



Student Handbook

Version 10
July 2011

Queens Academic Group Disclaimer:

This Student Handbook has been produced with the purpose of providing you with the information you require to make the most of your time with Queens Academic Group.

Every effort has been made to ensure that all information contained in this handbook is correct at the time of publication. The policies and procedures of Queens Academic Group may be amended from time to time. All current students will be informed via staff, Student Notice-boards, and the Queens Academic Group website – www.queens.ac.nz.

Table of Contents

Mission Statement	5
Vision	5
Core Values	5
Organisation Structure	6
A-Z General Information.....	8
Alcohol/Drugs	8
Animals	8
Appeals (unless otherwise outlined in other processes)	8
Attendance	8
English Language Students.....	8
Academic Programme Students	8
All QAG Students	8
Holidays	9
Assignments –Late Submission.....	9
Buildings and Classrooms	10
Cafeteria	10
Cellphones.....	10
Certification.....	10
English Language Programmes.....	10
Academic Programmes	10
Change of Contact Details.....	10
Change of Programme or Course/s (paper/s)	11
Application Process.....	11
Programme Change	11
Course Change.....	11
Conduct.....	11
Complaints / Grievance Procedures.....	12
Problems with Subjects or Tutors:	12
Problems with Other Students	12
Homestay problems	12
Computer Use.....	12
Communication	12
Cheating and Plagiarising.....	12
Delay to Start Date	13
Application Process.....	13
Timeframe for applications	14
Approved / Not approved	14
New commencement date.....	14
Discipline.....	14
Driving	14
Evacuation Procedures	15
Examination/Test Rules	15
Fee Protection Policy.....	15
Systems for allowing credit transfer or learning to be recognised by other providers.....	15
Depositing of your tuition fees into a Trust Account	15
Fee Claim Policy if Queens Academic Group is unable to provide the programme you are enrolled in	15
First Aid.....	15
Frequently asked questions.....	15
Health and Safety	17
Impaired Performance (e.g. aegrotat considerations)	17
Aegrotat	17
Method	18
Information (Privacy Act 1993)	18
Library	18
New Zealand Qualifications Authority (NZQA).....	18

Presentation and Dress	18
Reassessment	18
Unit Standard-based assessments	18
Recognition of Prior Learning/Cross Crediting/Credit Recognition and Transfer	19
Recognition of Prior Learning	19
Cross-crediting	19
Credit Recognition and Transfer	20
Re-sit/Resubmission.....	20
Security of Personal Belongings	21
Smoking.....	21
Special Leave	21
Student ID Cards	22
Student Support Services	22
Student Notices.....	22
Study Link – Student Loans/ Allowances	22
Telephones	22
Unsatisfactory Academic Progress (Academic Programmes).....	22
Withdrawal / Refunds.....	22
Work Experience / Off-site Training / Field Trips.....	23
Appendix 1:.....	24
Code of Practice	24
Appendix 2:.....	26
Holiday Dates.....	26

<p>Queens Academic Group reserves the right to change or amend these rules at any time. Where this occurs students will be advised by staff, student notice-board and the QAG website, at least seven days before implementation, unless students' safety is at risk.</p>
--

Mission Statement, Vision, Core Values

Mission Statement

We develop and deliver outstanding educational programmes to facilitate the fulfillment of personal goals of our learners for the betterment of the societies in which they live.

Vision

Per Studium Erudito

To gain knowledge through study and personal experience

Our vision is to develop our learners so that they can make a positive and valuable contribution to the societies in which they live.

Core Values

Our Mission and Vision are guided by the Core Values of our organization:

- 1. The incessant pursuit of excellence**
We are dedicated to the pursuit of excellence in all facets of our operations.
- 2. To provide innovative and engaging education programmes**
We strive to provide the very best educational programmes and we are dedicated to meeting the educational needs of our learners.
- 3. To recognize and respect the contributions of all our members**
We are dedicated to growing our learners and staff alike. We focus on fostering the development of all who share our vision and mission and are committed to preserving our core values.

We value our staff and the contributions of each and every one.

We appreciate and acknowledge the joy of achievement and we share and support each other through challenging times.

We are united in achieving excellence for all of our students.

We value diversity and the contribution cultural diversity makes to our organization.

We value courtesy, kindness and a generosity of spirit in sharing our knowledge and experience with others.

4. To value cooperative relationships with partners and stakeholders

Our organization ensures that our operations are conducted with full regard for our community, society and New Zealand as a whole. We respect New Zealand's bi-cultural ethos and recognize the role that the Tangata Whenua have in making up the fabric of New Zealand society.

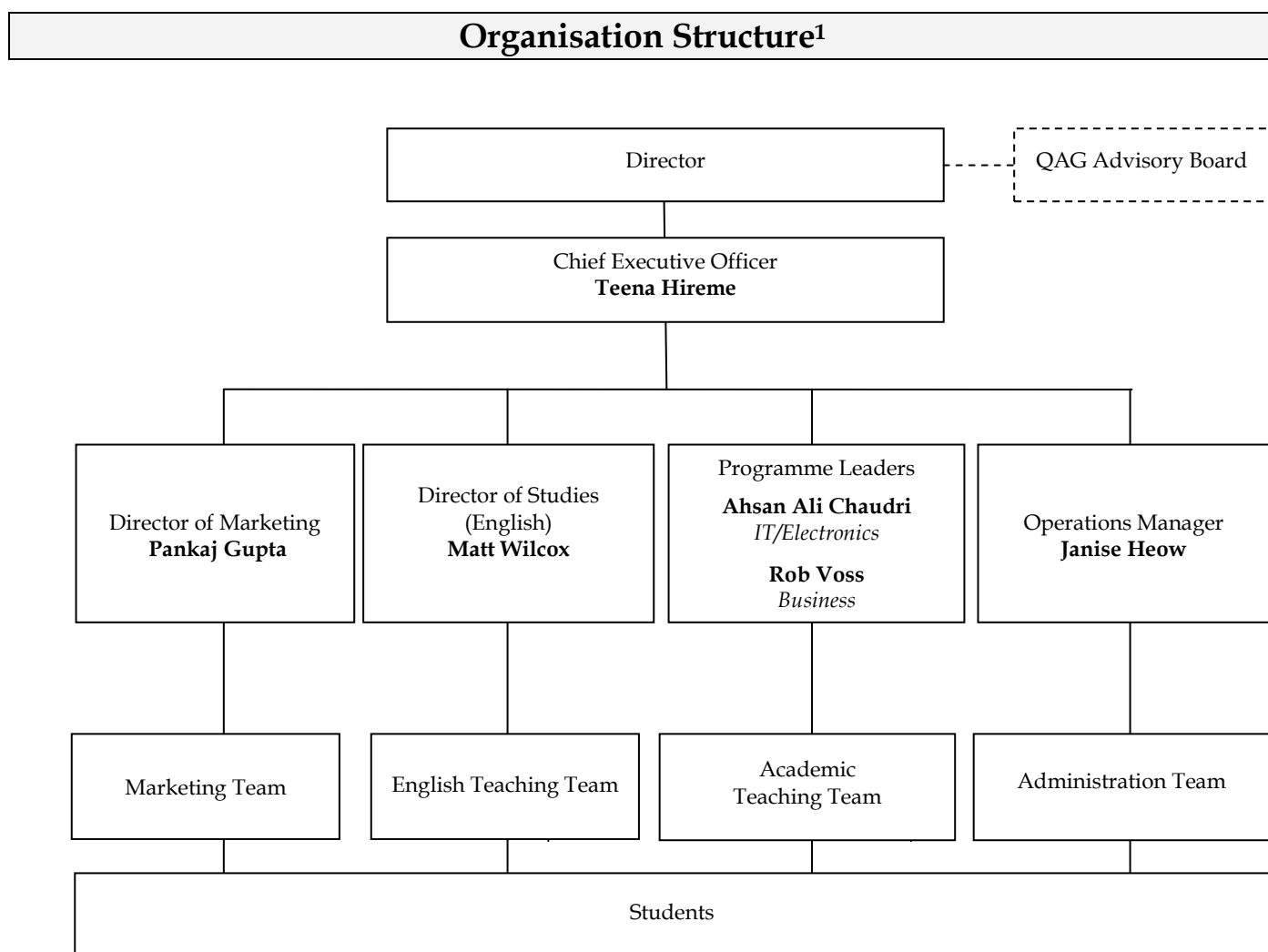
We support and assist our students in learning about New Zealand and its cultural values and differences and diversity of its peoples.

We ensure that international students in our care understand the place of the Treaty of Waitangi and its values of protection, participation and partnership.

We respect and protect the cultural sensitivities of our students and staff alike.

We have a commitment to participation by ensuring that our students and staff have the opportunity to participate in a wide and varied programme of learning activities.

We have a partnership with our students to ensure their educational and learning goals are achieved.



¹ Organisation structure updated January 11

Message from the CEO

Tena Koutou Katoa
Greetings to you all

At Queens we celebrate learning. We have a wonderful school that embraces difference, values excellence and provides opportunity for our learners to be all they can be. Reputation is an important part of our philosophy and we encourage our students to take pride in themselves and Queens.

We strongly value the concept of "whanaungatanga" or "extended family". Our staff and students take pride in ensuring that all members of the Queens community have a real sense of belonging. We welcome both our domestic and overseas students and embrace multi-cultural diversity and understanding.

The team here at Queens are eager to help you at any time. That's our job, and we enjoy it. Our teaching staff love to teach and we all want you to have the best learning experience and the most enjoyable stay at our school.

We warmly invite you to access all aspects of information about Queens. In this handbook, you will find information on living in Auckland. This handbook also summarises the important policies that govern learning and assessment, it also outlines important rules that need to be followed to ensure your safety and the safety of others.

Feel free to come and see me or email me if you have any questions.

He aha te mea nui o te ao?
He tangata! He tangata! He tangata!

*What is the most important thing in the world?
It is people! It is people! It is people!*

Nga mihi

Teena Hireme
Chief Executive Officer

teena@queens.ac.nz
09 920 4742

A-Z General Information

ALCOHOL/DRUGS

- Unless specifically approved by the management, students are not permitted to consume alcohol at school or at any function or activity arranged by the school.
- Any contravention of the following rules may result in AUTOMATIC EXPULSION.
A Student may not be:
 - In possession of alcoholic liquor/non-prescribed drugs*
 - Under the influence of alcoholic liquor/ non-prescribed drugs*
 - Consuming alcoholic liquor / non-prescribed drugs within the confines of the Queens Academic Group campuses or grounds or during class hours or between classes.*
- Drugs include any controlled drug as defined in the Misuse of Drugs Act (1975).

ANIMALS

- No animals are permitted on Queens Academic Group property.

APPEALS (UNLESS OTHERWISE OUTLINED IN OTHER PROCESSES)

Any student who believes that he/she has been unjustly treated by any decision in respect of any matter may:

- Complete the Appeal form within 7 days, and submit to the relevant Programme Leader, to have the matter investigated. Any other appeals must be forwarded to the Chief Executive Officer.
- A letter of receipt will be forwarded to the student with an expected timeframe for the appeal to be fully investigated. (This will be no more than 14 days after receipt of appeal).
- A copy of the memorandum of outcomes will be given to the student immediately following the outcome of investigations.
- Please note that an appeal of a final examination result is only available to students who have successfully completed all assignments in that paper.

ATTENDANCE

- Students are expected to follow these rules. Failure to do so could lead to a warning being issued. Continual breaking of these rules could lead to expulsion. All students must meet QAG's 85% Attendance requirement at all times.

English Language Students

- Classes commence at 9.00am daily and students are expected to be on time and ready to commence the lesson. Students must bring books and writing materials every day. The purchase of an English/English dictionary is required for all English Language students.
 - Some classes will start at 9.30 and finish at 4.00pm. Students in these classes will be told of this start time at the beginning of their studies in that class.
 - This may change every five week cycle.

Academic Programme Students

- Classes are scheduled between the hours of 9.30am and 8.00pm. Students are expected to abide by the timetable and attend class on time. Students must bring relevant textbooks and writing materials every day.

All QAG Students

- In the event of absence the student must advise the Attendance Officer through phone at **3798780** or text **021 08104485** or email **attendance@queens.ac.nz** before **9.00 am** on each day of absence, for *explained absence to be recorded².
- In the event of absence for sickness for a period of 3 days or more, the student will be required to attend a NZ Registered Doctor and to present a medical certificate, for explained absence to be

² Updated January 2011

recorded. Please note, if sick leave is required for a period exceeding 5 days, the student must provide the medical certificate to the Attendance Officer within 48 hours from the date of the certificate. If the Attendance Officer does not receive the certificate within this timeframe, absence will be recorded for each day after the first 5 days.

- Students must attend school and all scheduled classes. Leave to attend to other matters during class time will not be granted except for serious emergency reasons.
- If attendance is **below 85% at any time** (after the first 2 weeks of commencement) the student will be **issued with a warning letter** through their 'myqueens' email address. Any student, who has received two warning letters and their attendance still does not meet QAG requirements, **will be expelled** from the school. **The Immigration NZ will also be advised.** This may lead to the cancellation of the student's permit.
- Any student who is absent **consecutively for 2 weeks³** at any time, and has not contacted the Attendance Officer, will be issued with a final warning or may be terminated, depending on the current attendance status of the student. No first warning will be issued.
- Students arriving **later than 10 minutes** after the start of class may not be admitted and **will be marked absent for that session**, and may enter the class after the break. Students repeatedly late will also be given warning letters.

**this will not count in your Attendance %*

Holidays

- English Language students are required to have attended school for 12 weeks before being granted one week's holiday. Holidays not taken after 12 weeks can be accumulated to be taken at one time.
- Students enrolled in the Academic Programmes will only be able to have holidays during the holiday weeks timetabled into the course.
- Students taking unapproved holidays will be marked absent.
- Applications for holidays must be received at least 10 school days before the first day of the holiday.
- Students with a high absentee rate may not have applications for holidays approved
- The school closes for 2 weeks over Christmas and these can be taken as holidays or in addition to holiday owed.
- Upon completion of his/her course student's attendance rate will be printed on his/her report. Students can be issued with a full attendance record at this time on request.

ASSIGNMENTS -LATE SUBMISSION

- Assignments submitted after the published/scheduled due date will incur a 10% penalty on the total marks gained on that assessment, for each week (7 day period) or part thereof, it is late.
- The maximum penalty for late assignments that have been accepted is 20%.
- After two weeks (14 days), the tutor will not accept a late assignment, unless the student has approval from the Programme Leader.
- The student must provide a valid reason after two weeks for late submission, based upon circumstances beyond their control e.g. severe illness, mental trauma or any other exceptional circumstance beyond a student's control.
- No consideration will be given to late assignments, after the last teaching day of the course (this excludes exam weeks).

Procedures for late submission after 14 days:

The student must apply for consideration of a late assignment, after the two week late submission period.

1. Student must meet the Programme Leader to explain his/her circumstances supported by evidence relating to a valid reason.
2. The Programme Leader will make a decision based upon the evidence presented.
3. The Programme Leader has the discretion to increase the penalty % above the maximum penalty %, if deemed necessary.

³ Updated January 2011

4. The Programme Leader's decision is final.

BUILDINGS AND CLASSROOMS

The following rules will be enforced for Queens Academic Group buildings

- No posters or any other advertising material is to be affixed to any buildings without prior consultation with Management.
- Eating of food is not permitted in any classroom.
- Drinks in sipper bottles ONLY e.g. H2Go water bottles etc. may be permitted in the classroom at the tutor's discretion in consultation with management.
- Spitting is strictly forbidden and students are reminded that littering is also not allowed.
- Students are expected to assist with keeping the school tidy by keeping classrooms and the student areas free of any litter and mess.
- Toilets are to be used carefully and kept clean after use. Only toilet paper is to be flushed down the toilet, other waste goes into the bins in each toilet cubicle.
- Food waste is placed in bins in the kitchen area, not in the kitchen sink and not in the wastepaper baskets in the classrooms. Students are expected to keep the kitchen area clean and tidy after use everyday. This includes washing, drying and putting away all crockery and cutlery used.
- Auckland has a recycling scheme and clean flat paper/card; clean glass, cans and plastic are placed in other bins for recycling.

CAFETERIA

- A well equipped Student Cafeteria and Kitchen has been provided for your convenience.
- The cafeteria area is to be kept clean and tidy at all times.
- Food waste is placed in bins in the kitchen area, not in the kitchen sink and not in the wastepaper baskets in the classrooms. Students are expected to keep the kitchen area clean and tidy after use everyday. This includes washing, drying and putting away all crockery and cutlery used.

CELLPHONES

- Please ensure that your cellphone is switched off during class hours. There are no exceptions, in the case of an emergency prior arrangement with your tutor and manager will be required.

CERTIFICATION

English Language Programmes

- All students will receive a **QAG Certificate of Attendance** which details your attendance percentage. The attendance percentage will be calculated based on the explanation you have provided to us for absence, and whether this is a sufficient reason. This will be at the discretion of the Administration team.
- All students will receive a **QAG Verification of Current Competence** which details your current level. The level is determined by the following criteria: A student must have been active in their current level for a minimum of 3 weeks, and have a minimum of 85% attendance within the level, IF NOT :the certificate will reflect the previous level.
- To receive the **QAG Certificate of English Language** you must have must have been active in Class 5B or above for a minimum of 3 weeks.

Academic Programmes

- To be awarded an NZQA or other certifying industry-recognised qualification, you must have successfully completed all of the relevant content prescribed in the programme outline/s. A fee is charged for all certificate requests.
- Students can request an Academic Transcript and Attendance Report at the end of each semester.

CHANGE OF CONTACT DETAILS

- You must advise the school's administration immediately of any change of address, phone/fax or mobile numbers. You can submit the changes by emailing to: register@myqueens.ac.nz

CHANGE OF PROGRAMME OR COURSE/S (PAPER/S)

Application Process

- If you wish to change programme or course within Queens Academic Group, you **must firstly discuss this with your Marketing Executive**. This is important, as a change of programme will require a change of Student Visa, and it is vital that your eligibility and the impact of a change to your Student Visa is outlined to you.
- Once the Marketing Executive is satisfied that you are eligible and fully aware of the impact of changing your programme or course, the Marketing Executive will provide you with the *Change of Programme/Course Form*, and will assist you to complete it.
- Your Marketing Executive will submit the form to the Programme Leader for approval. Approval will take a maximum of 3 days.
- Your Marketing Executive will be informed of the outcome, and they will discuss this with you.

Programme Change

- If you wish to change from one programme* to a new programme, this is treated as a withdrawal and re-enrolment. To be eligible for a refund, this must be applied for within 8 days of the commencement of your current programme.

Course Change

- If you wish to change from one course (paper) to a new course (paper), this must be applied for prior to or within 8 days of the commencement of your current enrolled course/s. You are entitled to change a maximum of 3 courses (papers) during your enrolment period.
- Changes into a nominated new course will only be approved if the change can occur by Monday of the 3rd week for a normal semester paper.
- An administration fee of \$50 per individual programme / course change will be charged for all programme/course changes. This is payable at the time of application, and will be refunded in the event that the application is declined.

*Students wishing to change from their current programme in the English Department to a programme in the Academic Department, are also treated as a withdrawal and re-enrolment. To be eligible for a refund, this must be applied for within 8 days of the commencement of your current programme.

CONDUCT

- Students will not impede the work or activities of the staff, guests and other students of the school or any other organization they may be visiting as part of their course. Neither will students impede the work or activities of other tenants of the building nor members of the public.
- Students will not engage in any form of harassment or discrimination, whether of a sexual, cultural, religious or ethnic nature. Intimidation of any form is also unacceptable and will lead to expulsion.
- Any student who is party to a breach of the rules and regulations of Queens Academic Group, committed by another student may at the discretion of the school be deemed to be also guilty of that offence. Being 'a party to' may include aiding, abetting, inciting, counseling, encouraging, assisting to conceal, and assisting to cheat, or in any way assisting in a breach of the rules.
- Students will not participate in any illegal activities whilst enrolled. They are expected to obey the laws of New Zealand at all times.
- No student may provide to any other party or access, alter, add to, delete or remove items from the records of any present or past student or staff member, whether these records are in printed or computer format.
- Students will not supply false information, or knowingly fail to supply information in respect of liability for fees or status as defined by the Education Act 1989 and its amendments; or any other information as required from time to time.
- All rules and regulations outlined within this Handbook must be adhered to.

COMPLAINTS/GRIEVANCE PROCEDURES

If you have any problems please ask for help while it is still a small problem. Do not wait for it to become a BIG problem. If you think your English is not good enough you can bring a friend who has better English.

Problems with Subjects or Tutors:

- Talk to your tutor first. You can ask a Marketing staff member to come with you.
- If this does not help, make an appointment to see:
 - For English and IELTS/TOEIC Classes - The Director of Studies.
 - For Academic Programmes - The Programme Leaders
- You can ask Marketing Staff for advice, but it will be the Director of Studies or The Programme Leaders who will deal with the problem.

Problems with Other Students

- See one of the Marketing Staff. This can be arranged to happen during the breaks.

Homestay problems

- You can see the Homestay Coordinator or one of the marketing staff.

If you are still not satisfied, you must put your complaint/grievance in writing to the Chief Executive Officer, who will then organize an appointment to see you to discuss the matter further. The outcome of this meeting will be provided to you in writing no later than 14 days after your meeting.

If you still feel your problems have not been solved, you may contact the International Education Appeal Authority, whose address is:

International Education Appeal Authority or New Zealand Qualifications Authority
C/O Ministry of Justice 0800 QAHELP or 0800724357
PO Box 12-083
Wellington
New Zealand

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

COMPUTER USE

- Students shall not make unauthorized use of computer equipment/software belonging to the school. This includes:
 - Attempting access to restricted systems and illegal copying of any software
 - Sending/introduction of any computer viruses on school equipment
 - Access to/downloading of any material which would be deemed inappropriate/offensive in nature.

COMMUNICATION

- The school will communicate all notices, letters, student results, tutor communication, etc to students via 'myQueens' email. It is the responsibility of students to check their personal 'myQueens' email address. To access your email address: <http://mail.myqueens.ac.nz>
- Default Login is Student ID (For example: 9706153). Default Password is your date of birth (For example: 01/01/1980 (DDMMYY) and the password is 010180. If you have problem; Email: register@myqueens.ac.nz

CHEATING AND PLAGIARISING

Queens Academic Group expects that all submissions of work for assessment will be the original work of the student. Copying, plagiarising or cheating is considered to be dishonest.

A student who copies another person's work from books, newspapers, information from the internet, assessment, etc., and chooses to represent it as their own work without acknowledging the original author, is guilty of plagiarism and this constitutes cheating.

The following constitutes instances of cheating and plagiarism:

- failing to acknowledge original authors work
- copying from another student during an examination
- talking to another student during an examination
- leaving the room during an assessment without permission of the invigilator
- using equipment, such as calculators or dictionaries, in an examination without permission of the invigilator
- taking written material into an examination without permission of the invigilator
- collaborating, sharing, or otherwise allowing their work to be copied, in full or in part

Any student who is found to have cheated in the preparation or submission of a piece of work presented for assessment will be subject to disciplinary action which may include:

- receiving no marks for the assessment concerned
- failing a course
- being expelled from the course or qualification
- being refused admission into another Queens Academic Group course/qualification.

Procedures:

1. The teaching staff member / invigilator must report any instance of cheating or plagiarism to a Programme Leader within 24 hours of the occurrence.
2. The Programme Leader will investigate the matter; this will include collection of statements from both the teaching staff member and student/s involved.
3. The Programme Leader will inform the student formally in writing of the outcome of the investigation, and the subsequent disciplinary actions to be taken.
4. A copy of the record will be digitised and submitted to the Administration Team for filing into the student's digital file

Appeal of decision

1. The student will be given an opportunity to appeal the decision, and this will be heard by the Ratification Committee (without the Programme Leader that was involved in the initial decision). The appeal must be lodged using the Assessment Appeal form within 5 days of the decision.
2. The Ratification Committee will provide a final decision within 3 working days of receipt of the appeal. The Ratification Committee decision is final.
3. A copy of the record will be digitised and submitted to the Administration Team for filing into the student's digital file.

DELAY TO START DATE

Application Process

- If you wish to delay your start date*, **you must discuss this with your Marketing Executive.** This is important, as a delay to your start date may require a change of Student Visa, and it is vital that your eligibility and the impact of a change to your Student Visa is outlined to you.
- Once the Marketing Executive is satisfied that you are eligible and fully aware of the impact of delaying your start date, the Marketing Executive will provide you with the *Delay to Start Date Form*, and will assist you to complete it.

- Approval will take a maximum of 3 days. Your Marketing Executive will inform you verbally and in writing of the outcome.

Timeframe for applications

- You must apply for a delayed start date no later than the first day of your official commencement date. The date the Delayed Start Date application is received by Queens Academic Group, will be used to assess whether it has been lodged within the required timeframe.

Approved/Not approved

- Students who have not been approved for a Delayed Start Date, will be deemed to have commenced their enrolment and the Statutory Refund period will apply from the official commencement date.
- Students who have been approved for a Delayed Start Date, will be required to commence their studies as approved by Queens Academic Group.

New commencement date

- The new commencement date must be no later than:
 1. *For Academic Programmes:* the next intake date after the original commencement date.
 2. *For English Programmes:* 28 days** after the original commencement date.
 The Statutory Refund period will apply from the new commencement date.

*this includes, students who are still awaiting Student Visa approvals.

**this can be extended on a case by case basis at the discretion of the Marketing Executive.

DISCIPLINE

- Students who fail to obey the school rules by attitude, conduct or behaviour will be issued with the following warnings: 1st offence - verbal warning, 2nd offence – written warning, 3rd offence – final written warning. In the event of a further failure to comply the student will be **expelled**. The CEO has the authority to instantly dismiss (without warning) any student who seriously breaches the Rules and Regulations of Queens Academic Group.
- The school will make every endeavour to assist students to understand the reasons for the need to comply by providing counselling from staff.
- Unacceptable attitude, conduct or behaviour includes:
 - Disrespect to staff members and visitors to the school
 - Disrespect to other student/s
 - Disrespect to other tenants in the building
 - Continued use of the students own language in class instead of English
 - Failure to complete class work assigned by the tutor during class or for homework
 - Smoking in any part of the building
 - Damage to any school plant or property
 - Acting in a manner which may endanger other students, staff or members of the public
 - Failure to abide by the rules and regulations of Queens Academic Group.

DRIVING

- It is recommended to students that they do not drive in New Zealand unless they have had lessons for New Zealand driving conditions.
 - New Zealand Driver's Licence comes in three stages and apply to all applicants
 - Learner – cannot drive without a fully licenced NZ driver in the car
 - Restricted – may drive as the sole occupant, but may not have passengers, and is only allowed to drive within certain periods of time
 - Fully Licenced – no further restrictions apply
- Students who drive must carry their driver's licence and adhere to New Zealand driving laws at all times.
- Purchase of a vehicle should be discussed with staff prior to the purchase taking place. Students under 18 years will not be allowed to own or drive a car unless prior approval has been obtained by the CEO.

- Students should ensure that full insurance cover is obtained if a car is purchased
- Students who have any driving accident of any kind should report these to the Student Services Officer
- Students convicted of any serious traffic offence may find extending their student visa/permit more difficult.

EVACUATION PROCEDURES

- At your Induction/Orientation you will be informed about what you will be required to do in the unlikely event of an evacuation.
- If you don't know what to do, you should ask your tutor or any other staff member immediately.
- Evacuation drills will be conducted throughout the year. Leave the building immediately to your designated assembly area and wait for the all clear before returning.

EXAMINATION/TEST RULES

- You must bring your Student ID card with you to all tests and exams – as you may be requested to produce it upon entry into the room.
- Mobiles must be on silent and in your bag unless you have very special circumstances and it has been agreed by the tutor that you can answer during the exam time.
- You must write your full name and Student ID number on every test paper.
- No dictionaries are permitted unless agreed by the tutor.
- No speaking to your classmates during the test.
- Raise your hands if you have a question for the tutor during the test.
- The test must be attempted within the amount of time allowed.
- Be on time, as you will not be allowed to enter the classroom if the exam/test has already commenced. Notify your tutor if you are unable to be on time.

FEE PROTECTION POLICY

Systems for allowing credit transfer or learning to be recognised by other providers.

Queens Academic Group will provide an Academic Transcript of achievement to allow your credits and learning to be recognised by other providers.

Depositing of your tuition fees into a Trust Account.

All fees paid to Queens Academic Group are held in a special trust account in accordance with Section 236A of the Education Amendment Act 1989.

Fee Claim Policy if Queens Academic Group is unable to provide the programme you are enrolled in.

In the unlikely event that Queens Academic Group is unable to deliver the programme due to circumstances such as insolvency, regulatory closure or withdrawal or partial withdrawal of accreditation you will be entitled to a full refund of fees for any undelivered tuition.

Queens Academic Group place all student fees under a Fee Protection arrangement with Public Trust. At induction, you will be required to complete forms for the protection of your fees. This process will also provide to you an outline of what you are required to do when making a claim.

FIRST AID

- A first aid box is available on-site for emergency treatment of training related injuries only.
- All training related injuries will be documented in an Accident Register.
- Serious accidents will be referred to the nearest hospital and Occupational Safety and Health Agency notified within 24 hours.

FREQUENTLY ASKED QUESTIONS

- *When is the school open?*
 - The school opens at 8.15 each day from Mondays to Fridays. Staff are usually here until 5.30 – 7.00pm every day.
 - The school is open on Saturday from 9.00am to 6.30pm.⁴

⁴ School open on Sat updated June10

- The school is not open on Sundays and on Public Holidays.
- *What do I bring to class with me?*
 - Always look after your bags and personal belongings and do not leave them in the classroom when you go elsewhere.
 - DO NOT bring valuable with you.
 - Queens Academic Group is NOT responsible for the loss of any valuables

Please bring everyday:

- A black or blue pen to write with
- A pencil and eraser
- An exercise book or notebook
- A dictionary. This should be an English – English dictionary. You cannot bring an electronic dictionary for classes.
- A two ring ring-binder for papers that your tutor will give you during classes.
- *What if the class is too easy or too difficult?*
 - You will need 2-3 days to really understand the class level. If you are still having problems after three days please talk to your tutor.
 - You cannot change classes without the permission of the Director of Studies.
- *What do I do if I am sick or cannot come to class?*
 - If you are sick please contact the school before 9.00am and leave a message. Give your name, student ID number and your tutor's name. You can phone 09 3798780 or text 021 08104485 or email attendance@queens.ac.nz.
 - If you are sick for more than two days [on the third day] you must go to a NZ Registered Doctor and get a medical certificate. Give this to the school [reception] when you return.
 - If you do not phone – you will be marked absent.
 - If you cannot come to class for any other reason you must tell the school – we must know where you are – this is for your safety. If we cannot find you we will phone the POLICE.
- *I want to study IELTS but am in a General English Class?⁵*
 - We have two levels of IELTS classes. The easier class is for students who have reached classes in 4b or 5a. At the end of a cycle we suggest you transfer to the IELTS class for the next five weeks block. At the end of the five weeks you should return to the General English programme to practice more English.
 - If you are in level 5b or level 6 classes, then the same arrangement is possible, only you will be in the upper IELTS class.
 - Only the Director of Studies can transfer you into an IELTS class.
- *When can I sit my IELTS exam?*
 - You have to book this examination at one of the IELTS TEST Centres in Auckland. One of the marketing staff will help you to do this. There is an extra fee for this.
- *When I have more questions – who do I ask?*
 - When you have more questions you can ask the marketing staff. They are there to help you. Sometimes you will ask your friends who have been longer in New Zealand, but be careful, sometimes the answers they give you may not be how it really works here. So check it out with the marketing staff.
- *I have lent money/camera/computer to my friend. Now I cannot find my friend and the phone no longer works?*
 - We advise all students not to lend money or valuables to any friend, as we cannot help you if the 'friend' disappears and has your valuables.
- *I have had a very bad fright – at home/on the bus/in the school?*
 - Come and tell the staff very quickly – we will help you. No matter how sad or bad it is we will not tell any one else unless you give us permission. We do not want you to be frightened by yourself.

⁵ Changes made May 11

Studying in New Zealand will be a great adventure for you.

We want you to have a wonderful successful time.

We want you to be able to tell your friends and family when you return to your own country all the amazing things that have happened.

We want you to remember this time as the best adventure ever!

HEALTH AND SAFETY

- Queens Academic Group is committed to providing you with a safe and healthy training environment in accordance with the Health and Safety in Employment Act 1992.
- The Act prescribes that it is the responsibility of everyone to take reasonable steps to ensure their own safety and the safety of others.
- If for any reason during your training at Queens Academic Group whether on-site or off-site you feel your safety and well-being is at risk, you should inform your tutor without delay, so that the situation can be put right.
- You should comply with any instruction relating to safety given by any person in charge of a class. This includes the safe use of equipment and the wearing of protective clothing.
- The person in charge of the class may exclude any student from class who breaches safety regulations.
- At your Induction, you would have been taken through key Health and Safety procedures and hazards.

IMPAIRED PERFORMANCE (E.G. AEGROTAT CONSIDERATIONS)

- A student may, upon application, be granted a resit, extension, or aegrotat by the DAP if exceptional circumstances beyond the student's control have prevented them from attempting or completing an assessment or have seriously impaired their performance during an assessment.
- A student applying for impaired performance must do so by submitting a valid 'aegrotat consideration' form at first opportunity and no later than 10 days after the assessment.
- Grounds for impaired performance shall include but are not limited to:
 - A serious physical or psychological illness or injury.
 - Personal bereavement.
 - Critical personal circumstance involving health or well being of relative or close friend.
 - Some other exceptional circumstance beyond the students control
- Upon receipt of a completed application form, the Programme Leaders shall investigate the application to determine if grounds for impaired performance exist by taking into consideration documentary evidence provided by the student.
- Candidates must produce requested documentary evidence in support of their application to the Programme Leaders for their application to be considered.
- If grounds for impaired performance exist, the Programme Leaders may offer a resit or an extension of time without penalty. Where this is not appropriate, an aegrotat will be considered at the end of the course.
- If, in the opinion of the Programme Leaders, exceptional circumstances do not apply, the candidate may possibly be given the opportunity to be re-assessed or granted an extension.
- In all cases, a student will be notified of outcome within 14 days of receiving a complete application.

Aegrotat

- An aegrotat grade or pass may be awarded only where the student has been able to complete a substantial part of the course and a substantial part of the assessment for that course at a satisfactory level.
- When the above condition is met, an aegrotat grade shall be calculated by either of the following approved methods as appropriate:

Method

1. taking the weighted average grade of the student's work at course completion (excluding the assessment applied for)
2. calculating the class grade average[‡] for the assessment applied for against the class grade average[‡] for all assessments at course completion as a scale factor;
3. applying the scale factor calculated in (2) above to the students average grade

[‡]For this method 'class grade average' is defined as the average of three students above and three students below the applicant.

INFORMATION (PRIVACY ACT 1993)

- The information you have supplied on the enrolment forms is required to permit Queens Academic Group to comply with its purposes under the Education Act.
- Queens Academic Group will make available to students the personal information it collects from a particular student to maintain accuracy of information held.
- Queens Academic Group may use your information for the following:
 - student enrolment at Queens Academic Group
 - establishing and maintaining student records

Queens Academic Group is also required under various statutes to provide other government agencies with your information.

These agencies may include:

- Ministry of Education
- Tertiary Education Commission
- New Zealand Qualifications Authority
- Work and Income New Zealand
- Study Link
- Other educational institutions – student is transferring to another Institution.
- or any other government agency linked to the programme you are attending.

LIBRARY

There is a Student Library on campus for you use. See your tutor for further information. There is also a good public library available close to our campus. > Auckland Public Library - Wellesley St, Auckland City.

NEW ZEALAND QUALIFICATIONS AUTHORITY (NZQA)

- NZQA ensure that all private training establishments operate under coherent and robust quality management systems, to ensure quality in provision of education. All of our programmes have been NZQA approved and accredited. So you can be assured that we offer quality education.
- For students enrolled on programmes that offer NZQA Unit Standards or NZQA prescribed content, you will be hooked onto the National Student Database (if this has not already been done). Your results will then be recorded onto the database and will appear on your NZQA Record of Learning. This will keep track of all the Unit Standards / NZQA prescribed content you complete.

PRESENTATION AND DRESS

- Students are required to be dressed appropriately for class. Unless otherwise stated this will mean being clean and tidy.
- When students are visiting other organisations as part of the course they may be required to dress to a specific standard. The school reserves the right to exclude any student who is dressed inappropriately.
- Students will have their student ID with them at all times especially when on any class trips.

REASSESSMENT

Unit Standard-based assessments

- Queens Academic Group is a strong advocate of providing students with the opportunity for unit standard reassessment. Therefore, you have three opportunities for reassessment. You will need to

negotiate reassessment dates/times with your tutor – to ensure that a reasonable amount of time has passed before being reassessed. The tutor will have the final say on the reassessment timeframe. The timeframe will be dependant on what is required to be reassessed.

- If you wish to appeal the outcome of these processes, please refer to Appeals in the handbook.

RECOGNITION OF PRIOR LEARNING/CROSS CREDITING/CREDIT RECOGNITION AND TRANSFER

Recognition of Prior Learning

- Recognition of prior learning (RPL) is recognising and gaining credit for what you have already learned, and the skills you have acquired from informal learning such as:
 - life experiences
 - work experiences
 - training courses or workshops.

If you have a lot of work or life experience in a particular industry or field, and you are thinking of enrolling in a course, then RPL could be an option for you.

How is recognition of prior learning assessed at Queens Academic Group?

Prior learning is assessed in several ways. The methods Queens Academic Group uses are as follows:

Portfolio

A portfolio involves compiling a file of evidence that relates to the learning outcome or unit standard you want credit for. Some examples of evidence could be a report, a product you have made, a drawing or an essay.

Attestation

Attestation is when someone who is knowledgeable and respected in your area of knowledge gives their word (either written or verbal) that you have the required learning in this area. This person could be someone chosen by you, such as an employer.

Structured interview

This method involves you verbally explaining what you have done before an interview panel.

Challenge assessment

This could be a practical demonstration, a written or oral test, or an assignment. A challenge assessment is only used when evidence from the other sources needs confirmation.

Cross-crediting

- Students may apply to have their previous formal achievements considered for cross-credit to the papers on the intended programme.
- The previous formal achievements must meet all of the following requirements for each paper the student is applying to be considered for cross-crediting
 - successfully passed with a B grade or equivalent
 - the course/topic/paper is at an equivalent or higher level to the paper the student is seeking cross-credit for
 - a minimum of 80% of the learning outcomes match the paper the student is seeking cross-credit for

Note: Any previous formal achievements from overseas institutions, must be a maximum of 5 years old from time of achievement.

- A maximum of three papers will be cross credited for all programmes. A student seeking consideration for more than three papers, will be at the discretion of the Programme Leader. The Programme Leader's decision is final.

Applications

- All applications for cross-credits must be submitted no later than 7 days prior to the student's programme start date.
- Under special circumstances late applications will be considered by the Programme Leaders. The decision to consider a late application is at the Programme Leader's discretion only, and is final.
- Late applications will incur the standard paper tuition fee. This is payable prior to the results being awarded to the student. If payment is not received within 8 days of the course commencement date, the cross-credit outcome will become null and void.

The student will then be required to enrol into the papers she/he was seeking cross-credit for.

Procedures:

1. The student must fill in the Cross-credit Application Form, which can be obtained from the relevant Marketing Executive. This should accompany the Enrolment Form.
2. All applications must be accompanied with a certified copy of the student's academic transcript and a copy of the course prescription outlining the learning outcomes that were covered in the previous formal achievement. If this evidence is not provided, the application will be declined.
3. The relevant Programme Leader will approve the cross credit based on comparable outlines/outcomes. The Programme Leader's decision is final.
4. The student will be notified via email by the relevant Programme Leader of approval within 3 working days of the application being received.
5. The Programme Leader will keep a record of all students who have been approved with cross credits.
6. The Programme Leader will submit the approved student's cross-credit documents to the Student Registrar (Admissions) who will then update the system to reflect any cross-credits that have been awarded.
The system will not be updated, unless all applicable cross-credit fees have been paid within the set timeframe.
7. The Student Registrar (Admissions) will digital file cross credit documents as part of the student's digital file.

Credit Recognition and Transfer

- Queens Academic Group is committed to NZQA's Credit Recognition and Transfer Policy, and in particular we are committed to supporting learners along appropriate learning pathways.
- Some of Queens Academic Group's programmes are assessed against pre-defined NQF Unit standards.
- When applying for a programme please ensure that you supply a copy of your NZQA Record of Learning (ROL).
 - All documents will be digitally filed into your student digital file.

RE-SIT/RESUBMISSION

Students have only ONE opportunity to resubmit or re-sit an assessment per paper. The opportunity includes only ONE of the following options:

Final Examinations

- Students who fail to achieve 40% or above in a scheduled Final Examination, will be given ONE opportunity to re-sit the Final Examination.

OR

Paper Grade

- Students who fail to achieve 50% or above in the overall paper, will be given ONE opportunity to resubmit/re-sit the assessment in which he/she received the lowest grade.

Eligibility to resubmit/re-sit will be determined by the Programme Leader, based on whether it is possible for the student to still pass the paper. This will be determined by the Programme Leader, and the student will be advised of the marks/percentage that needs to be achieved in the resubmit/re-sit to pass the overall paper, if it is possible.

If the student passes the resubmission/re-sit, and therefore is eligible for a pass in the paper, they will only be awarded a maximum of a 'C' grade for the overall paper.

Procedures:

The student must apply for re-sit/resubmission within 3 working days of the official release of the ratified overall results of a paper.

1. Student must see the Programme Leader (to determine eligibility). The Programme Leader will provide an Assessment Appeal form if the student is deemed eligible.
2. If eligible, the student must:
 - a. Pay the \$200 standard re-sit/resubmission fee to the Finance Department.
 - b. Fill in the Assessment Appeal form, and attach receipt.
 - c. Submit to the Programme Leader
3. The Programme Leader will make arrangements with the relevant lecturer for the re-sit/resubmission to occur.
4. The results of the re-sit/resubmission are final.
5. A copy of the record will be digitised and submitted to the Administration Team for filing into the student's digital file

SECURITY OF PERSONAL BELONGINGS

- Queens Academic Group will take no responsibility for damage or loss of your possessions.
- Queens Academic Group will take no responsibility for any possessions left in classrooms etc. in the event that you do not return to the programme/class.
- Any possessions found by Queens Academic Group after your departure will be held for a maximum time of 3 months from the date you finished or last attended or withdrew – whichever is applicable.

SMOKING

- Smoking inside any Queens Academic Group building is not permitted.

SPECIAL LEAVE

- Students may request special leave at any time. Special conditions apply:
 - Students who are sick must phone the school **prior to 9.00am** to report that sickness prevents them from attending school.
 - **After two days of absence for sickness** the student is required to **present a medical certificate** from a NZ registered medical doctor
 - A student who **fails to advise** the school of absence due to sickness will be **marked absent**.
 - A student may apply for extended special leave due to the illness of other family members or death of a family member.
 - The student completes the appropriate form available from the Reception/Student Services Team.
 - Conditions apply. These are:
 - A medical certificate relating to the ill family member must be provided. A letter from parents is required to verify death in family. These may be faxed from the country of residence and in the language of origin.
 - The student's attendance rate must be above 80%
- The criteria for approval are clearly spelled out on the forms
- Refer also to *Attendance*.

STUDENT ID CARDS

- All students are issued with a Student ID card, upon application.
- If you wish to apply for a Student ID card, please provide a passport photo to your Marketing Executive.

STUDENT SUPPORT SERVICES

- QAG is committed to providing you with student support services that match your needs. If you are having problems please discuss these with your tutor or a member of the marketing team. Every assistance internally will be given to you to assist with the issues you are facing.
- A list of Key Contacts is available on our website, or you can ask one of our Student Counsellors/Marketing Representatives.
- If we are unable to assist you, we will refer you to external support services that have been checked out by us. A list of external Student Support Services is available on our website, or you can ask one of our Student Counsellors/Marketing Representatives.
- The services include: drug and alcohol abuse, budgeting, custodial problems, court appearances, family health, counselling, literacy/ numeracy.

STUDENT NOTICES

- Student notice boards are available for viewing at our campus (on each level).
- The Student Notice-boards provide up to date information on key policies and procedures that directly affect you as a student here at QAG.
- Keep in touch by viewing these regularly.

STUDY LINK - STUDENT LOANS/ALLOWANCES

- If you are a domestic student studying one of our TEC approved programmes, you are entitled to Student Loans and Allowances. Please contact StudyLink's website: www.studylink.govt.nz for further information.
- If you are unsure of your status (domestic/international), please ask us.

TELEPHONES

- A telephone is available on Level 5, and should be used for short phone calls as required.

UNSATISFACTORY ACADEMIC PROGRESS (ACADEMIC PROGRAMMES)

- QAG require all Academic Dept. students to pass a minimum of 50% of their papers each semester.
- Any student who does not successfully pass 50% (75% if you are only taking 3 papers) of their papers within a semester, will be issued with a written warning relating to failure to meet QAG's Academic Requirements. You will be required to report to the Programme Leaders, who will discuss your progress, and establish a monitoring/support system for the following semester. Your continued enrolment will be conditional on you successfully passing 50% of your papers in that following semester. Failure to meet this condition will result in your enrolment being terminated, due to your inability to meet QAG's Academic Requirements. NZIS will be notified of termination.
- Remember, we are here to help, so please let your lecturer know if you are struggling. We have several options available to assist you. Don't leave it too late!

WITHDRAWAL/REFUNDS

- The school will operate a student fees refund policy in accordance with section 13.4 of the Code of Practice and of section 236A of the Education Act, and the provisions outlined by the Ministry of Education in respect to international students.
- Under section 236A of the Act, **domestic students** enrolling in a course of three or more months are entitled to a refund:
 - If they withdraw at any time up to the end of the seventh day after the first day of the course at which their attendance on a course is required; equal to the full amount paid, less 10% of those payments or \$500, whichever is the lesser.

- For **international students**:

Where an international student withdraws within the first 10 working days from a course of study or training that is of three months or more, based on actual costs incurred, the maximum percentage of the payment, or sum of any payments, a private training establishment (PTE) may retain is 25%.

- All requests for withdrawals must be made on the official *Queens Academic Group Programme Withdrawal Form*. These are freely available from reception. The withdrawal date will be the date the completed form was received by Queens Academic Group.
- All refunds are paid in New Zealand Dollars.
- Students who are withdrawn from study following academic or disciplinary procedures are not entitled to a refund of fees.
- Refund of any external exam or registration fees will be made in accordance with the refund criteria of the respective organisation.
- Where a student withdraws or drops out from a programme or course before fees are paid, the refund policy is applied in reverse and the student is responsible for payment of outstanding fees as notified.
- Full time and part time courses will be treated the same.
- Compassionate considerations will be considered for unforeseen illness, injury or other events beyond the control of the student that affect their ability to meet course requirements.
- Applications for compassionate considerations will be evaluated by the Operations Manager (after communication with the CEO) and student will be advised of outcome.
- Refunds may be made in special extreme cases at the sole discretion of the Operations Manager (after consultation with the CEO) upon written application by a student.
- It is your responsibility to ensure that formal notification of all programme changes is made.

Refund Calculation Table

	Course length of less than 5 weeks (1 - 34 days) <i>(International students only)</i>		Course length of between 5 and 13 wks (35 days - 3 months) <i>(International students only)</i>		Course length of more than 3 months (Greater than 12 weeks) <i>(All courses/students)</i>	
	Prior to and within the first 2 days of the course	After more than 2 days	Prior to and within the first 5 days of the course	After more than 5 days	Prior to and within the first 10 working days	After more than 10 working days
Tuition Fees Refund Criteria†	50% of total fees paid	No refund	75% of total fees paid	No refund	Full refund, <u>less</u> up to 25% of the total monies paid, based on the actual costs incurred by QAG.	No refund
Homestay fees Refund Criteria†	If a student decides to withdraw early from their homestay, during the homestay period, they will receive a full refund of remaining homestay fees, if they have given two weeks notice in writing. Failure to give two weeks notice will result in a full refund <u>Less</u> 2 weeks homestay fees and homestay placement fee. Relocation by a student into another homestay is not subject to additional fees unless a complaint by a homestay provider is upheld by the student counsellor, in which case an additional homestay placement fee is payable.					

†Amount of refund of fees if withdrawal or termination of enrolment

WORK EXPERIENCE/OFF-SITE TRAINING/ FIELD TRIPS

- Work Experience, Off-site Training, Field Trips etc, is a common component of our programmes. It is important for students to adhere to the following:
 - When visiting off site or undertaking work experience, students shall comply with any rules of that organisation as the employer or host has for their own staff.
 - Students visiting off site as part of their studies will not participate in any unwise or foolhardy activities which may place others in danger of injury, or cause injury to the property of others.
 - Students will have their student ID with them at all times especially when on any class trips.

Appendix 1:

Code of Practice⁶

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

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

What is the Code?

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

Who does the Code apply to?

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

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can download a copy of the Code from the Ministry of Education website at www.minedu.govt.nz/codeofpractice

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

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

What if I have questions about the Code?

The New Zealand Ministry of Education is the Administrator of the Code. If you have any inquiries about the Code, you can email: info.code@minedu.govt.nz.

What if something goes wrong?

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

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

What is the IEAA?

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

How can I contact the IEAA?

You can write to the IEAA at:

⁶ COP summary 2010

International Education Appeal Authority Tribunals Unit, Private Bag 32-001 Panama Street Wellington 6146

P 64 4 462 6660

F 64 4 462 6686

E ieaa@justice.govt.nz

W www.justice.govt.nz/tribunals/international-education-appeal-authority

What will the IEAA do?

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

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

The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the International Education Review Panel (the Review Panel).

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

Appendix 2:

Holiday Dates 2011 - 2014

Public holiday dates have been compiled from the information provided by the New Zealand government, in good faith, and may possibly be subject to change.

Queens Academic Group is closed for a two week period at the end of each academic year. The academic year commences and finishes on the corresponding start date and last day dates indicated in table below:

Holiday	2011	2012	2013	2014
Start Date	<i>Wednesday 5 January</i>	<i>Monday 9 January</i>	<i>Monday 7 January</i>	<i>Monday 6 January</i>
Auckland Anniversary Day	<i>Monday 31 January</i>	<i>Monday 30 January</i>	<i>Monday 28 January</i>	<i>Monday 27 January</i>
Waitangi Day	<i>Sunday 6 February</i>	<i>Monday 6 February</i>	<i>Wednesday 6 February</i>	<i>Thursday 6 February</i>
Good Friday	<i>Friday 22 April</i>	<i>Friday 6 April</i>	<i>Friday 29 March</i>	<i>Friday 18 April</i>
Easter Monday	<i>Monday 25 April</i>	<i>Monday 9 April</i>	<i>Monday 1 April</i>	<i>Monday 21 April</i>
ANZAC Day	<i>Monday 25 April</i>	<i>Wednesday 25 April</i>	<i>Thursday 25 April</i>	<i>Friday 25 April</i>
Queen's Birthday	<i>Monday 6 June</i>	<i>Monday 4 June</i>	<i>Monday 3 June</i>	<i>Monday 2 June</i>
Labour Day	<i>Monday 24 October</i>	<i>Monday 22 October</i>	<i>Monday 28 October</i>	<i>Monday 27 October</i>
Last Day	<i>Friday 23 December</i>	<i>Friday 21 December</i>	<i>Friday 20 December</i>	<i>Friday 19 December</i>

QAG WEBSITE

www.queens.ac.nz

Please visit our website regularly, to ensure that you are up to date with any changes that may affect you.

The website contains key information which may change from time to time:

- Emergency contact details
- External Student Support Services
- QAG Rules and Regulations
- Fees

Level 5 & 8, 246 Queen Street, Auckland, New Zealand
Phone: +64 9 377-8118 Fax: +64 9 377 8252
www.queens.ac.nz

- The Ten Study Habits of Successful Students -



Successful students have good study habits. They apply these habits to all of their classes. Read about each study habit. Work to develop any study habit you do not have.

Successful students:

- 1. Try not to do too much studying at one time.**
If you try to do too much studying at one time, you will tire and your studying will not be very effective. Space the work you have to do over shorter periods of time. Taking short breaks will restore your mental energy.
- 2. Plan specific times for studying.**
Study time is any time you are doing something related to schoolwork. It can be completing assigned reading, working on a paper or project, or studying for a test. Schedule specific times throughout the week for your study time.
- 3. Try to study at the same times each day.**
Studying at the same times each day establishes a routine that becomes a regular part of your life, just like sleeping and eating. When a scheduled study time comes up during the day, you will be mentally prepared to begin studying.
- 4. Set specific goals for their study times.**
Goals will help you stay focused and monitor your progress. Simply sitting down to study has little value. You must be very clear about what you want to accomplish during your study times.
- 5. Start studying when planned.**
You may delay starting your studying because you don't like an assignment or think it is too hard. A delay in studying is called "procrastination." If you procrastinate for any reason, you will find it difficult to get everything done when you need to. You may rush to make up the time you wasted getting started, resulting in careless work and errors.
- 6. Work on the assignment they find most difficult first.**
Your most difficult assignment will require the most effort. Start with your most difficult assignment since this is when you have the most mental energy.
- 7. Review their notes before beginning an assignment.**
Reviewing your notes can help you make sure you are doing an assignment correctly. Also, your notes may include information that will help you complete an assignment.
- 8. Tell their friends not to call them during their study times.**
Two study problems can occur if your friends call you during your study times. First, your work is interrupted. It is not that easy to get back to what you were doing. Second, your friends may talk about things that will distract you from what you need to do. Here's a simple idea - turn off your cell phone during your study times.
- 9. Call another student when they have difficulty with an assignment.**
This is a case where "two heads may be better than one."
- 10. Review their schoolwork over the weekend.**
Yes, weekends should be fun time. But there is also time to do some review. This will help you be ready to go on Monday morning when another school week begins.

These ten study habits can help you throughout your education. Make sure they are your study habits.

Reference: <http://www.how-to-study.com/study-skills/en/studying/39/the-ten-study-habits-of-successful-students/>

Notes:

Notes:

Notes:

IMPORTANT INFORMATION

Access our website:

www.queens.ac.nz

Access your Queens Email:

mail.myqueens.ac.nz

Report absences – before 9am

Email: attendance@queens.ac.nz

Text: 021 08104485

Phone: 09 3798780

Make sure you include your Student ID No. and the reason for your absence.

Access our myqueens forum:

www.myqueens.ac.nz

CODE: The Queens Academic Group has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz/goto/international>



Per Studium Erudito

"To gain knowledge through study and personal experience."