:

Summer: Light, comfortable clothing

(T Shirts, shorts, sandals, swim suit, etc)

Winter: Warmer clothing such as long trousers, jeans, sweat shirt, raincoat and umbrella.

**Food:** Auckland has many Indian and Asian supermarkets in the central city, as well as other European grocery stores.

Because of this there **is NO NEED** to bring food items with you.

Please be aware that the New Zealand Customs Service has very strict quarantine laws which prohibit you from bringing certain items that can be potentially harmful to our environment and people. These include, raw food products, fruits, spices, pickles, traditional medicines and any cooking utensils made of wood.

### New Zealand Customs Service and what not to bring:

Please do not bring into the country any plant or animal material ( e.g. fruit, vegetables, herbs, spices, meat, noodles etc).



Upon arrival, all passengers are required to fill out a New Zealand Passenger Arrival Card. If you give incorrect information in the quarantine section of the card you will put yourself at risk of an instant fine/penalty of up to NZ\$200. This is in addition to the prospect of a fine of up to NZ\$100,000 or a prison term of up to five years for serious breaches of the New Zealand Bio-security laws. Please look at the New Zealand Customs website for full details  
[www.customs.govt.nz](http://www.customs.govt.nz)

**You must declare any of the following:**

- Food of any kind
- Plants or parts of plants (alive or dead)
- Animals (alive or dead) or their products
- Equipment such as camping gear, golf clubs and used bicycles
- Biological specimens

**Electrical Appliances:**

Electrical appliances in New Zealand operate on 240 volts. Adapters are available for purchase in New Zealand, should you bring items such as computers, chargers, hair dryers and shavers.

# Getting ready for your stay in New Zealand:



**There are a few things that you will need to take care of prior to your arrival in New Zealand, in order to ensure you have a successful time here.**

## **Travel and Medical Insurance:**

International students in New Zealand are not eligible for free medical care. The New Zealand Ministry of Education Code of Practice for Pastoral Care of International Students requires all international students in New Zealand on a student visa to have both travel and medical insurance for the time of their study.

Included in your Letter of Offer was a quote for the cost for travel and medical insurance with Southern Cross. This policy will cover the cost of treatment in New Zealand for the length of your course(s). To fully understand your policy we suggest you look at [www.southerncross.co.nz](http://www.southerncross.co.nz) website.

## **PLEASE NOTE:**

It is very important that you notify TCEG the date of your departure, as your travel insurance will then be validated. Failure to do this will result in TCEG taking no responsibility for your travel.

## **Student Visa:**

If you plan to study at TCEG for more than 12 weeks you must hold a valid student visa provided by Immigration New Zealand (INZ). Here is how to apply for your student visa:

1. When you get your "Offer of Place" letter (which includes your name, period of study, course type, entry requirement approval) and a pre-departure pack from TCEG you are required to apply for to INZ for a visa. Please visit [www.immigration.govt.nz](http://www.immigration.govt.nz) for details and forms on how to apply.
2. Once your visa application has been assessed and approved you will need to transfer your fees to TCEG. Upon full payment of your tuition fees TCEG will issue you a receipt of payment

On-line Student Visa Renewals for Students residing in New Zealand: TCEG has a partnership with INZ , thus making the student visa and permit renewal applications processes easier and faster. INZ has developed Students Online, a system that processes student visa renewal applications online from the Cornell campus. INZ provides our international students with a quick and efficient service.

## **Student Visa Requirements:**

Student visa holders must comply with the following:

1. In order to maintain your student visa status you need to be a full-time student on campus.
2. You must have an attendance level of 100%
3. You must notify Cornell of any change of address, telephone number
4. You must meet all course requirements, and
5. You may not work unless specified on your student visa/permit that you have a Variation of Condition to work allowing you to work up to 20 hours per week. It will state: "Holder may work for up to 20

hours each week. Holder may work during summer vacation.”

6. If you are in New Zealand on a visitor visa or working holiday visa you can study for up to three months.

For full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements, please contact Immigration New Zealand: [www.immigration.govt.nz](http://www.immigration.govt.nz)

The Code of Practice for the Pastoral Care of International Students:

All Schools at TCEG are a signatory members and therefore bound by the New Zealand Ministry of Education Code of Practice for the Pastoral Care of International Students. Copies of the Code are available on request from TCEG or from the New Zealand Qualifications Authority (NZQA) website: [www.minedu.govt.nz](http://www.minedu.govt.nz)

### **Outline of the Code of Practice:**

#### **Introduction:**

When International students are in New Zealand to study it is important that they are well informed, safe and well looked after. New Zealand international education providers have an important responsibility for their student’s welfare.

The following is a summary of the Code of Practice for Pastoral Care of International Students (The Code) and provides the procedure students can use should they have concerns with educational provider or agent of the provider.

#### **The Code what is it?**

The Code is a document providing a framework of delivery for educational providers and their agents to all international students. The Code sets out the minimum standards of advice and care that are expected of all educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to achieve academic standards. The Code applies to all education providers in New Zealand with students enrolled in international study programmes. The Code is mandatory to these providers and must be signed by them.

#### **How do I know if Cornell has signed the Code?**

The New Zealand Ministry of Education maintains a register of all signatories to the Code. You can access this list on [www.minedu.govt.nz](http://www.minedu.govt.nz).

#### **A Summary of the Code of Practice for the Pastoral Care of International Students:**

The Code sets standards for educational providers to ensure that:

- High professional standards are maintained
- The recruitment of international students is undertaken in an ethical and responsible manner
- Information supplied to international students is comprehensive, accurate and up-to-date
- Students are provided with information prior to entering into any commitments
- Contractual dealings with international students are conducted in an ethical and responsible manner
- The particular needs of international students are recognised
- International students under the age of 18 are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of international student grievances.

You can access further details in the Code itself.

#### **Banking:**

Opening an account:

There are six major trading banks in New Zealand all of which offer different services. Some banks charge fees for their services, and have a recommended daily limit on withdrawals, usually \$800. After you have set up your account you will be issued with an EFTPOS card. This card enables you to deposit and withdraw money at Automatic Teller Machines (ATMS) situated in high foot traffic areas and also to pay for goods/services in retail stores. At Orientation we will have a member of the banking community here to discuss these matters with you.

#### **Currency:**

If you are bringing cash into New Zealand with you it is better if it is \$US. You will find this easier to convert. There are many different money exchanges around the city for your convenience.

#### **Telephones:**

The majority of international students use a pre-paid international calling card; this can be used in either a private or public landline telephones. You can purchase these cards from any local dairy, petrol station, or supermarket. You may wish to purchase a pre-pay mobile phone, this card is then topped up as you need it.

#### **Computers/ Internet:**

Internet access is relatively expensive and charged out by the MB (megabyte) or GB (Gigabyte) usage. Wi-fi is available at Cornell and a lot of cafes and public areas within the city. You can change different plan different internet provider on your arrival.

# After you arrive in New Zealand:



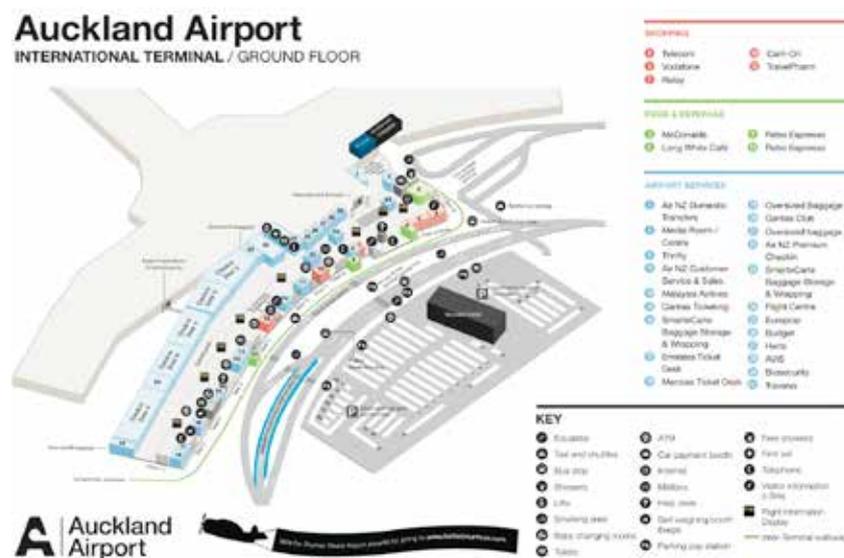
Map of Cornell in Hobson Street

**You will land at Auckland International Airport, disembark the plane and move through the customs area to the reception area open to the general public.**

If you have paid for a pickup, you will be greeted by people arranged by TCEG who will then take you to your home-stay and get you settled.

If you are travelling alone then you are required to make your own arrangements.

Below is a map of Auckland International Airport and where to find taxis, buses, shuttles etc.



The cost of the Airport Bus into the city is approximately \$20 one way.

## Orientation:

Your 'Offer of Place' will state the date you are required to be at Cornell. The first half day is taken up with Orientation activities. Please bring with you the following items and report to reception on level 1.

- Passport
- Insurance Policy
- Pen and paper

During the orientation programme you will meet and greet the Principal, Academic Programme Leader, Lecturing staff, Marketing staff and Administration staff. We will discuss various aspects of your time here in New Zealand such as Immigration policies regarding your visa, attendance requirements, Public Trust account for your fees, timetables etc. You must given a student Handbook with informations you need while you study at TCEG on the orientation.

## The Marketing/Administration Departments:

Are here to assist you with finding suitable accommodation, legal, financial, visa and general issues. They are also able to speak in your mother tongue and thus make you feel more at ease. All academic issues should be addressed to your Programme Academic Leader



(PAL) in the first instance.

**Accommodation:**

Rental apartments and houses are available, near bus routes, shopping and entertainment. They are however, quite expensive, an average one bedroom apartment is \$350 - \$400 and houses range from \$350 – 650. Often international students share accommodation or know friends/ family with whom they can stay. The further out of the city centre you go the cheaper the accommodation, but you are then responsible for bus/ train fares into the city each day. Parking is available in the public car-parks only; TCEG has NO parking for students.

**Accommodation Policy:**

TCEG is required under New Zealand law to maintain a current record of all international students' accommodation details. It is therefore, your responsibility to notify TCEG immediately of any change to your accommodation address and/or phone numbers. Forms are available at the reception desk on level 1.

**Cost of Living in New Zealand:**

The following is a brief breakdown of cost for one person per week:  
Electricity and /or Gas: \$35 -40, Food: \$60 -90, Public transport: \$30 -40

You will also be required to pay deposit before services are connected for electricity, gas, internet, telephone etc. These will range from \$50 – 150.

**Important Driving Laws:**

It is illegal to drive a vehicle under the influence of alcohol (spirits, wine & beer) and /or drugs.

Should you be involved in an accident as the driver of the car, you are required to:

- Advise the police within 48 hours when there is damage to private property; and
- Advise the Police within 24 hours of any persons injured.

# Classes at Cornell Institute

Normal timetable structure:

Classes are run from 8:30am to 5:40pm each day.

The days you are required to attend are stated in the timetable. Your student visa requires you to attend 20 hours per week.

Cornell's academic staff will use a mixture of teaching approaches and methods. They are aware of different learning styles and cultural backgrounds. Please do not hesitate to approach them if you are having difficulties, they are happy to assist.



## **New Zealand Policies and Procedures:**

### **Privacy Act 1993:**

Cornell is required by the New Zealand government to comply with the requirements of the Privacy Act 1993. This means your information is confidential to TCEG and its employees and will not be shared without your permission, except to government departments such as New Zealand Immigration Service, Inland Revenue Department etc.

### **Immigration New Zealand:**

#### **Attendance/Academic Progress Requirements:**

Immigration New Zealand (INZ) requires all student visa holders to:

- Attend all timetabled classes
- Have a 100% attendance and show academic progress according to your course requirements

If not:

- INZ can revoke your student visa and you will be requested to leave the country.

### **Procedures for Non-attendance and/or Non-compliance of Academic Progress:**

If your attendance/academic progress is not acceptable you will be sent a warning letter and required to discuss the matter with the Pastoral care officer.

### **Complaints, Appeals and Grievances Procedures:**

TCEG has a system by which you can bring any concern, complaint or ideas for improvement regarding our service or delivery, the behaviour of other students or staff, our facilities, organisation, environment, policies and procedures.

The process is very simple. You can pick up the Concerns, Complaints or Improvement Form at the reception desk on any campus, complete the form and leave it with the receptionist. TCEG will take care of the matter as urgently as the seriousness of the issue requires. We will always confirm receipt of the concern, complaint or improvement, and we will always get back to you with an outcome.

A student never has to fear any form of redress from a signed complaint – unless the complaint proves to be vexatious or deliberately misleading (that itself constitutes misconduct). TCEG values feedback, even negative feedback, because it provides us with a chance to improve the way we run our business. We guarantee to protect any student making a genuine complaint.

There are certain principles that underpin the way that issues are dealt with at TCEG. These include:

### Procedural

Every person involved in the matter has a right to be heard and to explain their position.

### Fairness

TCEG has an obligation to investigate the matter, promptly, fairly, and dispassionately.

### Equity

All people who have similar concerns or complaints should be treated equally

### Natural Justice

Every person has a right to be treated fairly and appropriately

### Proximity

Every concern or complaint ought to be raised directly with the person or group allegedly responsible for the issue and be given an opportunity to resolve the matter at the level the issue arose and as soon as possible.

### Refunds Policy:

Course Length	Withdrawal Period	Amount of refund
1-34 days	Before the course starts, within the first two working days of the course starts	50% of total fees paid
	After two working days of the course starts	No refund
35days -3months	Before the course starts and within the first five working days of the course starts	75% of total fees paid
	After five working days of the course starts	No refund
More than 3 months	Before the course starts	Full refund of all fees paid, less 15% of total tuition and enrolment fees paid
	Within the first ten working days of the course starts	Full refund of all fees paid, less up to 25% of total tuition, material and enrolment fees paid
	After ten working days of the course starts	No refunds

- The first day of your course is shown on your offer letter.
- If the visa application is rejected, full tuition fees less NZ\$500 will be refunded within 2 weeks from the date of receipt of notice (proof needs to be provided)
- If TCEG decides, for any reason, to discontinue a course/ qualification of study, before the planned start date, all fees solely paid for that course will be fully refunded. Other than the student being entitled to such refund, it will have no other claim against TCEG.
- No refund is available if a student is excluded from study from TCEG for any reason (including inappropriate behavior, poor attendance or inadequate academic progress)

- No refund is available if a student wishes to transfer to another school after the refund period.
- No refund is available if a student's enrolment is cancelled because the enrolment application is found to be inaccurate in any way.
- No refund is available if a student has his/her visa/permit to study at TCEG cancelled.
- No refund is available if a student seeks a refund of fees that have been paid after the start of the course and outside the refund period a above.
- If a student wishes to withdraw from homestay arranged by TCEG, they must provide at least two (2) weeks' notice in advance (either before they arrive in New Zealand or before the date on which they wish to leave the homestay accommodation). Failure to provide this notice will result in 2 weeks accommodation fees being forfeited. The homestay placement fee is non refundable under any circumstances.
- If a student wishes to cancel a booked airport pick up, they must provide at least one (1) week's notice before the arrival date and a full refund of the airport pick up fee will be given. Otherwise, the entire fee will be retained.
- TCEG will normally buy the medical and travel insurance one week before the course starts for students who paid his/her insurance fee with his/her tuition fee. Full refund of paid insurance fee will be given to the student if the student request for withdrawal before the course starts or within one week of the course starts. No refund of insurance fee will be given after one week of the course starts. Student will be informed about the refund policy of Insurance fee if the student asks TCEG to buy insurance earlier than one(1) week of the course starts.

### Disclaimer:

Every effort has been made to ensure the information contained in this handbook is accurate at the time of printing. (March 2012). However, no liability can be accepted for any error or omissions or views expressed in this handbook.



**Address:** 150 Hobson Street  
Auckland  
New Zealand

**Phone:** +64 9 367 1010  
**Fax:** +64 9 367 1020  
**Email:** [info@cornell.ac.nz](mailto:info@cornell.ac.nz)