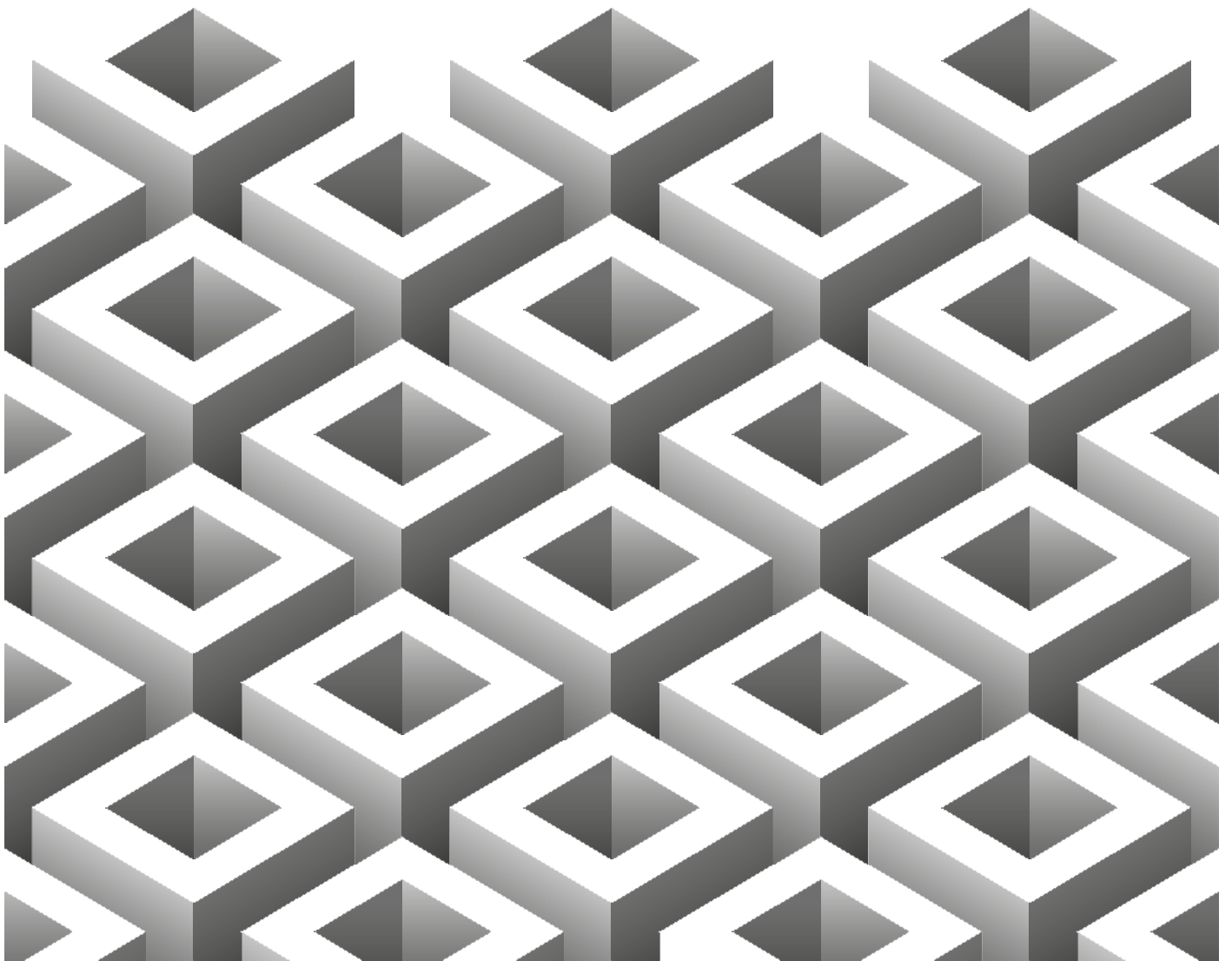




Student Handbook

| 2019



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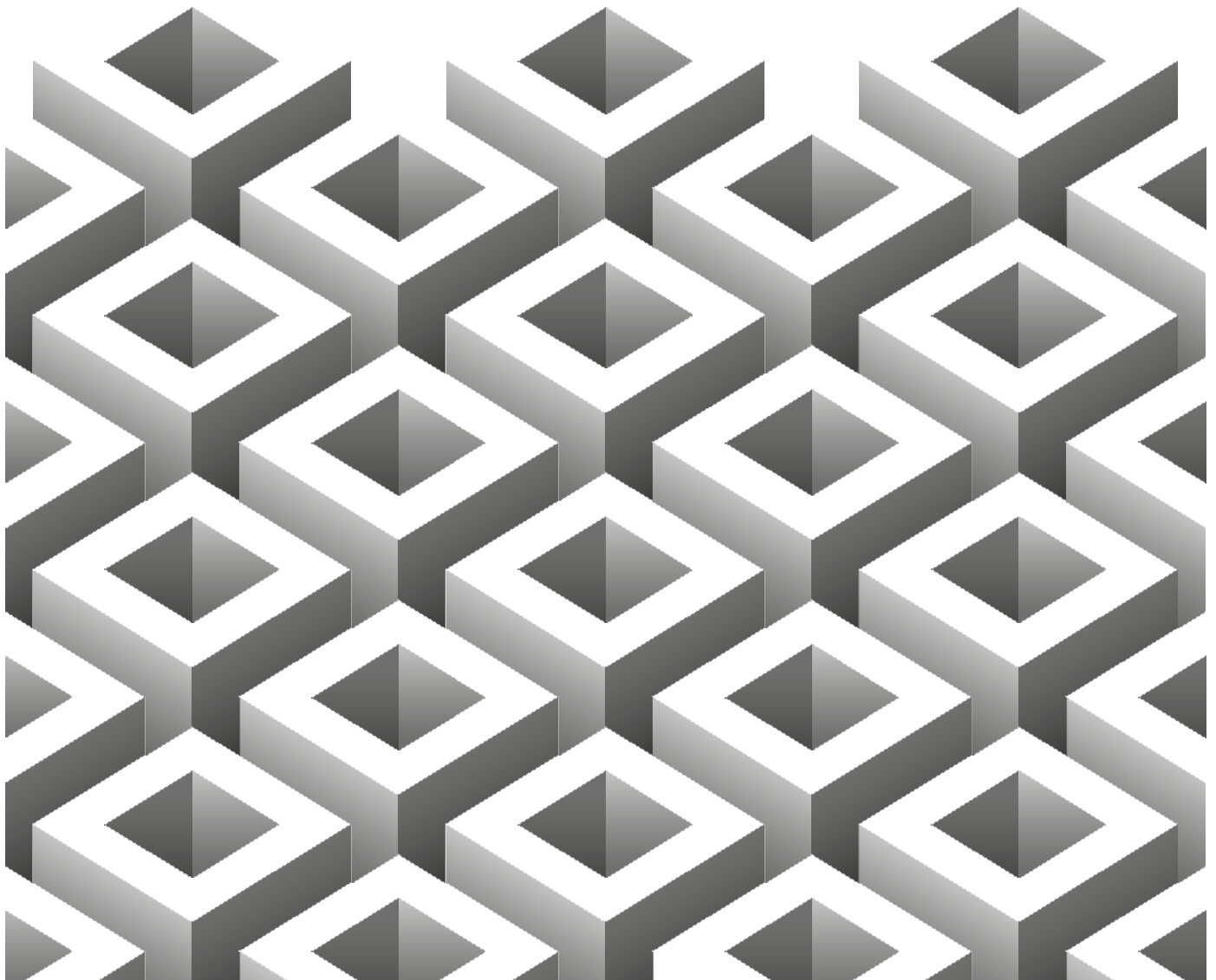
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Introducing
QRC



WELCOME

It is with great pleasure that I welcome you to Queenstown Resort College (QRC). Whatever your chosen field of study and whatever length of time you plan to stay, I wish you well in your study and give my assurance that QRC will provide you with a truly rewarding, memorable and positive experience.

QRC Staff will do all that is possible to ensure that you achieve your goals and enjoy the life that studying in Queenstown can offer.

Thank you for the trust and confidence in choosing QRC for your tertiary study.

Pursue that which is precious and do not be deterred by anything less than a lofty mountain!

Charlie Phillips CEO

PURPOSE OF THIS HANDBOOK

This handbook provides important information about Queenstown Resort College, the Queenstown region, student life, student services, emergency procedures and international student support. It will help you find your way around the College and help you understand how the College works. We recommend that you take some time to familiarise yourself with the contents of this book, so you can make the most of your time at QRC. Please refer to a Programme Handbook for the academic regulations which apply to your course.

COLLEGE OVERVIEW

QRC is New Zealand's first dedicated tertiary college specialising in edu-tourism. The college offers a diverse range of world-class courses and programmes including diplomas in hospitality management and adventure tourism management, internships, a range of English language courses, leadership development programmes, executive education and short courses.

It is wholly New Zealand owned and operated. The Board of Directors is chaired by Sir Eion Edgar, former Chancellor of the University of Otago. The board have more than 50 combined years of experience in tertiary education.

Queenstown, the country's tourism hub, is truly a global village. Because of this, QRC attracts a balanced mix of students, business executives, local tourism and hospitality employees and of course, travellers from both New Zealand and around the world.

Our setting is spectacular. There is no other word for it. The College sits on the edge of the Queenstown Gardens overlooking Lake Wakatipu and is flanked by established trees and sculptured gardens. At the heart of the campus is the QRC Common room where students can meet up with locals and visitors while sampling delectable coffee and the best muffins in Queenstown, or flicking through the day's papers.

For a quiet study space away from the buzz of percolators and people, there is the intimate boutique library full of local, international and historical books.

And, if you are looking to go further afield, QRC's affiliate partners have outstanding reputations both in New Zealand and internationally. We have formal cooperative agreements with the International College of Management, Sydney (ICMS), Australia; Swiss Education Group, Switzerland; Thompson Rivers University, Canada; Otago University, New Zealand.

STAFF WHO CAN ASSIST YOU

Chief Executive

Academic Director

Internship Manager

Student Relations Manager

Quality Assurance Coordinator

Assistant Accountant

QRC Receptionist

Academic Administrator

Programme Leaders

And all your specialist teachers

HOW TO CONTACT US

Postal Address: PO Box 1566, Queenstown 9348, New Zealand

Physical Address: QRC House, 7 Coronation Drive, Queenstown, New Zealand

Telephone: + 64 3 409 0500, Fax: + 64 3 409 0505

Student Accommodation: QRC Lodge, 1 Sainsbury Road, Fernhill, New Zealand

Telephone: + 64 3 442 7107 Fax: + 64 3 409 0505

Emergency Telephone: + 64 21 933 536

Shotover Lodge, 157 Arthur's Point Road, Arthur's Point, Queenstown

Telephone: + 64 3 441 3318

Emergency Telephone: 027 226 7554

Website: www.queenstownresortcollege.com

Email: info@qrc.ac.nz

The Student Relations Staff can be contacted 8.30am—5.30pm Monday to Friday through the main college phone number above.

HOURS OF OPERATION

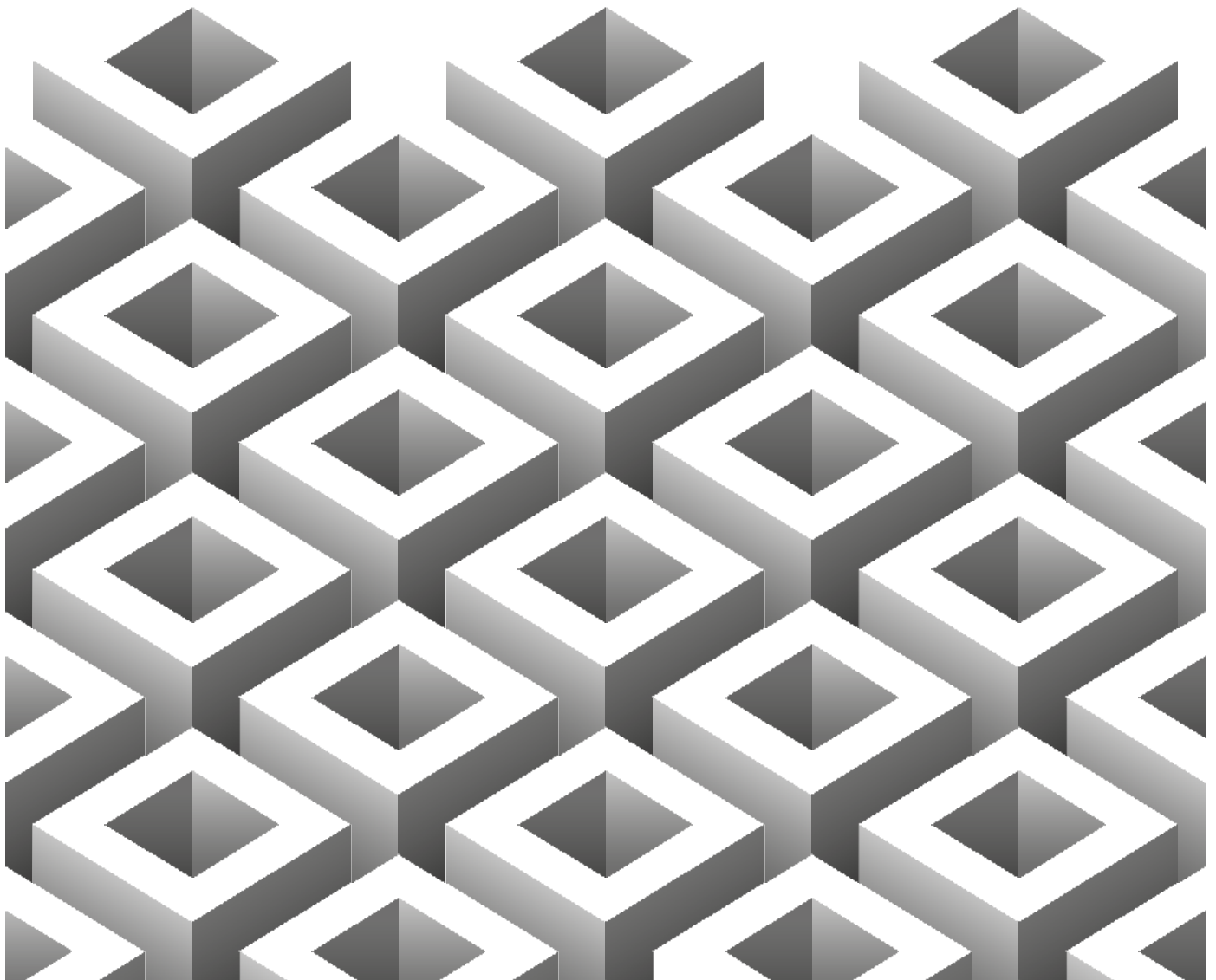
QRC is generally open from 8.00am to 5.30pm Monday to Friday for 50 weeks of the year with the exception of public holidays (listed below). There is a short break over our Christmas/New Year period.

NEW ZEALAND PUBLIC HOLIDAYS

QRC is closed on public holidays. The 2019 schedule of public holidays is listed below:

New Year	1 & 2 January
Waitangi Day	6 February
Otago Anniversary Day	25 March
Good Friday	19 April
Easter Monday	22 April
ANZAC Day	25 April
Queen's Birthday	3 June
Labour Day	28 October
Christmas Day	25 December
Boxing Day	26 December

Introducing Queenstown



GETTING TO QUEENSTOWN

Queenstown is situated on the shores of beautiful Lake Wakatipu, in the Southern Alps of New Zealand's South Island, 310 m (1,020ft) above sea level.

AIR TRAVEL

Auckland, Wellington, Christchurch and Queenstown are the main international airports in the North and South Island. Air New Zealand and Jetstar both provide direct links to Queenstown. Regular trans Tasman flights direct into Queenstown are operated by Air New Zealand and Qantas from Australia's major cities.

COACH

Intercity, Johnson's Coachlines, Atomic Shuttles, Catch-A-Bus and Great Sights provide daily services to/from Christchurch. Daily services also operate to/from Dunedin, Invercargill, Te anau, Milford sound and the West Coast.

SELF DRIVE

Allow 2.5 hours from Invercargill, 3 hours from Dunedin and 6 hours from Christchurch. Allow extra time for stops or bad weather. Chains should be carried in winter.



CLIMATE

Queenstown is renowned for its four distinctive seasons. Special features include long summer twilights, brilliant autumn colours and great weather conditions for winter and spring skiing (the mountain is rarely closed).

Summer:	Hot and dry, daytime high 18—30° Celsius, nights generally cool
Autumn:	Clear warm days, daytime 12-25° Celsius, nights cool to cold
Winter:	Crisp clear days, daytime 5—10° Celsius, nights cold
Spring:	Crisp morning and evening, 9-20° Celsius, nights cool
Annual Rainfall:	500-800mm per year

LIVING COSTS

Living costs depend on your own personal costs. Three meals a day are provided with your accommodation 7 days per week. An indication of typical food and entertainment costs is provided in the table below.

ITEM	COST \$NZ
Coffee	\$4.50
Can of Coke	\$2.00
Cinema	\$14.70 (student ID discount)
Beer	\$6.50
Sandwich	\$6.00
Day pass (ski/snowboard)	\$90.00 (early bird)
Season pass (ski/snowboarding)	\$800.00 (early bird)
Rent (not at QRC Halls)	\$220.00—\$280.00 per week
Power (not at QRC Halls)	Summer \$80.00 per month Winter \$200.00 per month
Supermarket food	\$80.00 per week
Personal Expenses	\$90.00 per week

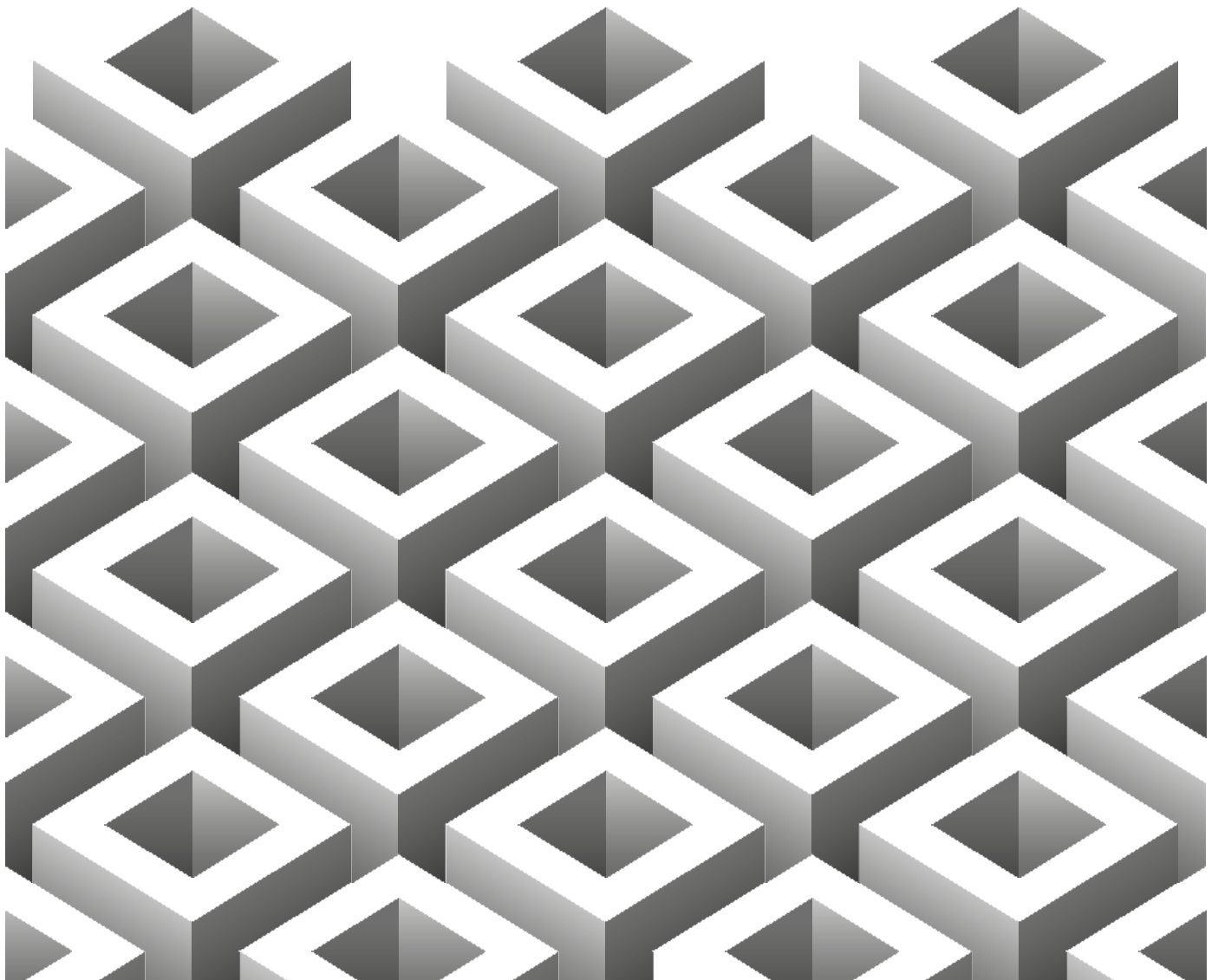
QRC students also receive discounts at a number of retail, entertainment and hospitality outlets around town. A list of participating businesses is provided at Orientation.

QUEENSTOWN ACTIVITIES

Known as the adventure capital of the world, there are different activities to try in each season. Highlights include:

- Four major ski areas, snowmobiling, heli-skiing, a dedicated freestyle park and Nordic skiing.
- Four golf courses.
- Easy access to many of the world's Great Walks in Fiordland National Park and Mt Aspiring National Park.
- More than 150 adventure activities, including jetboating, 4WD, guided walks, horse trekking, bungee jumping, rafting, canyoning, river surfing, mountain climbing, skiing, snowboarding, mountain biking... just to name a few.
- Some of the world's best fly fishing with perfect feeding conditions for trout.
- Heritage activities including tours to historic Arrowtown and the TSS Earnslaw steam boat.
- Wine tours into Gibbston Valley and Bannockburn to taste the region's internationally acclaimed Pinot Noir.
- Compact town centre with 7-day late night shopping, a vibrant nightlife and over 200 restaurants and café bars.

Student
Services



STUDENT RELATIONS

The Student Administration team at Queenstown Resort College is responsible for admissions, accommodation, student support services and pastoral care. We are here to help you and are based at Reception.

We can help you with:

- General information and assistance
- Accommodation and payments
- Academic and study matters
- Personal and social issues
- Storage of valuables
- Library services

And also for International Students:

- Visa extensions and renewals
- Travel and insurances
- Code of Practice issues

ID (IDENTITY CARDS)

Student ID cards will be issued when you receive your uniform. Your ID card will entitle you to discounts at several businesses and amenities in Queenstown and surrounding areas. You are provided with a list of participating companies offering discounted student rates. If you lose your ID card there is a cost of \$25.00 for a replacement.

ACCOMMODATION

It is highly recommended that diploma students stay in QRC accommodation for at least term 1 & 2 as accommodation in town is scarce, with twin rooms starting from \$290.00 per week. There is a placement fee if you want QRC to arrange your accommodation for you and a bond.

Many of our Year 2 students choose to stay in QRC's Shotover Lodge, 03 441 3318, www.shotoverlodge.co.nz

If you wish to organise your accommodation independently, there are a number of rental and flatting services in Queenstown.

Resort Property Rentals
www.resortrentals.co.nz

Queenstown Accommodation Centre
www.qac.co.nz

Executive Accommodation
www.executiveaccommodation.co.nz

For advice on Tenancy Laws, complaint procedures see www.tenancy.govt.nz

ACTIVITIES

Social activities are organised as part of your course and especially lodge residents and also for the whole College so you can meet people enrolled in other programmes. Activities include themed dinners, ten-pin bowling, DVD nights, rugby nights, skiing/snowboarding days during the winter months, celebration dinners, adventure activities, day trips, lakeside barbecues and fancy dress evenings. There is a charge for some events, as students do not pay student association fees.

STUDENT COUNCIL

A Student Council is elected by students each term and scholarship students have automatic entry to represent the interests of the students at QRC. The Council meets regularly with a staff representative to provide feedback and to discuss new initiatives and plan social activities. Further information on the Student Council is provided in the first week.

STUDENT HEALTH

Please inform QRC if you are ill or have an issue that may mean you need to miss class or be late.

Email to: attendance@qrc.ac.nz

If you hurt yourself on campus or feel ill, please tell your teacher or Student Relations so we can help. Students who fall sick during the day need to seek permission from Student Relations to take the remainder of the day as sick leave. If you are ill and absent for three or more days you will need to visit a doctor and get a doctor's certificate. See the contact details for Queenstown Health Services overpage. Student Relations will support you with any health related matters.

PLEASE NOTE:

QRC staff will not dispense painkillers/ medication—you need to keep your own supply of these.

QUEENSTOWN SUPPORT AND EMERGENCY SERVICES

Queenstown Health Services

Health Nurse:

You can visit the Queenstown Medical Centre to see the Health Nurse. Phone (03) 441 0500 for an appointment. The Nurse is available by appointment Monday to Friday between 8.30am to 5.00pm. The cost will be advised at the time of appointment, depending on the treatment required.

Doctor:

To see a doctor, please telephone (03) 441 0500 to make an appointment. The charge of approximately \$90.00 is payable on the day of consultation.

Family Planning/Sexual Health

For the Wakatipu Sexual Health and Family Planning Clinic, please phone (03) 441 0565.

Weekend Health Services:

There are no weekend emergency services available in Queenstown. The duty doctor can be reached at the Lakes District Hospital on (03) 441 0015. There are also opening times for the weekend pharmacies and an emergency dentist.

Emergency Services:

The front pages of the Queenstown telephone book contains information on Emergency Services, Personal Help Services and Telephone Assistance.

Note: All numbers with 0800 or 0508 in front of them are free calls in New Zealand.

All Emergencies	111
Fire	111
Police	111
Ambulance	111
Legal Matters	
Police Station	(03) 441 1600

National Telephone Help Lines

AIDS Hotline 24 hour service	0800 802 437
Alcohol Helpline	0800 787 797
Auto Assistance	0800 500 444
Gambling Crisis Hotline	0800 654 655
Lifeline	0800 423 743
Mental Health Crisis Service	0800 467 846
Narcotics Anonymous	0800 628 632
Quitline (smoking)	0800 778 778
WINZ	0800 559 009
Youth Helpline	0800 376 633

QUEENSTOWN SUPPORT AND EMERGENCY SERVICES

Queenstown Support Services

Chaplain	03 442 8391
Citizens Advice Bureau	0800 367 222
Community Law Centre	03 474 1922
Jigsaw	0508 440 255 (info@jigsawcentrallakes.co.nz)
Public Health Service	03 450 9156
Police	03 441 1600
Queenstown Taxi	0800 788 294
Rape Crisis	03 442 7145
Reap House	03 236 6008
Sexual Health Clinic	03 441 0500 (via Queenstown Medical Centre)
Victim Support	03 441 1608
Wakatipu Mental Health	03 441 0010

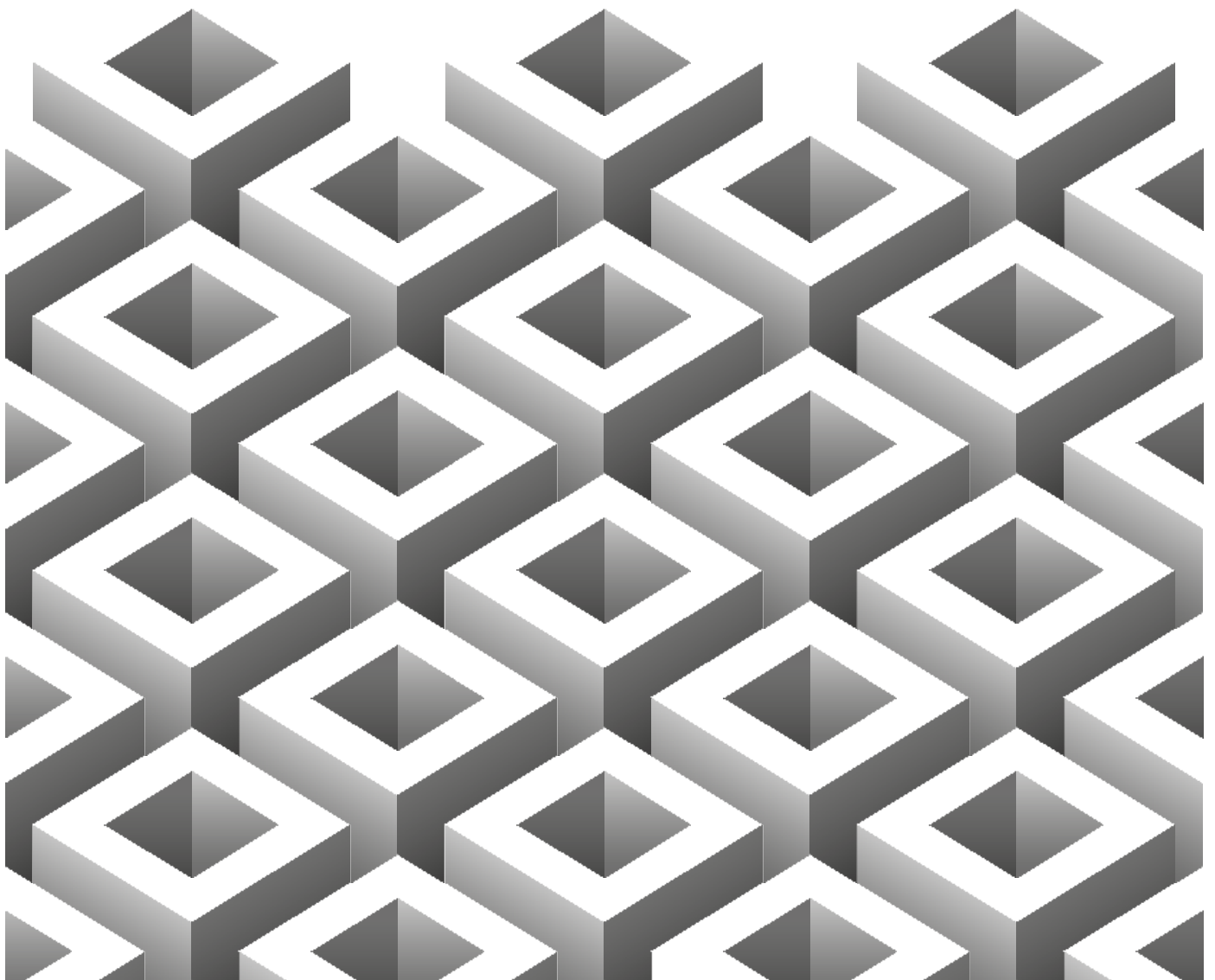
After Hours Medical Services

Queenstown Medical Centre	03 441 0500
Family Planning Association	03 441 0500
Queenstown Pharmacy	03 441 0590
Emergency Dentist	03 442 8580

New Zealand Agencies

New Zealand Qualifications Authority	www.nzqa.govt.nz
Education New Zealand	www.enz.govt.nz
Study in New Zealand	www.studyinnewzealand.com
Ministry of Education	www.education.govt.nz
Immigration New Zealand	www.immigration.govt.nz
New Zealand Police	www.police.govt.nz
New Zealand Transport Agency	www.nzta.govt.nz
Ministry of Health	www.health.govt.nz
Ministry of Social Development	www.msd.govt.nz
Child, Youth & Family	www.cyf.govt.nz
Accident Compensation Corporation	www.acc.co.nz
Human Rights Commission	www.hrc.co.nz
Office of Ethnic Communities	http://ethniccommunities.govt.nz
Language Line	http://ethniccommunities.govt.nz/browse/language-line
Tenancy Services	www.tenancy.govt.nz
Family Planning	www.familyplanning.org.nz
Mental Health Foundation	www.mentalhealth.org.nz
Citizens Advice Bureau	www.cab.org.nz
Alcohol	www.alcohol.org.nz
New Zealand Drug Foundation	www.drugfoundation.org.nz
Harmful Gambling	http://choicenotchange.org.nz
Lifeline	www.lifeline.org.nz
Water Safety	www.watersafety.org.nz

Facilities & Resources



CAMPUS FACILITIES

QRC House is a five-storey, boutique building, which opens onto the Queenstown Gardens. Opened in 2005, QRC House is well resourced, comfortable and stylish. Students are also educated in classes at the Earl street location and QRC Lodge.

The campus includes:

- Common Room
- Library
- Classrooms (x13)
- Tutorial rooms (x2)
- Hospitality Demonstration Suite
- Executive Suite, including boardroom, lounge and balcony
- Earl Street comprises of two classrooms and an Administration Office

COMMON ROOM

Hours: from 8.00am Monday to Friday

The Common Room is a fun and relaxing place for breakfast, lunch and coffee breaks.

The Common Room is fully licensed, has a plasma screen television, wireless access, a fire for cold winter days, daily newspapers and a range of books and magazines.

Located on level 1, the entrance to the Common Room is on Hotops Rise. Students are allowed to bring their own food into the café and a student discount is available on selected items. Special social events are held in the café. These are advertised on the level 3 noticeboard.

LIBRARY

Hours: from 8.00am to 5.30pm Monday to Friday

The Library has comfortable seating, reading tables and computers. Online journal access is available.

Library Rules

- You may be asked to present an ID card to be able to borrow.
- You may borrow up to four (4) items at a time, excluding textbooks.
- You may not borrow journals, newspapers or items marked 'not for loan'.
- Items will be issued for a loan period of either 1 day/overnight or 7 days.
- No items may be removed from the library without the loan being recorded (items borrowed without the loan being recorded will be regarded as stolen).
- The person borrowing the item is responsible for it at all times and will be liable for all damage incurred while the item is on loan to them.
- If you lose or damage an item full replacement cost including a \$5.00 processing charge will be charged. Please advise us immediately if you find an item has been damaged.
- Fines for overdue items will be charged at .50cents per day. Overdue notices will be sent via email.
- The Library may at any time recall items on loan.
- Outstanding fines and disregard for the due date of items will result in loss of borrowing privileges.
- All items on loan must be returned and all charges paid prior to leaving the College.

Conduct in the Library

No library user may:

- Bring into the library or consume, food or drinks.
- Damage or deface library property including attempting to interfere with the library's computer hardware or software.
- Create a nuisance in the library.
- Use a cellphone (texting is permitted). Use a laptop, unless the sound is muted.
- Use any audio device without headphones.
- Leave personal belongings in the Library. (The Library staff will not be responsible for personal belongings left in the library).
- English is the only language that should be used in the Library.

Queenstown Public Library

For general areas of reading, the Queenstown Public Library is available for students free of charge.

STUDY HELP

- Study support classes are offered throughout the term for general literacy, numeracy, study and examination skills sessions. These are voluntary sessions, most often one-to-one or in a small group. Further information will be given within your first week.
- Tutorials in some subjects are offered in addition to the timetables class. Tutorials are voluntary and are focused on particular content in a subject area. The Academic Director will advise which tutorials are offered and will be in your timetable. Students who struggle in the subject area the tutorial is given are strongly encouraged to attend.

COMPUTER USE AND PHOTOCOPYING

A number of computers are available throughout the college. If you are bringing laptops/ipads these should be Microsoft to be compatible with QRC software.

You will be given a personal computer username during Orientation and you will be able to set your own password.

There is a strict policy for internet use, which will be clearly explained during Orientation. A photocopying code and limit is also given, further limits can be purchased if your allocation has run out. The photocopiers also have a scanning option on them.

QRC House is generally open from 8.00am to 5.30pm Monday to Friday. You will have access to computers during this time frame, except when the Computer Suite is booked for classes.

FOOD AND DRINK IN THE CLASSROOM

Water in non-spill bottles and coffee/tea in takeaway cups are allowed in the classrooms. No food or other drinks may be carried into the classrooms. Only water is allowed in the computer suite.

The QRC buildings and immediate surrounds are non-smoking

SPEAKING NZ'S OFFICIAL RECOGNISED LANGUAGE ON CAMPUS

All students must speak English while on campus. This is important English language development for students with English as a second language.

All classes will be delivered in English.

RECEPTION (Mail, Scan, Document Certification)

Located on Level 2 of QRC House, Reception is your first point of contact. If Reception staff cannot help you, they can direct you to the person that can.

At Reception you can expect help with:

Mail

If you want mail to reach you on campus, please use the following address: Queenstown Resort College , PO Box 1566, Queenstown 9348, NEW ZEALAND. Student mail will be available for collection from Reception.

If you change your address or telephone number, please pass on the new details to reception or a Student Admin staff member to update your Wisenet profile.

Document Certification

Justices of the Peace are listed in the yellow pages at the back of the phone directory. You can ask at Reception for assistance if you require documents certified.

Assignment Submission Box

You can submit assessments and assignments into the submission box located in the Library.

LOST PROPERTY

Lost Property is handed to Reception. All lost property that is not claimed by the end of term will be donated to charity.

There are storage cupboards available for students' materials on Level 3. Students are responsible for the security of their own belongings in the building.

FINANCIAL SECURITY

Please make sure that you are careful with your money and passport. It is not recommended or safe for you to carry large sums of money or to leave it in your accommodation. QRC strongly discourages lending and borrowing of money amongst students. If required Student Admin staff will assist you with opening a bank account.

CAMPUS SAFETY

The QRC campus complies with Government rules and safety regulations. All buildings and facilities on campus have current warrants of compliance.

Emergency and Evacuation Procedures—QRC Campus

The building will be evacuated in the event of discovery of fire, fumes or chemical spillage or earthquake. Evacuation procedures are displayed prominently in each room in the building. If you discover a fire, chemical spillage or fumes:

- Raise the alarm immediately by operating the nearest fire alarm, clearly marked on the wall.
- Call the fire brigade on 111. **Remember to dial 1 for an outside line.** Use your cellphone or the phone in a neighbouring building if necessary. When you hear the alarm (a continuous siren with a voice telling you to “evacuate the building”).
- **WALK** to the nearest exit on the level, moving quickly and quietly.
 - Level 5, 4 & 3—the nearest exit is on level 3
 - Level 2—the nearest exit is at reception
 - Level 1—the nearest exit is through the Common Room Café
- **USE THE STAIRS (do not use the lift)** and leave the building immediately.
- **DO NOT** collect personal belongings from any part of the premises.
- **ASSEMBLE** at the assembly point for QRC House—outside on the asphalt area across from the Common Room Café. If exiting from Level 1 & 2, if exiting from level 3, 4 & 5 the assembly point is on Hotops Rise on Coronation Drive.
- **DO NOT** return to the building until the all clear has been given by the Chief Warden. If you are disabled in anyway and may need assistance to evacuate the building this should be noted at Reception. This includes temporary injuries such as needing crutches.
- **SEE EVACUATION PROCEDURES** in classrooms.

Emergency and Evacuation Procedures—Earl Street Campus

As at QRC House, **walk** to the nearest exit on the level, moving quickly and quietly at the time of the sirens sounding. The student assembly point as shown on notices in the classrooms (Pathway 20-50 meters towards the lake).

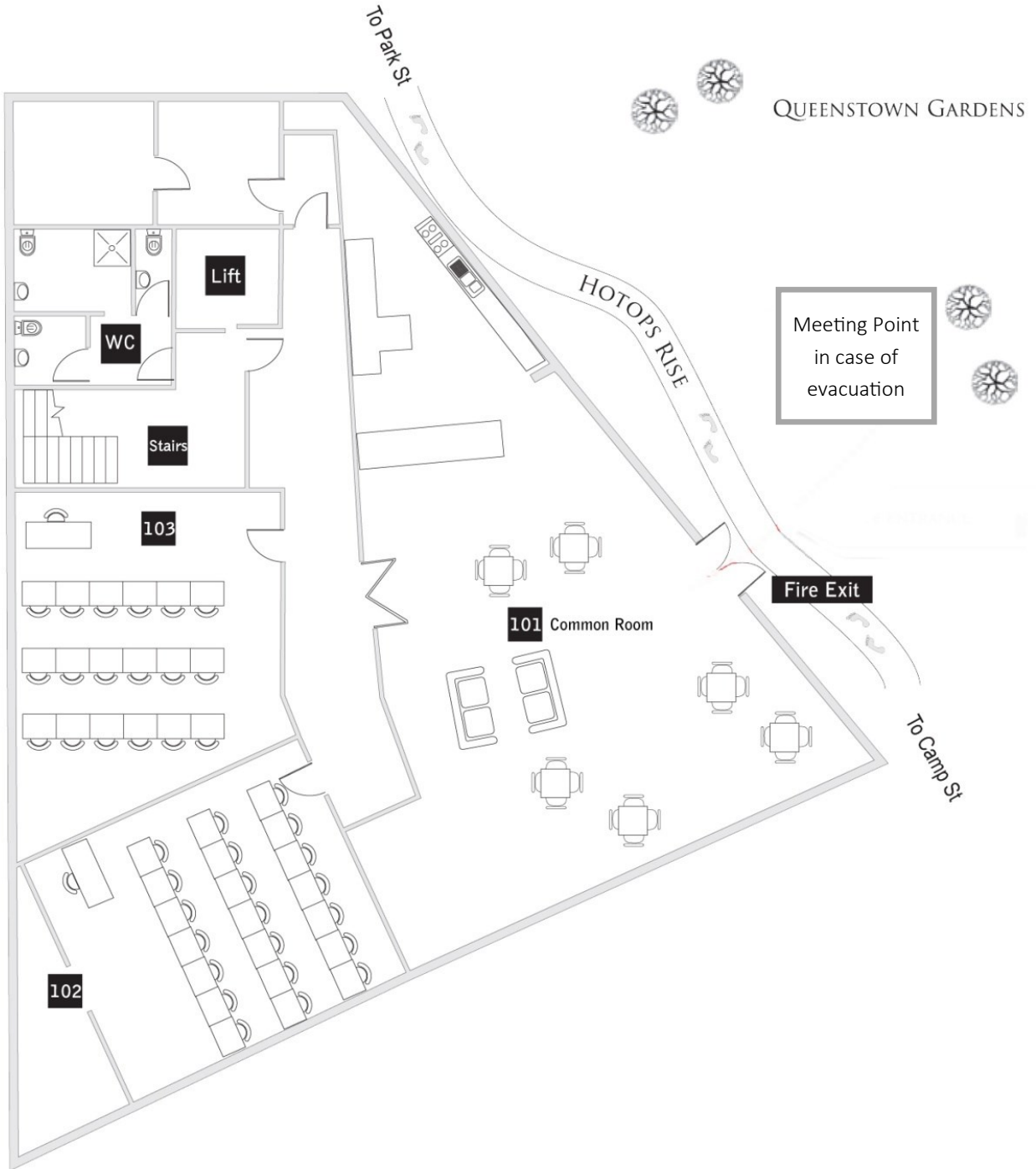
Earthquake Emergency

- Do not rush outside, there may be falling debris.
- Move away from windows, glass, book shelves, large suspended items like large light fittings and ceiling panels.
- Shelter under a desk, doorway or any solid structure such as a strong beam.
- After shaking has finished turn off all electrical switches and assist those who might be injured.
- Do not go outside but await instruction from the Building Warden or rescue teams.
- Injured people—Do not remove any unconscious or seriously injured people unless they are in more danger from debris. Stay with them and send for help.
- [www://getthru.govt.nz](http://www.getthru.govt.nz)

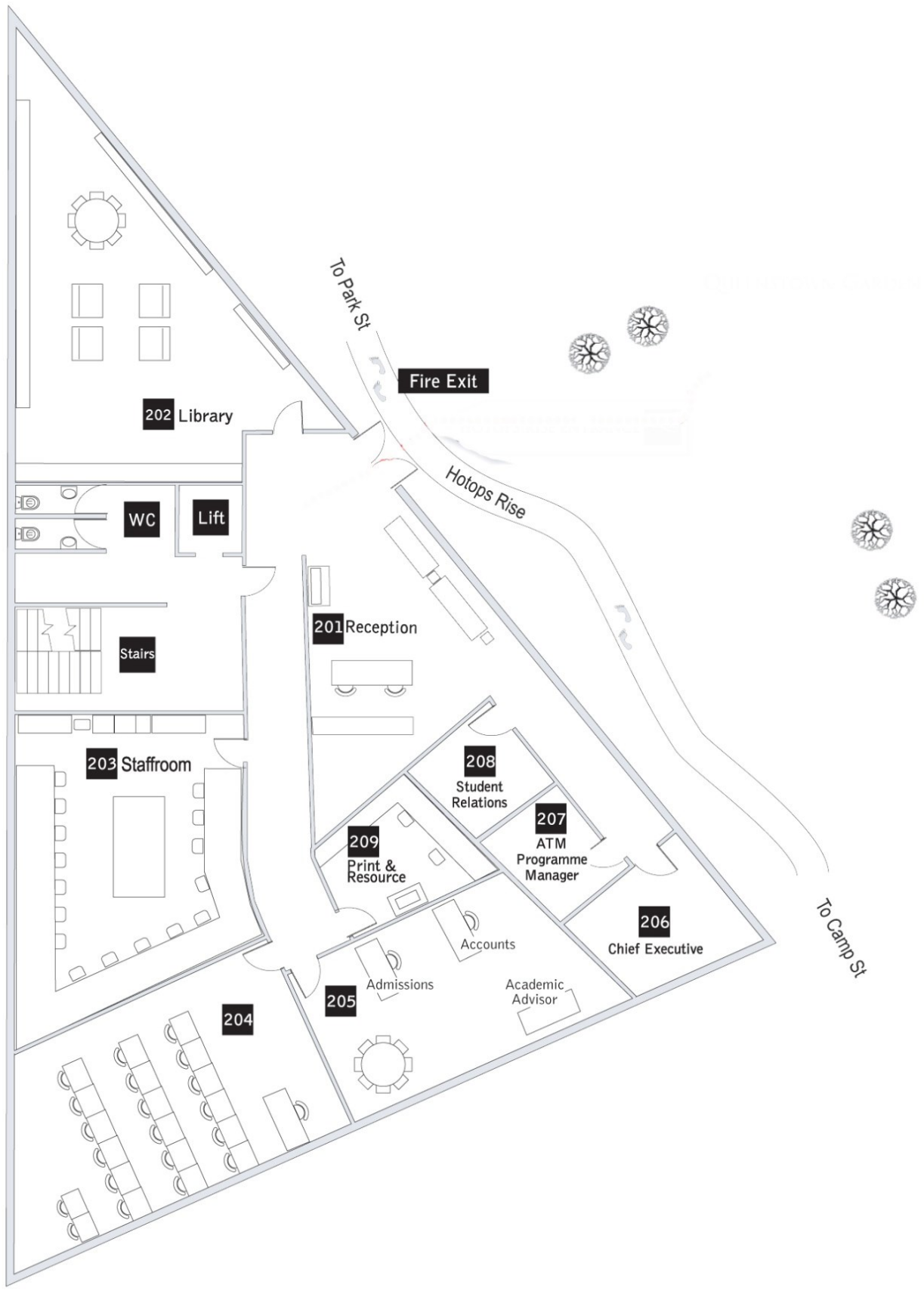
First Aid Kits

There are qualified first aid personnel on the QRC staff. If an incident requiring first aid occurs, alert your

QRC HOUSE - GROUND FLOOR



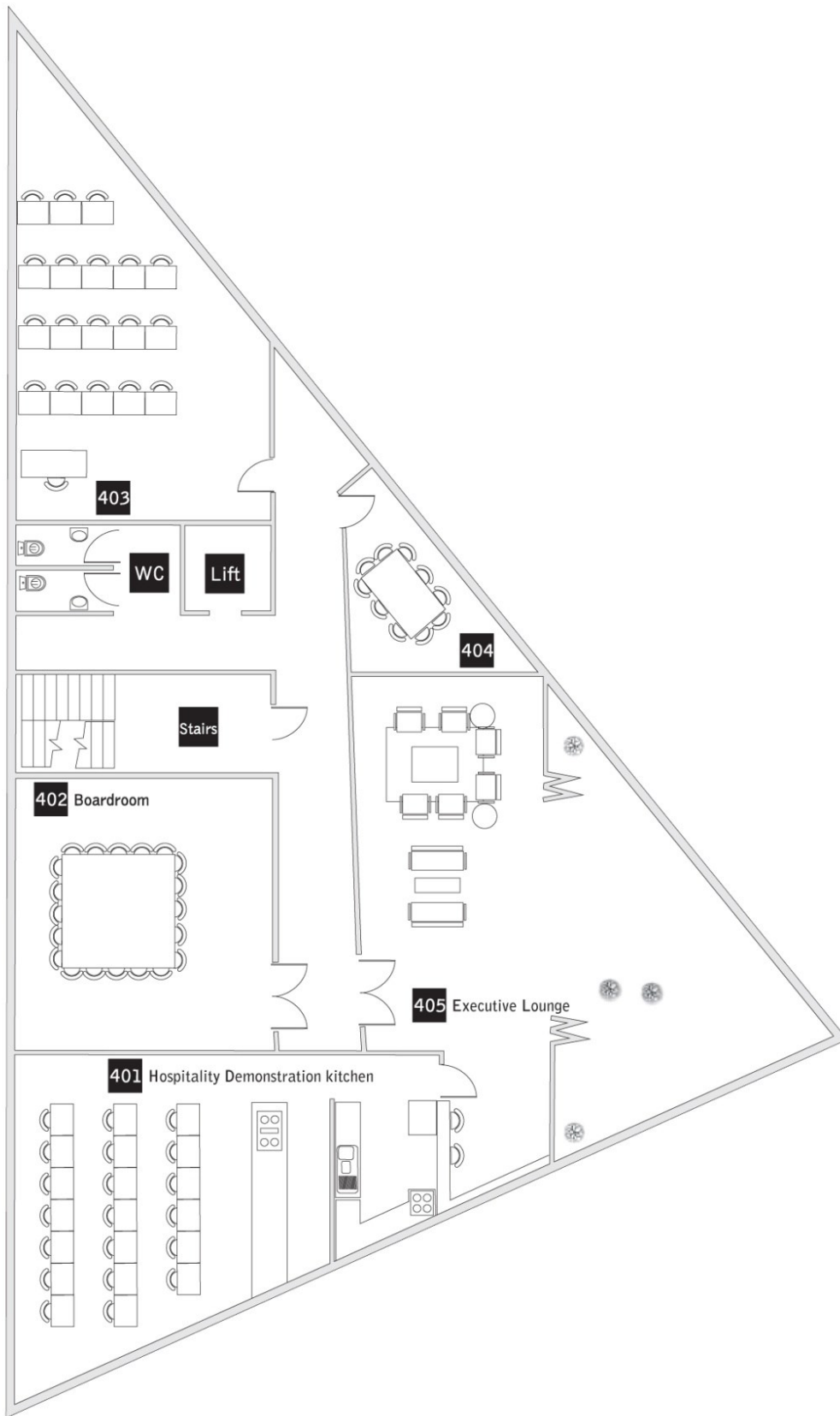
QRC HOUSE - SECOND FLOOR



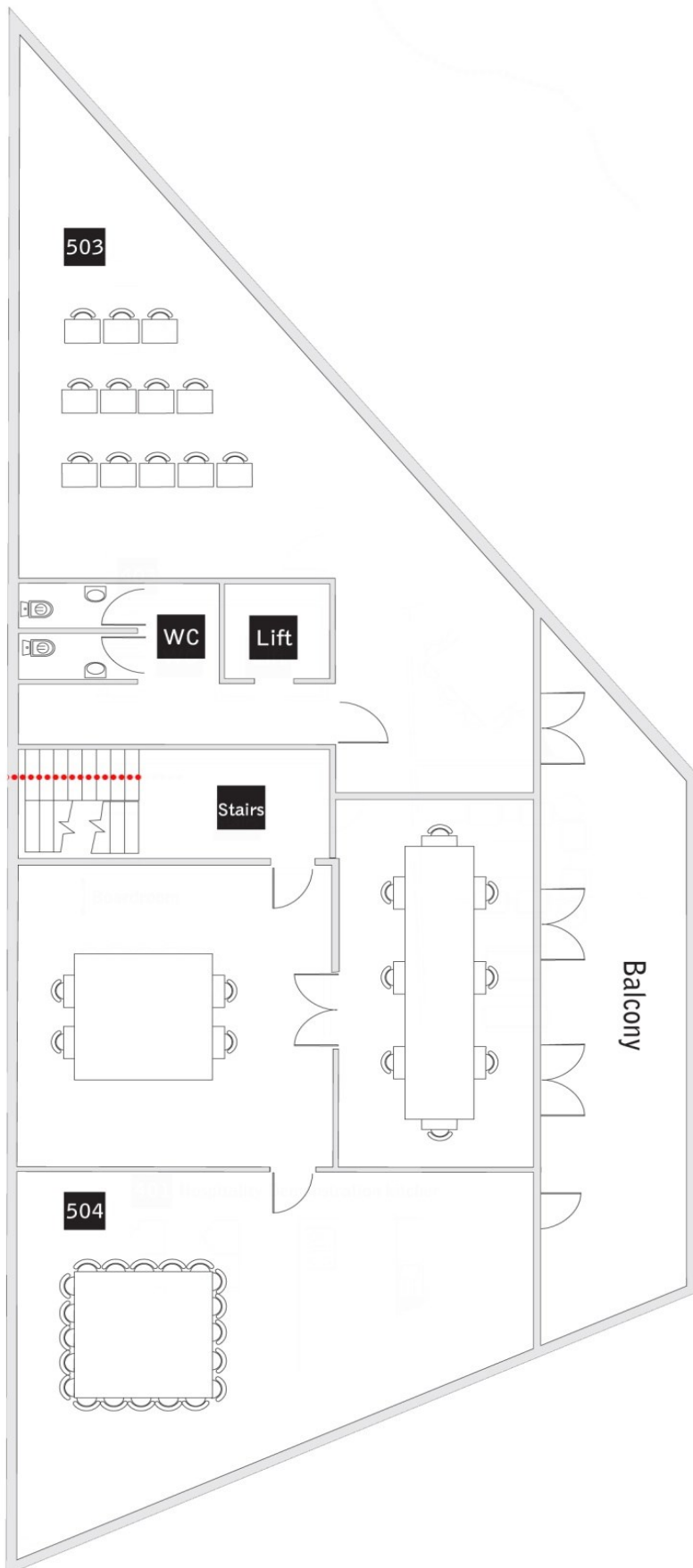
QRC HOUSE - THIRD FLOOR

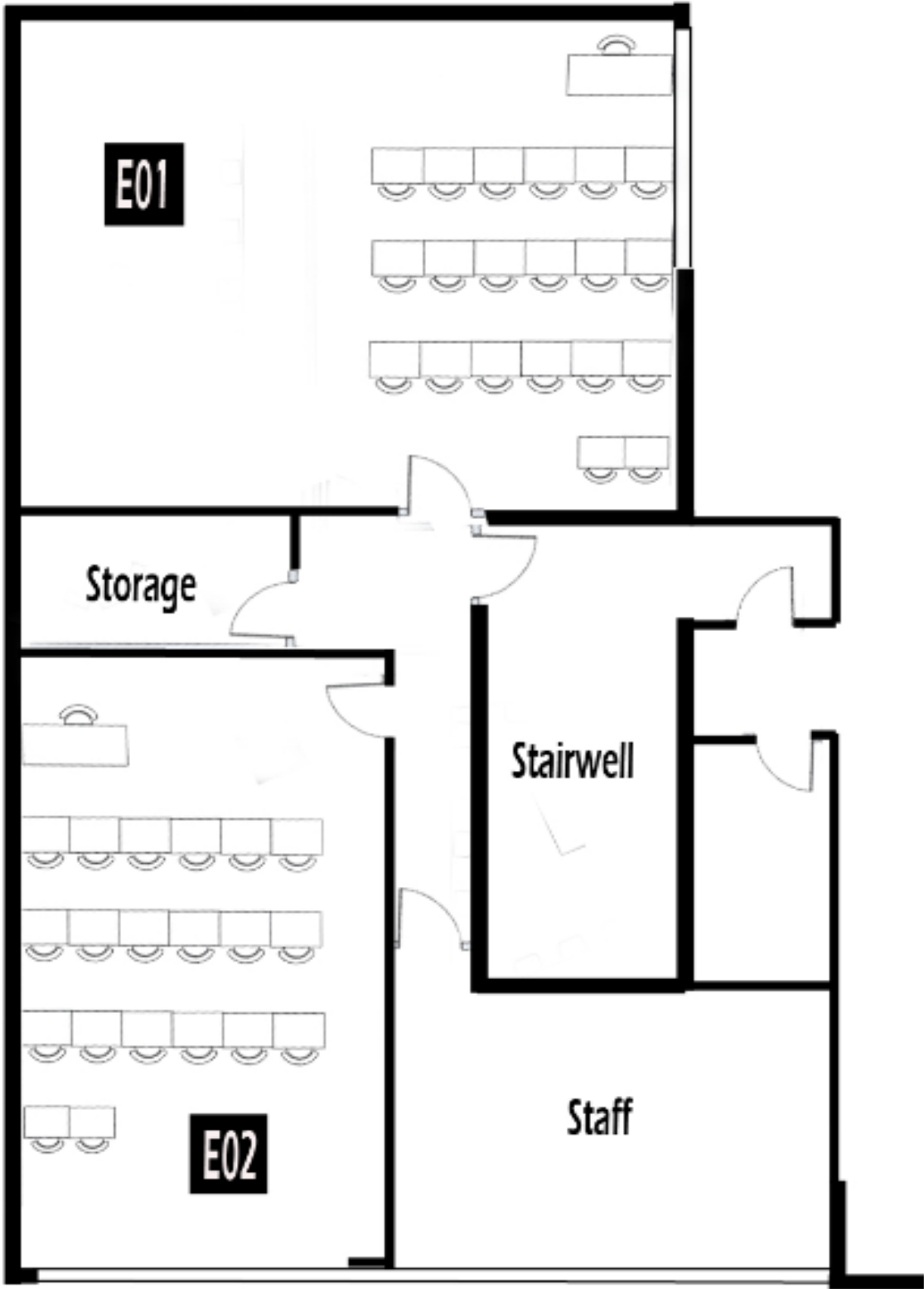


QRC HOUSE - FOURTH FLOOR

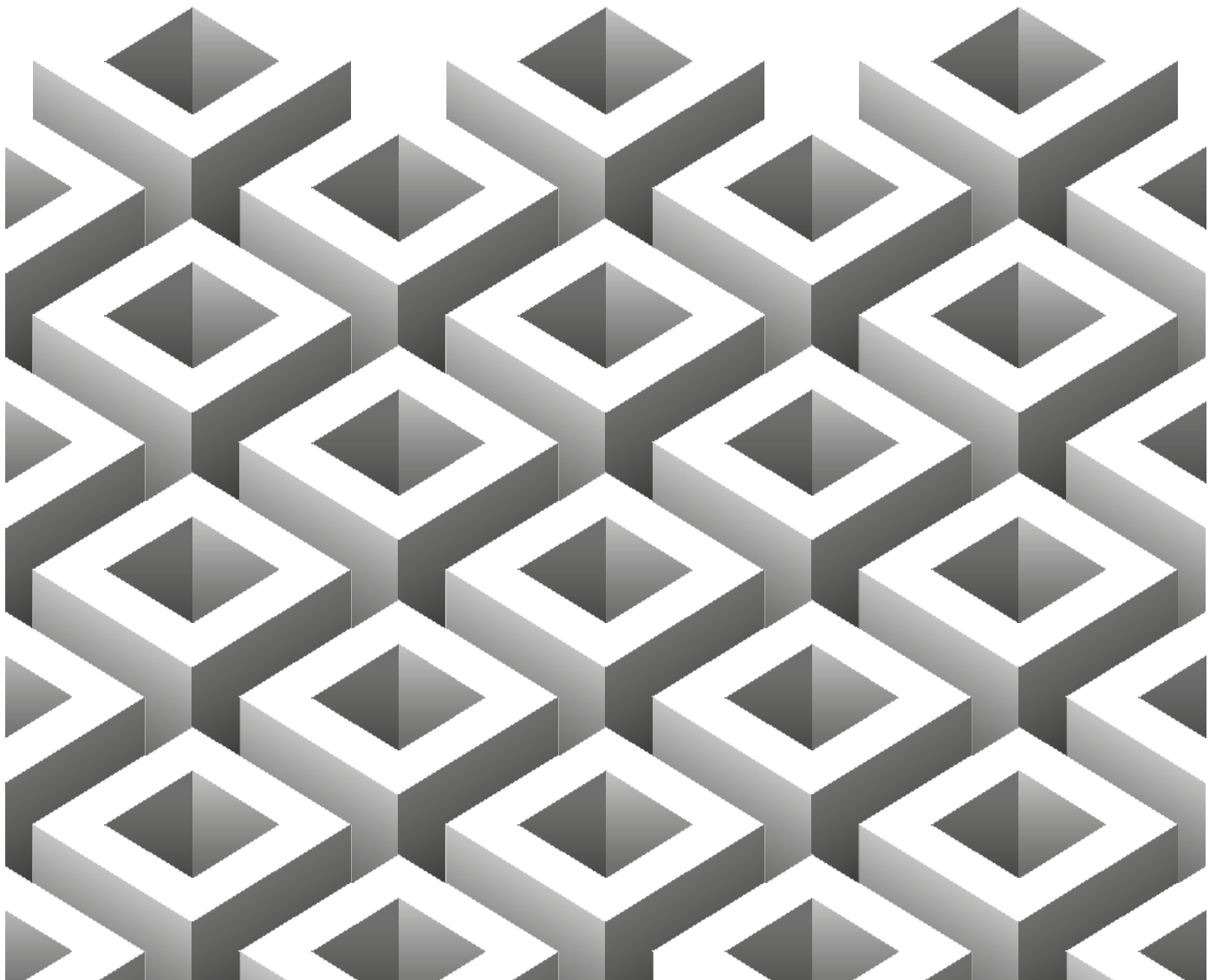


QRC HOUSE - FIFTH FLOOR





College Regulations & Student Conduct



TERMS & CONDITIONS OF ENROLMENT

All students at QRC have agreed to abide by the *Terms and Conditions of Enrolment*. This document is available for download from the QRC website. You should be familiar with all of the sections of the *Terms and Conditions of Enrolment*:

- Enrolment
- Rules & Regulations
- Recongnition of Prior Learning
- Fees
- Refund Policy
- Contact Details
- Loss or Damage
- Privacy Act
- International Students
 - Code of Practice
 - Medical & Travel Insurance
 - Immigration Requirements

ACADEMIC REGULATIONS

The Academic Regulations for your course of study are described in the relevant Programme Handbook. The regulations cover Recognition of Prior Learning, Attendance Requirements, Assessment and other official “rules” for your course. You will be given a Programme Handbook at the start of your course.

STUDENT CONDUCT

All students are expected to behave responsibly. At no time will QRC condone any actions or activities that may compromise the safety of yourself, other students, staff or the property of the College or local community. This handbook, Student Relations personnel, other office staff, teachers and the Orientation programme will collectively inform you of QRC expectations and clearly outline what is considered appropriate student behaviour. Please refer to your Programme Handbook for details.

ATTENDANCE

QRC students are expected to attend all classes. If you are unable to attend, you should email to: attendance@qrc.ac.nz before the class and explain why you will be absent. If you are unable to phone due to illness you should organise for a family member or friend to call the QRC Reception on your behalf.

All absences from class will be recorded. You may be required to produce a medical certificate if you are ill for more than 3 consecutive days or have missed an assessment activity. It is the individual’s responsibility to approach the teacher and/or class peers to gather the relevant information covered in missed theoretical classes. In some cases missed practical classes must be made up prior to the appropriate assessment.

Any cancellation of enrolment due to poor attendance of an international student will be reported to the New Zealand Immigration Service.

DISCIPLINARY ACTION

Formal disciplinary action includes formal verbal and written warnings and the suspension or termination of tuition. Formal disciplinary action is a measure of last resort, which is used rarely. It is important that students understand the circumstances on which the College may consider formal action:

- Persistent failure to meet progress and/or conduct requirements after all QRC advice, guidance, support and verbal and informal warnings have been exhausted.
- Provision of false or misleading information by a student at enrolment.
- Criminal conduct by a student, where this would affect the 'quality' recommendations QRC makes of its students.

The interests of all parties are protected by QRC 's commitment to fairness and due process. In any case, where warding or termination procedures are being considered and before any decisions are made, the student will be advised of the reasons and evidence upon which the consideration is based and will be given full opportunity to respond, to be heard and to be independently represented.

Suspension or termination of tuition decisions will finally be the responsibility of the CEO.

The standard process for formal disciplinary action is:

1. You will receive a verbal (spoken) warning from your Programme Leader or Academic Director.
2. If the issue is not resolved you will receive a first formal written warning from the Programme Leader after a discussion with the Academic Director.
3. If the issue is not resolved you will receive a second formal written warning from the Programme Leader.
4. If the issue is not resolved on the Academic Director's report, the Academic Director will speak with the student and deliver a letter that will refer to suspension or dismissal.

Any decision to terminate tuition under this policy will be without refund or unused fees and in the instance of international students, will be reported to the New Zealand Immigration Service.

* Please see individual Programme Handbooks for further details on PE System and Discipline Procedures.

STUDENT RIGHTS

QRC respects the rights of students under its care to:

1. Experience quality teaching and supervision.
2. Have challenging and stimulating learning experiences.
3. Be provided with up-to-date course content.
4. Have the principles of the Treaty of Waitangi acknowledged.
5. Receive clear, accurate information and advice regarding all courses.
6. Receive fair, timely and useful feedback on their performance and progress.
7. Have a say about the value, relevance and effectiveness of their academic programmes and the teaching they experience.
8. Be treated with respect and courtesy by all staff and other students in an environment free from harassment and discrimination.
9. Expect that QRC in association with its other affiliates and providers will ensure a safe and secure environment.
10. Be informed about what is expected of them as students.
11. Have access to clear administrative guidelines and procedures.
12. Have access to clear and appropriate procedures for dealing with grievances.
13. Have reasonable, equitable and scheduled access to staff and services.
14. Have reasonable access to quality facilities, Student Administration services and resources necessary for achievement of goals.

STUDENT RESPONSIBILITIES

It is anticipated that students studying with QRC should accept responsibility to:

1. Make an effort to be work ready and attend all classes.
2. Be self motivated and self-directed learners.
3. Participate appropriately in their courses of study.
4. Prepare adequately for classes which require work in advance.
5. Inform their teacher or Student Relations if they are having difficulty with academic matters.
6. Put the best effort possible into assignments to hand them in on time.
7. Submit their own work.
8. Treat all staff and students with respect and courtesy.
9. Listen and participate in class.
10. Observe appointment times and office hours.
11. Promote an environment safe and free from harassment and discrimination.
12. Respect campus and community property.
13. Be aware of opportunities to participate in campus affairs.
14. Become aware of and comply with QRC rules and policies.
15. Use appropriately the services and resources made available.
16. Become an ambassador for the College.

STUDENT FEEDBACK

We are always interested in finding out how satisfied you are with your learning experience at QRC. During your stay with us, you will be given opportunities to complete written formal feedback questionnaires on you teachers, courses, papers and programme.

You will also have the opportunity to complete a formal student satisfaction survey about the quality of your experience at QRC. This relates to aspects other than teachers, such as service, facilities and pastoral care. Results of the surveys are used to shape our service to you.

We also welcome feedback on an informal basis. We take your suggestions seriously and will respond to any issues raised.

STUDENT SUPPORT PROCESS

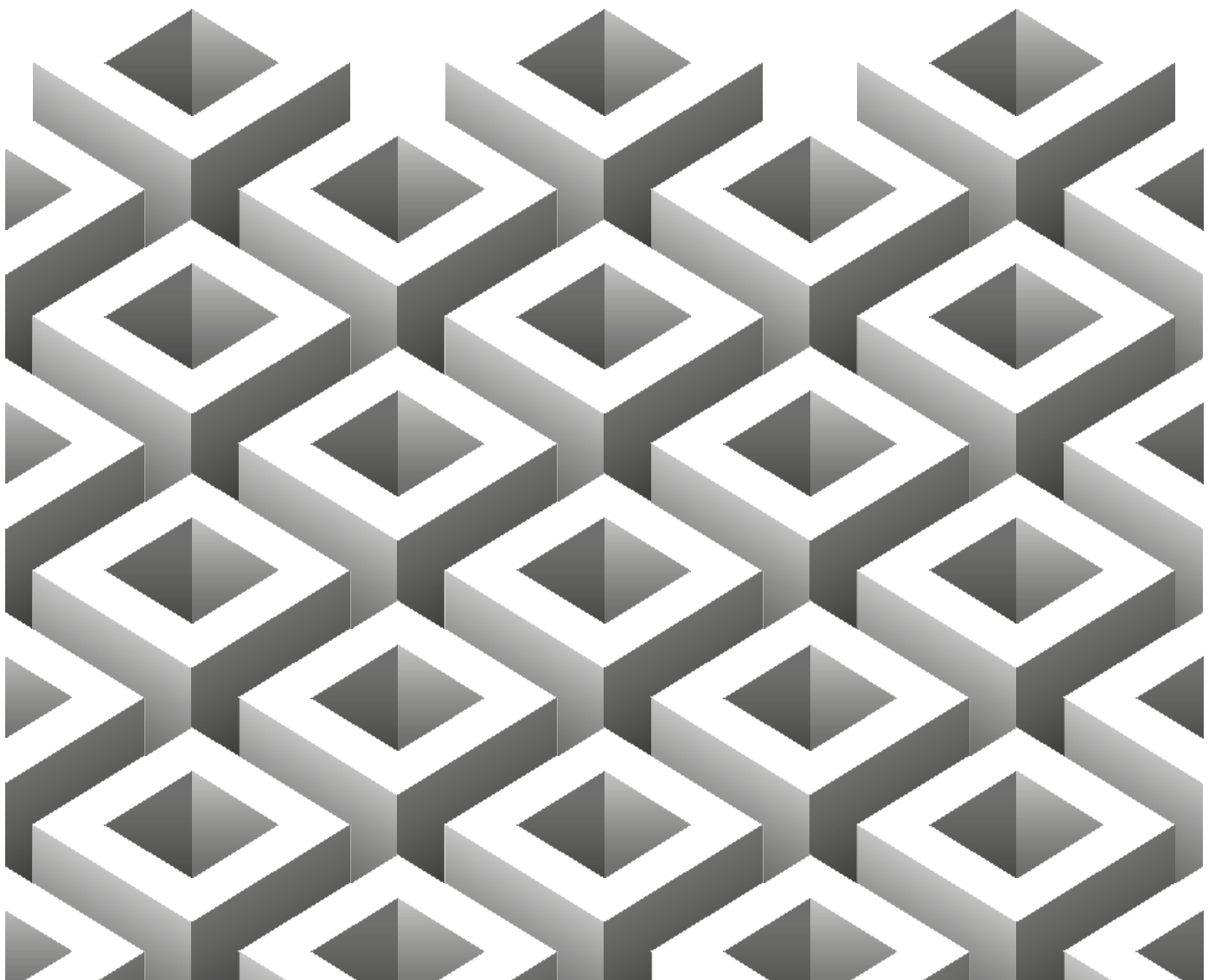
If you are still dissatisfied with the decision, you are advised to contact:

- New Zealand Qualifications Authority, PO Box 160, Wellington. Tel: (04) 802 300 (domestic and international students)

or (for international students only)

- International Education Appeal Authority Tribunals Unit, Private Bag 32-001, Panama Street, Wellington 6146. Tel: (04) 462 6660; Fax: (04) 462 6686; Email: ieaa@justice.govt.nz

International Student Support



CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

QRC has agreed to observe and to be bound by the *Code of Practice for the Pastoral Care of International Students* published by the Ministry of Education. This binding document is designed to ensure that all students are consistently well cared for during their time of study.

Introduction to the Code

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe and properly cared for. New Zealand educational providers have an important responsibility for international students welfare.

This section provides an overview of the *Code of Practice for the Pastoral Care of International Students* (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or the agent of a provider.

What is the Code?

The Code is a document which provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provisions of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all educational providers in New Zealand with students enrolled on international study permits. The Code is mandatory to these providers and must be signed by them.

What is an international student?

An 'international student' is a foreign student studying in New Zealand on a student permit from the New Zealand Immigration Service (NZIS).

How can I get a copy of the Code?

A copy of the code is posted on the QRC noticeboard on the student noticeboard located on level 3. Each student is also given a summary at orientation. You can request your own copy of the Code from Student Relations. The Code is also available online from www.nzqa.govt.nz/providers-partners/education.code.of.practice

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This list is available from www.nzqa.govt.nz/providers-partners/education.code.of.practice. If the educational provider that you are seeking to enrol with is not a signatory to the code, you will not be granted a permit from the NZIS and you will not be able to study at that institution.

SUMMARY CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

What do I do if something goes wrong?

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

If your concerns are not resolved by the internal grievance procedures, you can contact the New Zealand Qualifications Authority (NZQA Complaints Officer), a complaint form can be downloaded from their website.

A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets high 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.

Full details of what is covered can be found in the Code itself.

The Code also establishes the Quality Assurance Division and the Review Panel to receive and adjudicate on student complaints.

SUMMARY CODE OF PRACTICE FOR THE PASTORAL CARE OF INTERNATIONAL STUDENTS

What is the NZQA Quality Assurance Division

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

What will the Quality Assurance Division do?

The purpose of the Quality Assurance Division is to adjudicate on complaints from international students. They will receive and investigate complaints and determine if there has been a breach of the Code. They have the power to impose sanctions on educational providers who have committed a breach of the Code which is not a serious breach. These sanctions include an order for restitution, publication of the breach, and/or require that remedial action be undertaken. The Quality Assurance Division will refer complaints that are not about pastoral care to another regulatory body if appropriate, such as Fairway Resolution Limited www.fairwayresolution.com/istudent-complaints, for financial/contractual complaints. The educational provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the Quality Assurance Advisor may refer the complaint to the Review Panel. The NZQA can determine if it considers that a breach of the code is a serious breach. If the breach is a serious breach, the Quality Assurance Advisor will refer the complaint to the Review Panel.

What can the Review Panel do?

The Review Panel can remove or suspend an educational provider as a signatory to the code, meaning the provider would be prevented from taking any more international students. Only the NZQA can refer complaints to the Review Panel.

How can I contact them?

You can write or email:

*The Complaints Officer,
Quality Assurance Division,
PO Box 160,
Wellington 6140,
NEW ZEALAND*

*Phone: + 0800 697 296
Email: qasrisk@nzqa.govt.nz
Website: www.nzqa.govt.nz*



International students - How to make a complaint

What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps.

Here is what you need to do.

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to enquiries@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 687 286.

Or – if it is a financial dispute – you can contact iStudent Complaints

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live

About the Education (Pastoral Care of International Students) Code of Practice

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

www.nzqa.govt.nz

INFORMATION FOR INTERNATIONAL STUDENTS

Visas and Permits

When you enrol from overseas, your agent or local New Zealand Trade and Enterprise Office will advise you of the visa application process. Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying and reporting requirements are available through the NZIS, and can be viewed on their website at <http://www.immigration.govt.nz>

You must ensure you have an appropriate current visa, which should be kept up-to-date. QRC will monitor this as well and check you have the correct visa on arrival at QRC. Forms for extension, renewal and change of visa are kept at QRC Reception and the Student relations personnel have most of the information required.

Students must attend 80% of classes to maintain their visa status. If you change or extend your visa while studying at QRC, you must bring it to the QRC office to be photocopied for our records.

Contact details for the New Zealand Immigration Service: Remarkables Park, Queenstown. Freephone from within NZ—0508 558 855.

Medical and Hospital Treatment and Insurance

Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health and can be viewed on their website at <http://www.moh.govt.nz>

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand. This can be organised by Student Relations or your agent. www.orbitprotect.com or www.southerncross.co.nz.

Accident Insurance

The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at <http://www.acc.co.nz>

Taxation

You can contact the Inland Revenue Department (IRD) for advice on taxation. Freephone from within NZ: 0800 257 777.

Banking Information

On your arrival, you will be asked if you would like to open a bank account. You will be helped with this within the first 3 days.

Counselling and Support for International Students on Campus

If you have a personal concern or problem, please speak to a tutor and/or a Student Relations person. There are many ways to assist you and you will be referred to someone with the skills and sensitivity to address an issue with you. We have confidence in these people and invite them to be with you when needed. Please contact QRC reception if you wish to speak to a Counsellor. Alternatively, our Student Relations staff may be contacted for assistance at any time after hours on 021 933 536.

DRIVING LAWS, DRIVER LICENSING REQUIREMENTS AND ROAD TRAFFIC SAFETY

An information brochure is available from reception detailing basic rules for driving as well as sign and signals. The official New Zealand Road Code published by Land Transport Safety Authority is available from the Automobile Association or online at www.nzta.govt.nz. It must be remembered that Queenstown is in an alpine region with special driving conditions which can be met by successfully completing an Alpine driving Course.

Driver Licensing Requirements

- Drivers must have a current and valid NZ Drivers Licence to drive a car in NZ, an International Driving permit or overseas licence is valid for 12 months only. This needs to have English translation.
- To ride a motorcycle in New Zealand you must obtain a motorbike licence.
- NZ has a Graduated Driver Licensing System, with three stages: learner, restricted and full.
- Details of restrictions which apply will be given to you by QRC.

Road Traffic Safety

- In New Zealand, driving is on the left.
- Special care might be appropriate when driving on coastal, mountain and country roads.
- Roundabouts facilitate the flow of traffic; give way to somebody already on the roundabout (i.e. on your right); be prepared for vehicles on the roundabout that may have to change lanes to exit.

Cycling Safety

- Cyclists are required to wear an approved bicycle helmet.
- Cyclists should ride on the road, not on the footpath.
- Lights are required if you cycle at night.

Winter Driving

- Heavy rain is often expected in winter conditions and flooding may occur. Drivers need to be alert to these conditions.

LAWS ON ALCOHOL USE AND BUYING TOBACCO

Alcohol:

The minimum legal purchase age of alcohol in New Zealand is 18 years. If young people wish to purchase alcohol or get into licensed premises they need to produce official photographic proof of age, such as passport or NZ driver licence to demonstrate they are over 18.

Anyone who is aged 18 years or over and shows approved ID can go into a licensed premise, buy and drink alcohol.

Licensed premises include hotels, pubs, clubs, bottle stores, supermarkets, cafes and nightclubs. They are expected to act according to the rules for licensed premises.

Students and Staff are required to act responsibly around alcohol at QRC functions and events.

Tobacco:

The Smoke-free Environments Act 1990 prohibits the sale of tobacco products to persons under 18 years of age.

Sale of Liquor Act 1989

Smoke-free Environments Act 1990

www.police.govt.nz/advice/drugs-and-alcohol

HOMESICKNESS

Settling In At QRC:

You have arrived at QRC, and have started feeling blue and anxious. It might be hard to admit, with everybody else seeming so together and happy, but you are feeling homesick and lonely.

You are not alone. Behind some of the smiles you see, other people are feeling homesick too. Research suggests that nearly 70% of tertiary students feel homesick at some time or other. For some it lasts a week or two, while others feel this way for a far longer period of time. When you move to a new place, even if it is by your own choice, there are some adjustments to be made. Tertiary education presents so many new experiences. You may feel overwhelmed and just want to go home. As you try to cope with new routines and a new environment you may experience homesickness.

It is important to be aware of homesickness as a normal process. It is a time of letting go and making new connections. The consequences of home sickness can sometimes affect your personal well-being, academic performance, and your environment. You are not alone in this experience. Remember, help is not far away, you do not have to do it on your own.

Survival tips if you are feeling homesick:

- Set your room up with something familiar from home.
- Make an effort to talk to someone new.
- Try to leave your door open sometimes when you are in your room, someone might pass by and say “hello”.
- Get into activities which build up some new good friends.
- Talk to someone else about how you feel—any new student will probably feel much the same as you do.
- Respond to the invitations of others to places, or events where you will meet new people.
- It is hard to let go of home, but ringing home too often in the first few weeks may prolong homesickness for you. It is okay to miss home and perfectly normal.
- Recognise that this is a grief experience, Have a good cry, it is nothing to be ashamed of.
- Prayer and/or mediation may help you feel more grounded and confident.
- Come and talk to Student Relations

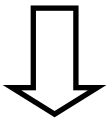
HOMESICKNESS

FOLLOW YOUR DREAMS:

QRC Welcomes You.... But be prepared for the natural "U" Curve of Adjustment.

Leaving Home

- Nervous
- Excited
- Happy
- Sad
- Full of Hope



Arrival in Queenstown

- Confused
- Tired
- Still Happy
- Adventurous
- Everything is new
- Everything is different



Culture Shock

- Lonely
- New food
- New language
- Difficult to study
- Foreign environment
- Frightened
- Hard to make friends
- Tired from speaking English all the time
- Nothing seems right



What Have I Done?

- Extremely homesick
- Missing family
- Friends
- Shops
- Food and pets
- Miserable
- Was I right to come to Queenstown
- Does anybody like me
- Hopelessness
- Everything is terrible
- Want to sleep all the time

Queenstown's Great

- Now feeling confident, successful and happy
- Hope for the future career path
- A definite purpose to being in Queenstown

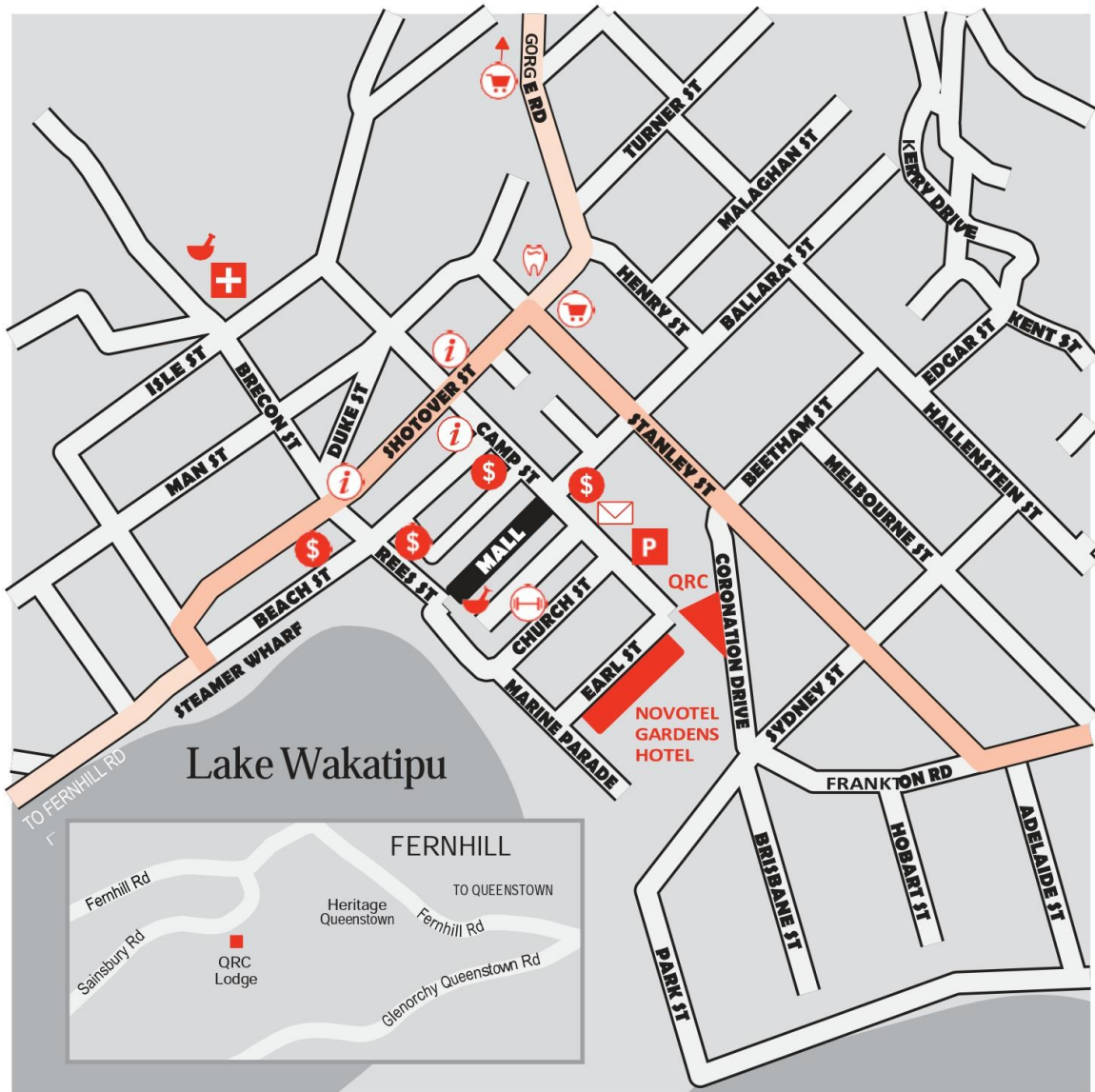










Settling in

- Enjoying study
- Making friends
- Beginning to adapt to the new culture
- Things are not so bad
- Getting involved in School activities
- Enjoying different food and cooking for myself
- Understanding



QRC LOCATION MAP



- | | | | |
|---|---|---|--|
|  | GYMS
Pluse Fitness |  | POLICE
Camp Street 111 or 441 1600 |
|  | MEDICAL & PHARMACIES
Queenstown Medical Centre
Wilkinsons Pharmacy |  | POST OFFICE
Camp Street |
|  | DENTAL
Queenstown Dental Centre |  | SUPERMARKETS
Alpine Foodcentre
Fresh Choice
Mediterranean Market |
|  | INFO CENTRES
Info and Track
I-Site
The Station |  | BANKS
National
Bank ANZ
ASB
Westpac
BNZ |



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admissions@qrc.ac.nz

www.queenstownresortcollege.com