



ICL

GRADUATE **BUSINESS** SCHOOL

Postgraduate Diploma in Business Level 8



2017

Important Information



1. This programme handbook contains the most up-to-date information available as of April, 2017.
2. Course details are continually being revised and updated and key texts replaced. Your lecturer/ tutor will provide you with the most up-to-date information on each paper you are taking.
3. On the Postgraduate Diploma programme each paper requires 150 hours of study in order to gain the 15 credits allocated to it on the New Zealand Register of Qualifications.
4. Given that contact teaching time totals between 60 and 70 hours, you are expected to work for at least two hours independently for every contact hour taught.
5. NZ and Australian universities regularly revise their credit transfer policies. The policies in this handbook record the latest information ICL Business School has to hand, but the School takes no responsibility for changes universities make from time to time.

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Message from the Chairman

Welcome to ICL Education Group!

We believe in success. Whether you are studying Business, Computing, Early Childhood Education or English, we are committed to your success. Our students pass; our students get jobs; our students progress to higher education; and very important, our students enjoy their time at ICL schools!

Education changes as fast as the world does, and when you select your study destination it is important to find innovation as well as a tradition of quality. In New Zealand you will find both: an excellent, British-based academic heritage, with universities over 100 years old, and a dynamic, modern education system constantly adapting to the change and growth in our multi-cultural society. And at ICL, within this traditional yet dynamic environment, we offer the perfect combination of private sector service standards, and the academic guarantee of qualifications owned or approved by the New Zealand government.

Our mission is to help you “develop learner autonomy”; at ICL you take ownership of your education. Your teachers guide you, with enthusiasm and professional skill, in the direction of your learning objectives, but you must do the work, both in class and through self-study. Think of your teacher as the conductor and your class as the orchestra. The conductor directs you, but you and your classmates make the music!

I look forward to meeting you at ICL and helping you succeed.

Ewen Mackenzie-Bowie
ewen@icl.ac.nz

Introduction to ICL: Mission and Values

ICL Education Group consists of ICL Business School (formerly ACG Business School), Auckland English Academy, Bridge International College and New Horizon College, Napier. ICL was incorporated in 2002 and offers a range of tertiary Business, Computing, TESOL and Early Childhood Education programmes. The diplomas and certificates range from level 4 to 7 on the NZ Qualifications Framework, and several of the awards are made by the NZ government.

ICL Business School incorporates International College of Linguistics. The School has mostly international students, from some 25 different countries and is recognized by the Chinese government. In 2010 ICL acquired Auckland English Academy, established in 1988 and one of the leading English language schools in New Zealand. In December 2012 ICL acquired New Horizon College, also established in 1988. Bridge International College was acquired in 2014. In 2013 the group aggregated over 600 EFTS (equivalent full-time students).

Mission Statement

ICL's mission is "to help learners achieve their educational goals and develop learner autonomy by providing high quality educational programmes within a motivating, guided and healthy learning environment."

Value Statement

ICL will:

- deliver quality programmes through a commitment to academic excellence;
- with integrity of moral principle and professional standards;
- acting with collegiality, respecting staff, students and other stakeholders;
- reacting with versatility and accommodation to stakeholders' service requests; and
- with a view to maintaining sustainability on behalf of its shareholders.

Quality

ICL will commit itself to academic excellence in all its programmes. The College will aim to deliver quality education, focused on the pursuit of learner autonomy, through the selection of highly-trained, motivating professionals and first-class learning resources.

Integrity

ICL will ensure that all College staff operate with integrity of moral principle and the highest standards of professional ethics with respect to programme delivery, assessment and appeal.

Collegiality

ICL will ensure that students, staff and other stakeholders are treated with respect, honour and equality, within the principles of natural justice and within the context of the Treaty of Waitangi.

Versatility

ICL will ensure that requests and enquiries from stakeholders are dealt with promptly, pleasantly and flexibly, according to best practice service standards, in order to render a high level of customer satisfaction.

Sustainability

ICL will operate within a stable financial environment by increasing the shareholders' return on investment, so that continued reinvestment is enabled and the College's position in the marketplace is secured.

ICL Business School Programmes

ICL Business School offers a range of diplomas at Levels 5, 6, and 7 equivalent levels respectively to the three years of a Bachelor degree, as well as a Level 8 programme equivalent levels for postgraduate awards. The following programmes are available at ICL Business School:

Level 8	Postgraduate Diploma in Business
Level 7	Graduate Diploma in Business (International Business Innovation)
	Graduate Diploma in Business (International Hospitality Management)
	Graduate Diploma in Business (International Tourism Management)
	Diploma in Computing
Level 6	Diploma in Business Computing
	New Zealand Diploma in Business
	ICL Diploma in Business
	National Certificate in Pacific Islands Early Childhood Education (Pasifika Management)
Level 5	NZIM Diploma in Management
	Diploma of Business Administration
	Diploma of Information Systems
	National Certificate in Early Childhood Education and Care (ECE)
Others	International College of Linguistics TESOL Course ICL IELTS Examination Preparation

Other Programmes and courses on offer at ICL Educaiton also include:

- Auckland English Academy (AEA) Programmes: English Language and Examination Preparation
- AEA English Instructor TESOL Course
- Kwikindy Early Childhood Educatio Internship Course
- Bridge International College - General English
- New Horizon College - General English, Cambridge First Certificate and Advanced (FCE and CAE), English Plus Activities

Management and Academic Staff

Chairman	
Ewen Mackenzie-Bowie	MA, Surrey; BA (Hons), Stirling; RSA Dip TEFL, Edinburgh; ITTI Cert TEFL, Hastings; FRGS, London, MInst D
Principal	
Wayne Dyer	M Applied Linguistics, Macquarie; BA, Massey; Dip TEFL, Cambridge; RSA Cert TEFL
Academic Manager	
Dr. Jocelyn Williams	
Academic Manager	
Brent Hawkins	MMgt, Massey; PGDipBusAdmin, Massey; BCom, Auckland; TTC, Waikato University – Hamilton Teachers' College
Director of Research	
Dr. Siham El-Kafafi	PhD, University of Waikato; MAdLitNumEd, AUT; MPA, American University of Cairo; BA (Hons), Ain Shams University
Lecturers	
Subhan Ali	MMath, University New South Wales; GradDip, University of Southern Queensland; BSc (Hons), University of Wollongong
Sandy Chauhan	BA, DipBusMgmt, MBA (Human Resources)
Mark Ebery	MA, La Trobe University; GD, University of New South Wales; BA (Hons), University of Reading; CELTA
Dr. Siham El-Kafafi	PhD, University of Waikato; MAdLitNumEd, AUT; MPA, American University of Cairo; BA (Hons), Ain Shams University
Dr. Syed Jamali	PhD Education, Korea; MEd, Dhaka; BEd (Hons), Dhaka.
Hazim Jarrah	MComSci, National University of Malaysia; BComSci, Al Al-Bayt University
Jason Jin	MBA, AUT; NatCer, National Institute of Education; BA, AUT; NZDipBus, UNITEC
André Joubert	BA (Hons), Pretoria, PC Tech Dip (Networking), A+, Network+, I- Net+, MCP
Sukhpreet Kaur	MBA, AIS; MPhil, ICDEOL India; BA, Khalsa College of Education, India; MA, Guru Nanak Dev University, India; BSc, DAV College Amritsar, India
Rashmi Kotin	MBA, Karnataka University; MA, Karnataka University; PGDip, AUT; BSc, Karnataka University
Ragini Mathews	MBA, AIS; PGCert, AIS; BA, JNTU, India; NCAE L4&5
Craig Rhodes	M.Man Massey, B.Comp.Med CSU –Australia.
Saurav Satyal	BBus AUT, PGDipBus, AUT
Dr Dayal Talukder	MLitt, Auckland; M Development Economics, ANU, PGDipEcon, ANU, MEcon, Chittagong, BEcon, Chittagong
Alexander Tsoy	MBus, AUT, BA, Moscow, GradDipCom, Auckland, PGDipBus, AUT
Dr Maria Umali	PhD Education, Philippines; MA De La Salle, BA and BSc Education, Philippines
Ahmad Wedyan	MComSci, Yarmouk University; BComSci, Al-Balqa Applied University

The Postgraduate Diploma in Business - PGDipBus Level 8

Aims

The aims of the Postgraduate Diploma in Business are:

To take an interdisciplinary approach to study in the fields of international business studies within a single qualification, while retaining the core business disciplines of economics, marketing, project management, organizational behaviour, leadership, and accounting.

This is a one-year, full-time programme of study designed for graduates of a first degree in a business-related subject. It is suited for those seeking to:

1. Bridge the gap between a first degree and a career in business, that requires further qualifications; and
2. Build a firm foundation for further study at postgraduate level in the business discipline

Outcomes

Graduates of this programme will have acquired an advanced-level knowledge of international business theory, assessment and management. Furthermore, students will develop the ability to prepare for and work towards running and managing a business and/or, undertake, mid-level management roles within a variety of industries.

Graduates will be suitable in roles, which have prospects of a management career pathway (as identified by ANZSCO as Level 1 skilled employment roles).

Graduates of the programme will have acquired the following specialist skills and knowledge:

- Critically analyse concepts of leadership, teamwork, marketing, finance, and accounting in relation to contemporary organizations
- Evaluate and apply entrepreneurial activities, quantitative analytical techniques, market research methods and project management processes within a global setting
- Generate a critical understanding of global economic and political activities

Graduates of the programme will have acquired the following general skills:

- Intellectual rigour: a commitment to excellence in all scholarly and intellectual activities, including critical judgement
- Creativity: an ability to develop creative and effective responses to intellectual, professional and social challenges

- Ethical practice: a commitment to sustainability and high ethical standards in social and professional practices
- Knowledge of a discipline: command of a discipline to enable a smooth transition and contribution to professional and community settings
- Lifelong learning: the ability to be responsive to change, to be inquiring and reflective in practice, through information literacy and autonomous, self-managed learning
- Communication and social skills: the ability to communicate and collaborate with individuals, and within teams, in professional and community settings.
- Cultural competences: an ability to engage with diverse cultural and bi-cultural perspectives in both global and local settings and in the context of the Treaty of Waitangi

Entry Requirements

Students applying to study the PGDipBus must provide the following:

- A completed application form.
- Original transcripts showing a Bachelor degree or a Graduate Diploma in a related field from a recognized institution, including full transcripts and grade point average details, or equivalent. Qualifications must be specific to business-related subjects such as (but not limited to) commerce, economics, accounting, marketing and communications.
- Qualifications must be approved by the Academic Board. A scanned PDF will be sufficient to progress the application, but original documents will be required on arrival at ICL Business School. Failure to provide original documents will result in the cancellation of the enrolment.
- For international students, IELTS with a minimum score of 6.5 overall (with no band score lower than 6.0), or any other equivalent approved by NZQA.
- Credit transfer of up to four papers and RPL will be negotiated on a case-by-case basis.

Recognition of Prior Learning

Where students have acquired skills and knowledge in learning and work settings but not been formally assessed and credited, they may apply for RPL/RCC where the claimed skills and knowledge match the learning outcomes of the Postgraduate Diploma papers.

Applications for recognition of prior learning (RPL) are welcomed and will be given early consideration. Decisions on RPL are based on one or more of the following: a portfolio; attestation by an experienced subject or industry expert; references from previous employers or educational organisations.

Cross Credits

Credit transfers from other qualifications will be individually considered when supported by detailed documentation from the other organisation. To obtain credit transfer the student needs to present a case for the ICL Senior Lecturer to assess. The onus is on the student to demonstrate a match, normally of 80% of content, from a course, paper or module studied to the unit standard for which credit transfer is claimed.

In order to make an assessment the student needs to provide:

- Level of course taken;
- Duration of course taken: number of weeks and hours per week, both contact teaching and self-study;
- Content summary of course taken;
- How an 80% match is achieved between the course taken and the unit standard for which credit is requested.

Credit transfer of up to four papers and RPL will be negotiated on a case-by-case basis. All course components are compulsory.

Admission Appeals

If a student wishes to appeal an admission process or a credit transfer or RPL/RCC assessment decision he/she should:

1. Discuss the matter directly with the Manager of Business Programmes
2. If there is no resolution at Step 1, the Manager of Business Programmes will table the appeal at the Senior Management Team meeting for discussion and resolution. The Principal will be responsible for reporting the committee's decision to the student concerned.
3. In the case of a RPL/RCC decision involving a 'buddy' institution, the matter will be referred back to the institution concerned and be subject to the appeal processes of the institution concerned.

If the student is still dissatisfied with the outcome of an appeal, he/she will be advised to appeal in writing to the NACBS

Programme Structure and Duration

This full-time programme will be delivered through face-to-face classroom learning at ICL Business School, Auckland.

Students will take up to three papers per trimester. Each paper will be taught through one four-hour class per week, delivered by an ICL staff member across a 16-week trimester on either a day or evening timetable. In total, students will receive four contact hours per paper per week. Students are also expected to study independently for five hours per paper per week. This totals 27 hours of learning per week for each student.

Programmes are offered at ICL continuously, with a one-week study break between trimesters and a two-week break over the Christmas period.

Therefore, students will complete the Post Graduate Diploma in Business within one calendar year of full-time study.

Level 7 Undergraduate Degree in a business-related field

Level 8 Postgraduate Diploma in Business

Trimester (16 weeks)	Programme Structure*	Level
1	Accounting for Managers (8200)	8
	Marketing (8241)	
	Organizational Behaviour (8230)	
2	Economics and Quantitative Analysis (8220)	9
	Global Business (9201)	
	Entrepreneurship and Marketing (9201)	
3	Project Management (9203)	9
	Leading and Managing People (9230)	

*Subject to change without notice

Level 9 Master's Degree

Paper Outlines

Students will be provided with a paper outline for each paper they take at the start of the semester. Important information is included within these paper outlines and it is the student's responsibility to ensure they have read and fully understood these documents. If a student seeks further clarity, they should discuss this with their lecturer.

Accounting for Managers (8200)

This paper introduces students to the fundamentals of financial and management accounting viewed from the perspective of the business manager. The focus is on critical evaluation of accounting information contained in financial statements and management accounting reports for use by managers to inform responsible decisions.

Marketing (8241)

This paper introduces students to the concepts of markets and the philosophy of marketing underpinning our contemporary business environment. Looks at aspects of marketing management: customer focus, relationship marketing, monitoring of the environment, buyer behaviours, marketing research, marketing planning, the marketing mix, and competitive strategy. Concepts are applied to products and services in a global context.

Organizational Behaviour (8230)

This paper introduces students to work and worker behaviour; behaviour at work; group and organizational behaviour; links between behaviour and organizational restructure; tasks and job design; administrative hierarchy; job satisfaction and worker adjustment; stress and other factors related to the environment of work; values associated with work behaviour.

Economics and Quantitative Analysis (8220)

This paper focuses on aspects of microeconomics and macroeconomics of most relevance to managers. The main themes are the market systems and what it can accomplish; limitations and failures of markets; government policies and other factors in the macroeconomic environment impacting on business; how issues and government policies with respect to the international economy impact on business. Quantitative analytic techniques for business and economics are introduced and applied.

Global Business (9201)

This paper allows students to examine the (additional) challenges confronting the global business manager. Firstly, it explores the vibrant dynamic global business environment and the opportunities and threats posed by operating in a global environment, notably in the political economy and culture. Then it turns to the development of global business strategy, addressing strategic management, entry strategies, organizational design and the functional areas of marketing, finances and human resources management.

Entrepreneurship and Marketing (9202)

This paper introduces students to the realities confronting entrepreneurial decision making in a contemporary context and introduces students to core marketing concepts – students assess how to harness the creative potential of complex dynamics in a systemic approach that creates, grows and amplifies value throughout the system. This paper explores strategy, entrepreneurship and marketing and provides a framework for understanding relevant theory and its application.

Project Management (9203)

This paper is designed to develop students' understanding of the principles of project management from a managerial perspective in an organizational setting and to develop skills to plan and manage projects with teams. Students will be introduced to the various phases and processes associated with a project life cycle, and should understand the knowledge areas associated with any project and explore practical applications of the knowledge acquired through this unit.

Leading and Managing People (9230)

This paper introduces students to theories and practices of contemporary leadership and management in a global setting. Various leadership styles will be canvassed and applied reflectively in developing a students' own approach to leading and managing, as two separate, but interrelated skill sets.

Independent Learning

It is the policy of the Business School to deliver courses of study that enhance and foster the role of independent student learning. With reference to our aims and objectives, it is imperative that students are fully prepared to enter the second year of degree courses supplied by La Trobe University, AUT University, Massey or Victoria University and other similar educational establishments. In this respect, the courses are designed to place the onus of learning fully with the student and to remove as far as is required, a dependency on the academic staff.

Students will have the full support of the Business School and its staff. However, students will be expected to think independently and to resolve problems and issues first hand by themselves.

Behaviour in Lectures and Attendance

In your behaviour you need to respect yourself and others. This means that you should be on time for class (punctual), that you should co-operate with your teachers and do everything you can to help your own and other's learning. If your behaviour is disruptive or creates problems for other students, the teacher will remind you about the correct way to behave. If you persist in disturbing others you will be asked to leave the class (at least for a few minutes). If the problem happens again you will be reported to a senior academic staff member and there will be an enquiry into what happened. This could result in you being withdrawn from the class.

Treat other people the way you would like them to treat you and there will be very little chance of difficulties and problems.

The Role of the Lecturer

- The lecturers provide the information, knowledge and inspiration to enable you to learn effectively in the subject area in which they are working with you. Their job is to help you achieve a pass in their subject area by quality lectures and tutorials.
- They work to the learning outcomes prescribed for their subjects.
- They want you to understand the subject matter, not learn the various passages from textbook.
- They are there to help you learn the specialized English words that are important in their subject.
- They want you to learn how to think for yourselves.
- They also work with you on a personal basis if required and if time is available.
- They can NOT do your learning for you!

Student Progress Feedback

Student progress is measured with both formative and summative assessments. Formative assessments (assessments that do not count towards your overall paper mark) will take place at least twice within the delivery of each paper and your assessments are designed to allow your lecturers to identify your progress and provide you with further support where needed.

Further feedback is provided to you in the form of summative assessments (assessments that do count towards your overall paper mark) where marks and grades are awarded to students.

It is important for you to also actively seek feedback from your lecturer who is available to discuss your learning progress and your assessments. Your lecturer will inform you of how you can contact them for this feedback in your class.

In some instances, a lecturer will identify a student that requires further support to successfully pass a paper. In this instance, the lecturer will inform the Learning Adviser who will approach the student to discuss extra help.

Learning Adviser

The Learning Adviser is available to students who are seeking further help and guidance with their studies here at ICL. The Learning Adviser can provide support with improving your English language as well as academic skills. Please go to Reception and request to book an appointment with the Learning Adviser.

Required Textbooks

We insist that students purchase the prescribed texts for each of the subjects that they will be studying. The paper outline will state which textbooks are required for each paper.

Copyright

Illegal photocopying of texts is strictly prohibited and any such material will be confiscated and forwarded to the relevant publisher who owns the intellectual property. If students persist in such illegal replication, then the School will inform the publisher.

In New Zealand you cannot copy from a textbook unless the book is out of print or less than 10% of the content is being copied. This is only allowed once. It is totally illegal to copy a complete book. Such a copy must be destroyed. If you copy a book, you are liable to prosecution under New Zealand law. For a full explanation refer to <http://www.whatiscopyright.org>

Copyright laws grant the creator the exclusive right to reproduce, prepare derivative works, distribute, perform and display the work publicly. Most countries are members of the Bern Convention and the Universal Copyright Convention (UCC) which allow you to protect your works in countries of which you are not a citizen or national. For more details refer to www.whatiscopyright.org

Breaking copyright law is serious. For example in November, 2003 three Australian students received criminal convictions for copyright infringement, receiving a mix of suspended sentences, a fine, and community service.

Library and ProQuest

Your lecturer or a Student Support Staff member will explain how our lending library system works. All ICL Business students have access to the joint ICL library. Ask for support and assistance with finding information and completing assignments.

You also have access to ProQuest, an electronic database with many resources at your disposal. ProQuest can be accessed for free whilst using the computers or Wi-Fi network whilst on campus. You can access ProQuest on campus using this link:
<http://search.proquest.com/business/index?accountid=164702>

Other libraries in Auckland can also be used, e.g. the Auckland Public Library. Outside libraries have lending restrictions for international students, but it is sometimes possible to join a library by paying a refundable deposit.

Study Skills

- There are different ideas about the best way to learn things. For some people it is most important to learn things off by heart. Other people want to know and also understand. Then there are people who want to know and understand, and they also want to be able to apply that knowledge in new situations. Finally, there are people who want to apply knowledge in completely new ways. They want to create new knowledge.
- Most Western tertiary institutions aim to get their undergraduate students to show that they can do the first three described above. In the PGDipBus, we do this by using the NZQA Model of Assessment. We include the following four aspects in our assessments. RCAP. This stands for: Recall, Comprehension, Application and Problem Solving.
- We know that we learn more about things every day and that in a world of fast moving technology we are always able to do things better, faster or more effectively. Because of this we ask students to learn to understand the principles and theories on which each subject is based, not take the subject matter as being held within the covers of a textbook. This requires students to ask questions of their lecturer and of their textbook.
- Therefore we do not want students to use and learn the contents of a particular textbook as if it was the last word on the subject. Instead we provide each student with a Paper Outline. This document tells you what the subject matter will be. For that subject matter we tell you what the Learning Outcomes are i.e. what we expect you to know or be able to do at the end of the trimester. These Learning Outcomes form the basis for all assignments and examinations for each subject. The textbook becomes the reference point for a student to use to find out the principles and theories behind the subject-behind the learning outcomes.

Opportunities for Further Study

ICL has an understanding with several institutions regarding the opportunity for further studies for its students. Programmes at Auckland University of Technology and Massey University will take into consideration ICL student applications for some of their Master programmes. In some instances, cross credit may be permitted. Successful applications and enrolments at the University are at the University's discretion.

Course Regulation

Plagiarism

Academic Dishonesty and Plagiarism policy Principle

The principle to be applied is that no student shall obtain, or attempt to obtain, an advantage in assessment through unfair or improper means. Any such attempts shall be deemed to be in contravention of the regulations governing ICL's academic qualifications and subject to disciplinary action. This section is designed to explain what plagiarism is, why it brings severe penalties to the student, and how to avoid it.

What is plagiarism?

Plagiarism is using someone else's work as your own, without citing the source. This includes direct copying, rephrasing, and summarising, as well as taking someone else's idea and putting it into different words without acknowledging the author. Cutting and pasting paragraphs from different websites is the same as handing in a paper downloaded from the internet, both are examples of plagiarism.

Examples

The following are provided as examples of academic dishonesty or plagiarism.

Examinations

- Taking of unauthorised material into an examination.
- Consulting unauthorised material outside the examination hall during the examination.
- Obtaining an unseen examination paper in advance of the examination.
- Copying from another examinee (student).
- Attempting to communicate with another examinee (student) during the exam.
- Using an unauthorised calculator or other device e.g. mobile phone during the examination or storing unauthorised material in the memory of a programmable calculator or other device e.g. mobile phone which is taken into the examination.
- Impersonation, where a substitute takes an examination, test or assignment on behalf of the student.

Course work and Project work

- Falsifying data in experimental results.
- Copying course work or project work from another person or source.
- Collusion to present joint work as the work solely of one individual.
- Plagiarism, where the work or ideas of another, are presented as the student's own.
- Bribery or attempted bribery of a person thought to have some influence on the student's assessment.
- Any other conduct calculated to secure an unfair or improper advantage in an assessment.

If you share your coursework or examination paper with another student and he or she plagiarises or copies it, you are considered as guilty as the one who has plagiarised your work, since you enabled the plagiarism to take place. Under no circumstances should a student make his or her coursework or examination paper available to another student unless the instructor gives explicit permission for this to happen.

It is also an offence under the regulations to knowingly assist in any of all of the above.

Plagiarism is a serious academic offence and the school will discipline students for committing plagiarism. Students who plagiarise, including who anyone enabled the plagiarism to take place, are likely to be caught, and could be removed from completing their award, and will not be allowed in future to take an ICL Education programme.

Students are responsible for educating themselves about plagiarism, and ICL Education's advice is to avoid plagiarism at all costs.

Avoiding Plagiarism

Students learn from the work of others and may quote from it without penalty. Where direct quotation appears to a student to be appropriate s/he must ensure that quotation marks and reference to the original author is clear within the text. Essays, projects and reports will also show the referenced works in the bibliography. One of the best ways to avoid plagiarism is to ensure you use references and citations properly, using the APA Referencing system. At ICL, we expect all students to use the 6th Edition of the APA Referencing System.

Referencing Workshops

ICL regularly offers free APA Referencing workshops to all students. Details of the upcoming workshops are provided on the campus display screens.

Referencing Format - APA

The APA style is based on the Harvard referencing system whereby the date of publication follows the author name(s), and in-text references refer to items in the bibliography using the author surname and date of publication, in brackets.

Referencing is important in all academic work as it indicates to the reader the sources of your quotations and borrowed ideas. Failure to indicate your sources is tantamount to plagiarism (literary theft). The purpose of the referencing system is to describe your sources in an accurate and consistent manner and to indicate within the text of your paper where particular sources were used.

Referencing workshops are regularly offered by ICL to all students. Details of the next upcoming workshop will be available on the campus display screens.

Referencing List at the end of Paper

The reference list should be arranged alphabetically by author surname. The APA format requires book and journal titles to be italicised, although you can underline instead in a handwritten list.

Where to find the details needed in a reference list

Books

The details needed for a book can be found on the front and back of the title page. Make sure you locate the name of the publisher rather than the printer or typesetter. You need the name of the publisher in your reference list.

Ignore any reprint dates; you need the date when the first, second, third edition etc. of the book was published according to which edition of the book you are using.

Journal articles

The details needed for a journal article can usually be found on the contents list, front cover or article itself.

a) References are made from the text of the paper in the following manner:

Williams (1995) compared personality disorders ...

In a recent study of personality disorders (Williams, 1995) ...

b) When an author, or group of authors, has more than one publication in the same year a lower case letter is added to the date. For example:

In two recent studies (Harding, 1986a; Harding, 1986b) it was suggested that ...

In two recent works Harding (1986a; 1986b) has suggested that ...

c) Multiple author citations

- With two authors both names should be listed in each citation e.g. (Duncan & Goddard, 2003)
- With three to five authors name all authors the first time, then use et al. (and others). For example: the first time it would be (Moore, Estrich, McGillis & Spelman 1984) and subsequent references to the same publication would use (Moore et al.).
- For six or more authors, use et al. after the first author in all occurrences.

Note that when the in-text reference occurs naturally within the sentence "and" should be used before the final author. But when the entire reference is enclosed in brackets the ampersand (&) should be used.

d) **When a source has no author** cite the first two or three words of the title followed by the year.

For example:

... in the recent book (Encyclopaedia of psychology, 1991) ...

... in this article (Individual differences, 1993) ...

- follow this example for web pages where no author is given

However, if the author is designated as "Anonymous", cite the word Anonymous in your text e.g. (Anonymous, 1993, p.116).

Note: Underline or italicise the title of a journal or book and use double quotation marks around the title of an article or chapter.

e) **When using quotations in your text** observe the following examples:

He stated, "The relative importance of the systems may nevertheless remain in approximately the same proportion" (Gardner, 1973, p.41)

Smith (1991) found that "...there is no evidence that chimpanzees can produce a drawing and discern the object represented in it..." (p.84)

f) If you cite a work that you discovered in another work, observe the following examples:

Smith (1970, p.27) cites Brown (1967) as finding ...

Brown (1967), cited by Smith (1970, p.27), found ...

It was found (Brown, 1967, cited by Smith, 1970, p.27) that ...

Notification of Results and Certification

Student results are released after assessments have been moderated and results approved by the Academic Board. You will be notified of your results via your ICL email address. Upon successful graduation from this programme, you will be awarded a certificate and, if requested, an academic transcript.

ICL Assessment Information

An assessment is any work for which you get marks that count towards your final mark/grade/result. It includes assignments, reports, presentations, participation, tests and examinations. For the PGDip programme, a letter grade will be allocated to each student's final assessment (all the marks from all assessments for a paper added together) as follows:

A+	85 - 100%
A	75 - 84%
B+	70 - 74%
B	60 - 69%
C	50 - 59%
D	40 - 49%
E	0 - 39%
P	Pass (Aegrotat). Equivalent to a "C" Result
F	Fail (Aegrotat). Ungraded, but not sufficient to earn a credit
W	Withdrawn
NC or DNC	Students who have not completed assessments
RPL	Recognition of Prior Learning

ICL will recognise a "C" grade or better as a pass
Academic transcripts will include all paper results, whether pass or fail grades.

ICL Examination Procedure

There are tests/examinations held during and at the end of each trimester for most courses. See the trimester timetable. As an ICL student you understand and agree to abide by the following:

I understand the following IMPORTANT NOTES:

- I must attend all of the tests/examinations to pass the course.
- Withdrawals – If I miss, or score a zero in, one or more tests/examinations I can be withdrawn from the programme.
- If I miss a test/exam this will normally mean that those marks cannot be recovered and so it will be more difficult for me to pass the paper.
- If I miss a test or assignment due to illness, I am required to get a doctor's (New Zealand registered and medically approved) certificate and complete a "special consideration" form.
- It is strongly recommend that you leave home early so that you arrive before the test/examination starts.

I am aware that before the test/exam I will be told:

- The exam name and paper number of the examinations I need to sit.
- The total length of time for the exam
- Whether the exam is an open- / closed- book examination. In closed examinations, I must not take in any notes (written or printed) or handouts or books.

I understand that:

- Exam conditions apply as soon as I enter the exam room.
- The Invigilator and/or lecturer is in control of the test/examination session
- I will be informed when the reading time starts and finishes
- I will be given regular updates of the time left in the exam
- The examination is the property of ICL Business School and will not be returned to me.
- If I am deemed to be cheating or acting suspiciously I will be dealt with severely, with disciplinary action taken where necessary
- If the fire alarm sounds, I must follow the instructions provided by ICL staff and fire wardens

During the test/exam, I must...:

- Follow all instructions.
- Switch off my mobile phone(s) and place it on the table at the front of the room. If I do not, the invigilator will consider that I intend to cheat.
- Leave my bags and personal belongings at the front of the room
- Sit where the invigilator or lecturer tells me
- Write my full name on the front page of the answer booklet.
- Answer all questions in the answer booklet provided.
- Silently raise my hand and wait for an invigilator to come to my desk if I have a question, need to go to the toilet or need a drink. An invigilator will escort me to the bathroom. Only one student can leave the classroom at any one time.
- Only use authorised calculators and only use a pen, not a pencil
- Leave the exam room quickly and in silence when I have finished

During the test/exam, I must NOT...:

- Cause any disruption before, during, or immediately after the test/ examination process. If I do, it will become a disciplinary matter.
- Talk AT ALL in the exam room.
- Borrow or lend any items
- Be dishonest in any way. I must not copy, cheat, or help other students.
- Bring in or use a dictionary.
- Write anything at all during the reading time. If I do, my answer book will be taken and changed with a new one
- Re-enter the exam room after leaving.
- Access my exam paper once the invigilator has received it.

ICL Assessment Conditions

The following are the conditions and requirements that a student must meet in order to be eligible to take a final exam, a supplementary exam, a re-sit exam or a re-submission assignment.

Conditions for Assessments.

- Students must attempt and submit all assessments for a paper
 - a) Students who do not submit an assessment, and who do not have advance approval from the Programme Leader or without a submitted Appeals application, will be withdrawn from the paper and will be required to repeat the paper, paying the full fee again.
- Students must achieve an overall minimum mark of 35% in the assessments leading up to the final examination in order to be allowed to attempt the final examination.

Conditions for Final Examination

NOTE: this is the final assessment a student takes for their paper and normally worth 60%

- Students are permitted to sit the final exam for a paper provided they have attempted all assessments for that paper
- Students must have submitted all assessments by or on the due date or obtained an extension for later submission
- Students are not required to pay an additional fee for their final examination
- Students must achieve an overall minimum mark of 35% in the assessments leading up to the final examination in order to be allowed to attempt the final examination.
- Students must achieve a minimum overall mark of 35% or more for the paper including the final examination mark in order to be eligible for a free supplementary exam
 - a) Students who do not achieve an overall mark of 35% or more for a paper will be required to repeat the paper and pay the full fee again.

Conditions for Supplementary Examination

NOTE: This is a second opportunity for a student to pass the final assessment, within the same time period as sitting the final exam, and before confirmed final results are released.

1. Students are given one opportunity to take the supplementary exam
2. In order for students to be eligible to take a supplementary exam they must have:
 - a) Attempted all assessments for a paper which includes the final examination
 - b) Students must have submitted assessments by or on the due date or obtained an extension for later submission
 - c) Achieved an overall minimum mark of 35% for the paper
3. Students are not required to pay an additional fee for the supplementary examination
4. If the student does not sit the supplementary exam (and was required to do so) the student's result will be reported to NZQA as a 'fail'.
5. It is compulsory that students attend the revision class provided by ICL or their supplementary opportunity will be withdrawn
6. If a student takes a supplementary exam, the overall mark for that paper is capped at 50% and will be marked as a grade 'C' on the academic transcript.
 - a) Only one final grade for the paper will be shown on the academic transcript.
7. Students who have passed the paper and who wish to increase their paper mark may be permitted to do so using the one exam opportunity only.
 - a) Only students who achieved a mark of 50% or more in the final examination are permitted to do so. In this instance only, a student's supplementary exam mark will not be capped
 - b) Students will only be permitted to take a single supplementary or a re-sit at a later date (within six months of the original final examination date) to increase their overall mark. If a student uses a re-sit examination to increase their mark, there will be two grades shown on their academic transcript.
8. Students who do not meet the conditions to take the supplementary examination will not be permitted to take a re-sit examination
 - a) In this instance, a student will be required to repeat the paper paying the full fee again

Conditions for Re-sit Examinations

NOTE: this is an opportunity for a student to take the final assessment at a later date in their programme (and not immediately after their finishing their paper).

1. Students taking re-sit examinations will be charged \$500.00 per re-sit examination, which must be paid for in full, two weeks in advance of the re-sit examination date.
2. Students are given one opportunity only to take the re-sit exam
3. Students who do not meet the conditions of the supplementary examination will not be permitted to take a re-sit examination
 - a) In order to be permitted to take the re-sit exam, students must have achieved an overall minimum mark of 35% for the paper, attempted all assessments for that paper, must have submitted assessments by or on the due date or obtained an extension for later submission and where necessary taken the supplementary exam
4. Students with an overall paper mark of less than 50% before the re-sit will have their mark capped at 50% overall after the re-sit exam (providing they have passed the re-sit exam). This will be marked as a grade 'C' on the academic transcript.
5. Students taking re-sit examinations will have two grades shown on their academic transcript (their results after their final examination, and their results after their re-sit examination).
6. Students who have an overall paper mark of 50% or over and have not taken a supplementary may take a re-sit and achieve the full result with no cap.
 - a) The re-sit examination fee of \$500.00 still applies.
 - b) Students will have two grades shown on their academic transcript
7. It is compulsory that students attend a re-sit exam at the next given opportunity provided by ICL
 - a) There is no guarantee as to when ICL may provide another re-sit examination opportunity for students, although at least one opportunity will be provided within six months of the original final examination.
 - b) Students will only be permitted to take a re-sit examination within six months of the original final examination date, after which the student will be required to repeat the paper paying the full fee again
8. It is compulsory that students attend the revision class provided by ICL or their re-sit opportunity will be withdrawn
9. If a student does not achieve an overall mark of 50% (the pass mark) for the paper after the re-sit exam, the student will be required to repeat the paper and pay the full fee again.

Conditions for Re-submission of Assignments

NOTE: this is only for assignments that are the final or main assessment for a paper, which does not have a final examination, such as 636 Applied Management.

1. Students are permitted to re-submit an assignment once only if it is the final or main assessment for a paper
2. Students must achieve an overall minimum mark of 35% for the paper, including all assessments in order to qualify to re-submit their assignment
 - a) If a student has not achieved an overall minimum mark of 35% for the paper they will be required to repeat the paper and pay the full fee again
 - b) Students must have submitted all other assessments for the paper by or on the due date or obtained an extension for later submission
3. If a student is required to re-submit a final or main assignment, then their overall paper mark will be capped at 50%.
4. Students will be given the opportunity to re-submit an updated version of their previously submitted assignment, using the feedback given by the marker, in order to meet the pass mark of 50%
 - a) No additional fee will be charged for this first resubmission
5. If a student does not achieve an overall minimum mark of 50% for the paper after the first re-submission, the student will have one final opportunity to resubmit the assignment
 - a) There will be a re-submission fee of \$500 for the second resubmission
6. If a student does not achieve an overall minimum mark of 50% for the paper after the second re-submission, the student must take the paper again and pay the full fee.

Procedures for ICL Assessments

Final Examinations

1. Students will be informed by their lecturers of the examination date and time for their paper
2. Students sit the final examination
3. Results are sent to students via their ICL email address
4. Students who have failed a paper after the final examination are required to take the supplementary exam (if they meet the conditions)
 - a) Students who have failed a paper after the final examination and do not meet the supplementary exam conditions are required to repeat the paper paying the full fee again.
 - b) Students must register to repeat the paper.

Supplementary Examinations

5. Students will automatically be registered for the supplementary exam (if they meet the conditions)
6. Students are informed of supplementary exam dates and revision classes
7. Students sit the supplementary exam
8. Results are sent to students via their ICL email address
 - a) Students who have failed a paper after the supplementary examination and do not meet the re-sit exam conditions are required to repeat the paper paying the full fee again.
 - b) Students must register to repeat the paper.

Supplementary Examinations

9. Students who have failed a paper after the supplementary examination are required to take the re-sit examination (if they meet the conditions)
10. Students are required to apply for the re-sit examination
11. ICL staff approves/rejects student's re-sit application
12. If approved, students pay the re-sit fee
13. Exam dates are provided to student
14. Student takes the re-sit examination
15. Results are sent to students via their ICL email address
 - a) Students who have failed a paper after the re-sit examination are required to repeat the paper paying the full fee again.
 - b) Students must register to repeat the paper.

Appeals

Requests for Re-counts and Re-marks and Special Consideration

Students may appeal their marks for:

- Major assessments
- Class tests
- Final examinations

All appeal requests must be made within 2 weeks of the posting of provisional results for the assessment in question or from the time it is handed back by the lecturer to the student, whichever happens first. Appeals made outside of this timeframe will not be accepted.

The forms for Appeals (re-count or re-mark or special consideration including aegrotat or re-sit) are available from Reception. The Appeal form must be requested and completed by the student, and submitted to the Programme Leader via Reception. Fees may apply.

A student can appeal for the following:

1. Re-count

- a) The assessment script's mathematical count is checked by an individual (other than the original marker) to check consistency.
- b) It is possible that a student's mark may be lowered from the original mark as a result of a re-count

2. Re-mark

- a) The assessment script is remarked by an independent marker (other than the original marker) to determine consistent, fair and accurate marking.
- b) It is possible that a student's mark may be lowered from the original mark as a result of a re-mark
- c) A fee will be charged to students for a re-mark

3. Aegrotat

- a) An aegrotat is when a 'pass' mark may be awarded for an examination-based assessment if circumstances beyond the student's control (e.g. illness or bereavement) result in either the student being absent from an assessment or the student's performance being seriously impaired.

- b) An aegrotat pass can only be used when it is not practical for the student to take an equivalent assessment within a reasonable time frame.
- c) Evidence in the form of a Doctor's or medical certificate issued before the exam stating that the student has been examined by the doctor and in their opinion is unfit to attend the exam must be provided to ICL.
- d) A student should apply for this Appeal as soon as possible after the examination or test and before unconfirmed marks are decided.
- e) An aegrotat pass is equivalent to a grade C pass.

1. Estimated assessments

- a) A student who misses an assessment during the course, normally for a medical or other serious reason may request an estimated assessment result
- b) Evidence in the form of a Doctor's or medical Certificate or letter must be provided.
- c) Estimated assessments are at the discretion of ICL
- d) If an estimated assessment is approved by ICL Management, the estimate will be calculated at the end of the course and take into account the criteria ICL thinks appropriate, in particular performance before and after the missed assessment.
- e) Estimated assessments will receive a mark and therefore will not result in an aegrotat pass.

It is at ICL's discretion to either approve or reject any Appeal from a student.

Disciplinary Procedure

The following disciplinary procedure will be followed if a student breaches the disciplinary procedure.

1. You will be given a written warning notice if you do not comply with the rules. You will be dismissed if you have already received two written warnings and still do not comply with the rules.
2. If you do not comply with the rules in a way that puts you or others at risk, you may be immediately suspended or immediately dismissed.
3. Any student who has been dismissed cannot continue with any course at ICL and no refunds will be made. If you are dismissed from ICL and are in New Zealand on a student visa, then the school is required to advise Immigration New Zealand of your dismissal. Immigration New Zealand is entitled to revoke your student visa.
4. Likewise, prolonged absence or absence without notice may result in dismissal and your student visa being revoked.
5. If your application to enrol requests ICL to inform your parents or legal guardian of your progress, then ICL is obliged to advise your parents or guardian of your dismissal or any formal disciplinary action taken.

If we believe you are guilty of cheating or other misconduct in an examination this will be the procedure.

- Your work and a note describing the alleged event will be written on the exam paper, signed, dated and timed by the lecturer.
- You will not be allowed to finish your examination.

If we believe you are guilty of plagiarism or any other dishonest practice, this will be the procedure

- A written report will be prepared by the person alleging the dishonest practice as soon as possible.
- This report will be given to you and a senior lecturer.
- Within one week a senior academic staff member will make a ruling on whether you are guilty or not and if so what punishment is appropriate.
- If confirmed dishonest practice consists of two or more students copying from each other, ALL parties will normally receive a zero mark.
- If you do not agree with the verdict or punishment you are allowed to appeal within two weeks of receiving notification from ICL by completing the Academic Appeal Form available at Reception. Fees may apply.

- The appeal will be seen by the Discipline Committee providing the correct information has been provided – see the Academic Appeal Form for more information, available at Reception.
- If warranted, there will be a Discipline Committee meeting with the principal as Chair, and one other staff member. The student may be required to be present also.
- If you are required to attend the hearing, you will be encouraged to bring a support person.
- The person making the allegations and you will be given the opportunity to describe and explain what happened.
- The Committee will consider what is said and will decide what they believe occurred and prepare a written report that includes any decision.
- This report will be given to you within one week of the Committee meeting.
- You will get a reply to this from the Principal.
- If you are still not satisfied, you can contact NZQA at PO Box 160, Wellington 6140.

A similar procedure will be followed when a student is allegedly in breach of school rules.

NB: Any person found stealing will be reported to the police so that appropriate action can be taken.

School Rules

The School has rules for students and teachers. As a student you are expected to abide by the rules of the School and behave at all times in a responsible way. Failure to comply with these rules may result in your dismissal from the school:

Orientation

Orientation is delivered within the first fortnight and this is the time when you can find out how the programme is run at ICL. Some students arrive after the course has started. The policy of ICL allows a late start at a maximum of two sessions or one-eighth of the teaching time from the original start date.

If you do not attend Orientation, it is your responsibility to ensure you are aware of all the important information regarding your programme.

You should aim for 100% attendance. If you know in advance that you have to be absent from class, you must write a note about it for your lecturer. If you miss more than two classes because you are sick, get a doctor's certificate.

Policy

- Students on a student visa must attend 100%.
- Absent students must notify the school.
- Students off sick will be marked absent unless they bring a signed medical certificate from a registered GP (doctor). **This must be received by the office no later than three days after the period of sick absence.**
- Lecturers will mark attendance once per session
- Students arriving more than 20 minutes late will be marked absent for that session.
- If attendance falls below 90%, students will receive a Warning Letter
- After three Warning Letters, ICL may contact Immigration
- Student attendance records may be given to Immigration New Zealand at any time.

If you always come to class, you have a much greater chance of success!

Sometimes the traffic in Auckland becomes very bad, especially at peak travel times. You may be delayed because of this and not get to your class on time. Please phone the college on 09-368-4343 and tell the receptionist what your problem is. The receptionist can then tell your lecturer.

Switch off your mobile phone in the classroom.

When working in the computer labs, please bring your own computer disks or memory sticks for saving files. Back up your work regularly so that work cannot be lost. Do NOT bring either food or drink into the computer labs. You may print out up to 100 pages per course. After that, you will have to pay for additional copies.

Attendance Rules

1. Attendance is marked for every session attended.
2. You must attend 90% or more of your course, which includes teacher-led classes, guided self-study, exams, work experience or any other activity for which attendance is required.
3. You must arrive on time for all sessions including returning from breaks and you must stay until the end of class.
4. If your attendance falls below 90%, you will be given warning letters until your attendance improves. Your attendance will then be regularly monitored.
5. If your attendance does not meet the requirements of your Student Visa you may be withdrawn from your programme and your visa may be cancelled by Immigration New Zealand
6. You must use the fingerprint machines to log in and out your study hours on campus. This is recorded separately from your class attendance. Find out how to use the machines by asking a member of staff at Reception or reading the notices up on the display screens.

English

- You have come to ICL to obtain your qualification in English. The best way to be successful is to use English constantly in classes and on the campus.
- If you can use English at home it is even better. Many students share accommodation with other friends from the same country. This is bad for learning English. You should always try to read at least one major newspaper each week. You should try to watch the news every night on TV and listen to the radio in English as much as possible. This will help you improve your English.
- The more you speak, write and read in English, the better you become. The better you become, the better the result of learning will be. Keep your first language for explaining a meaning to another student.
- Remember that when you graduate you will probably want to earn a New Zealand degree in Business. This will demand a much higher standard of English than is acceptable at Diploma level.

Dictionaries

Because you have a huge number of new words to learn, many with special meanings, you should use dictionaries – either paper or electronic. You must have your own dictionary and do not expect to share books during classes. However, no dictionaries are allowed in examination rooms. It is very sensible for you to create your own dictionaries or glossaries as well and keep them with your subject notes.

Email

All students must have an email address. Email is the medium for correspondence at ICL and the principal means for your lecturer to contact you. In the case of warning letters on attendance or other disciplinary issues, not opening the emails is not a defence against disciplinary procedures.

Pre-enrolment

Towards the end of your course you will be invited to tell us what course you would like to do next. It is very important to keep good communication with us so that we can satisfy your needs. Early registration will guarantee you a place. If you do not pre-enrol, you may miss out on the subjects you need to study. This could mean that you will have to study subjects you do not like or want to. Enrolments are made on a first-come, first served basis.

Medical Documentation

A suitable medical documentation must be from a NZ registered GP and should be:

1. A medical certificate/report that states the doctor's recommendation for you to not attend class. This must cover the days of absence and include the words "was examined by me and in my opinion is..." (not the wording "...reported to me that they were sick...")
2. A formal note from the hospital stating the above.
3. You must inform the college of your absence on the first day and produce the medical certificate within 3 days of the absence.

Other Documentation

If you need to take leave from studies, you may apply for it using the 'Leave of Absence Application Form' clearly stating the reason for leave and days of absence. Please note that this can only be granted if approved.

Behavioural Rules

1. You must abide by the laws of New Zealand. You must familiarise yourself with the laws in particular regarding the sale and consumption of alcohol and tobacco, and sale and use of drugs.
2. We expect students to respect ICL, your teachers and your fellow students and behave in a responsible way at all times, and not to act in any way which might bring yourself or ICL into disrepute.
3. We expect you to interact appropriately with every person on this campus.

Violence or harassment of any person on or off campus is unacceptable. Some examples of unacceptable behaviour and harassment are provided below.

- You must not use foul, obscene or abusive language at ICL.
- You are not allowed to bring any weapons to ICL.
- You must not smoke on campus except in designated areas.
- You are not allowed to have alcohol or illegal drugs while at ICL.
- You must not exhibit any behaviour or interaction of a sexual nature

Administration Rules

1. You must provide ICL with your current address, e-mail address and contact phone number(s) in Auckland.
2. If you change your address or your phone number, you must immediately advise ICL.
3. If you are studying in NZ on a student visa, ICL is required by Immigration New Zealand to keep your contact details up-to-date while you are staying in New Zealand.

Teaching Staff Absences

Sometimes because of training, illness or a family problem your lecturer may not be able to take a class. If this happens the college will get a relief teacher, reschedule the class to another time, or in some way ensure that the coursework is covered.

Management of ICL Business Programmes

ICL has many people to help you:

- For any issue to do with you in the classroom or in any tests or examinations you need to contact your lecturer, or your own language Student Support Staff.

- For any issue to do with attendance, remarks, recounts, results transcripts you need to contact your lecturer, your own language Student Support Staff or a senior academic staff member.
- For anything to do with fees payments, insurances, travel or accommodation contact your own language Student Support Staff.
- For any problems in learning and keeping up with the workload at the college you must make contact with your lecturer, the academic adviser, or your own language Student Support Staff.
- For any personal problems about yourself, your family in your own country, your friends, difficulties living in New Zealand and coping with any aspect of life please ask your own language Student Support Staff or the pastoral care co-ordinator.
- If you are not satisfied with the assistance you receive from any of these staff speak to a senior academic staff member.
- If you still feel the need to go further, please contact the Principal.

Management of ICL Business Programmes

- Please inform us whenever you change your address, your phone number or e-mail address.
- Fill in forms at the Front Desk if you need letters of any kind, for example about your attendance (for Visa), or your results.

Student Evaluation Surveys: Feedback

At ICL we would like to hear from our students on areas we could be improving upon. Student evaluation surveys are provided to students at several points within their programme and we encourage you to give your honest feedback on your experience at ICL. The surveys are anonymous and voluntary and we appreciate all feedback given.

- An Arrivals Evaluations Survey (AES) is provided when you first start your programme and asks you about the process leading up to you starting your programme e.g. agents, orientation etc.
- A Paper Evaluation Survey (PES) is provided when you finish each of your papers at the end of the semester. This asks questions about your learning experience on that paper.
- A Student Support Survey (SSS) is administered several times throughout the year which asks for feedback on the support services (e.g. careers, facilities etc.) provided by ICL
- A Final Evaluation Survey (FES) is administered at the end of your programme as you are about to graduate. It asks you to give your overall feedback on your overall experience studying at ICL.

Complaints

Step 1	Talk to your lecturer/tutor. If you are not satisfied with your lecturer/tutor's response:
Step 2	Talk to a senior academic staff member. If you are not satisfied with a senior academic staff member's response:
Step 3	Put your complaint on paper, and address it to the Principal. You may use the student complaint form.

Withdrawals and Refund Policy

Government website: <http://www.nzqa.govt.nz/for-learners/rights/fees>

We hope you will be very happy here and that no refunds will be needed. However, here are the terms and conditions which you agree to when you sign our application form:

1. Full fees are payable in advance for the whole course. The enrolment and insurance fees are non-refundable.
2. ICL Business School, NZQA provider #7548 (ICL) and Auckland English Academy, NZQA provider #7940 (AEA) are both part of ICL Education Group. Students applying for Business, Computing, ECE, IELTS Preparation/Academic English and the ICL TESOL Course will be enrolled at ICL. Students applying for Communication English, English Plus Activities, KiwiKindy, English@Work and the AEA TESOL Instructor Course will be enrolled at AEA.
3. In compliance with the New Zealand Education Act 1989 (section 236A & amendments) and the NZQA Student Fee Protection Policy 2004, ICL provides fee protection for all student fees through Public Trust. AEA provides fee protection for all student tuition fees through WaltersLaw Static Trust. Both trusts meet the requirements of NZQA and the Code of Practice for the Pastoral Care of International Students.
4. If you are enrolled in a course of five weeks or less and withdraw within two days after the first date of the course for which attendance of students at the establishment is required, you are entitled to a refund of 50%. If you withdraw two or more days after the same start date you are not entitled to a refund.
5. If you are enrolled for a course of more than five weeks, but less than thirteen weeks, and withdraw within five days after the first date of the course for which attendance of students at the establishment is required, you are entitled to a refund of 75%. If you withdraw five or more days after the same date you are not entitled to a refund.

1. If you are enrolled for a course of study of thirteen weeks or longer, and withdraw within the first ten working days of the first date of the course for which attendance of students at the establishment is required, you will be refunded in full less a deduction for costs incurred by ICL or AEA up to a maximum of 25% of the fee total paid. ICL & AEA will provide you with details of the cost components for the purpose of working out the maximum deductible percentage. In the event of a dispute over the amount deducted, you can refer the matter to the International Education Appeal Authority. If you withdraw 11 or more working days after the first date of the course for which attendance of students at the establishment is required you are not entitled to a refund.
2. Paragraphs 4, 5 and 6 also apply if you are unable to get a visa, or if you cancel your application before you arrive in NZ or before the first date of the course for which attendance of students at the establishment is required. The Schools will consider applications for refunds in exceptional circumstances. Any refund will be made at the discretion of the Principal.
3. If the Schools arrange homestay accommodation for you, the minimum period will be four weeks or the full course if shorter. The homestay fee for this period and the placement fee are non-refundable. Students under 18 must be accommodated in an ICL/AEA-approved homestay.
4. Expenses incurred offshore on student recruitment and visa application are non-refundable.
5. If the Schools are for some reason unable to offer your course, you are entitled to a full refund of all fees paid. In the event that your course is cancelled after its commencement date, you will be refunded all unused fees proportional to the number of weeks not delivered. Every attempt will be made by the Schools to enrol you in another course suitable to your needs.

Withdrawal and Refund Procedures

Any application for refund should be made in writing to the Principal, stating the reason for your refund request.

Summary Code of Practice for the Pastoral Care of Internatinoal Students

Introduction

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 request a copy of the Code from your New Zealand education provider. The Code is also available online from www.minedu.govt.nz/goto/international.

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/goto/international. If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do 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.

What can the Review Panel do?

The Review Panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students.

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

The Code sets standards for education providers to ensure that:

- high professional standards are maintained
- the recruitment of international students is undertaken in an ethical and responsible manner
- information supplied to international students is comprehensive, accurate, and up-to-date
- students are provided with information prior to entering into any commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

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

Complaints Procedure for NZQA

The New Zealand Qualifications Authority (NZQA) has a process for complaints about providers. People who have a complaint about a NZQA registered provider are advised in the first instance, to raise the matter with the provider's management. If the matter is not resolved satisfactorily, they may approach the Authority.

To make a complaint about a provider:

1. Download the Complaints Kit (PDF, 80KB), which explains when and how to lodge a formal complaint with NZQA.
2. Send your completed complaint form to:
The Complaints Officer
Quality Assurance Division
P O Box 160
Wellington 6140

If you need more information on the complaints process contact us on 0800 697 296 or complete the online form

General Information for Students

If you need help, we, at ICL are committed to providing guidance and support services to assist all our students. Our staff will respect your right to privacy and confidentiality. If you have a problem, you may ask your First Language Student Support Staff for help. Our Student Support Staff are skilled in the following areas:

- Dealing with homestay problems
- Providing guidance for personal and health problems
- Making referrals to the appropriate outside agency if a problem cannot be solved
- Providing you with a list of resident doctors and dentists fluent in your first language
- Visa requirements, arrangements and issues
- Arrangements for further study

We also have a Pastoral care Co-ordinator who is responsible for overseeing all aspects of pastoral care at ICL.

After hours or during week-ends you can contact:

24 Hour Emergency Contact Person:

Accommodation and Welfare Officer

Misako Okawa accommodation@icl.ac.nz +64 21 780 793

ICL wishes to create a safe and enjoyable environment for all students. If you have any matters of concern, please discuss these with your Student Support Staff, your teacher, a senior academic staff member and the Principal.

Remember: A problem shared is a problem solved

Please note that for Visa renewals students need to obtain an attendance letter. Do not leave this to the last day. Allow at least 10 working days before the visa expiry to obtain this letter as there may be unforeseen delays.

When you arrive

If you have already completed an application to enrol, you will need to check this and sign to confirm the information is still correct. If the information is incorrect or you have not already completed a form you will need to do this on arrival.

On your first day ICL you will also be assessed to confirm your appropriate starting level and course. You may need to complete a written test and then you may also be interviewed by a senior academic staff member. Before your interview it is a good idea to think clearly about the purpose of your study and what you want to achieve.

You will be taken on a tour of the School and meet other students and staff. If you cannot remember where to go or someone's name, please ask. The staff are here to help you and there will be people who speak your language.

If you are new to New Zealand, your First Language Student Support Staff will familiarise you with living in Auckland. If you are staying with a homestay family, they will also help you.

What ICL offers

1. ICL is committed to providing guidance and support services to assist all students enrolled.
2. ICL and our staff will respect the right of students to privacy and confidentiality.
3. If you have a problem, you may ask a Student Support Staff for support and guidance in matters concerning homestay, health and living in New Zealand
4. If you would like information regarding further study in NZ please talk to a member of staff.
5. ICL wishes to create a safe and an enjoyable environment for all students. If you have any matters of concern, you are encouraged to discuss these with your student supervisor, your teacher, a senior academic staff member or the Principal.
6. ICL offers a free Internet facility. You have immediate access to the Internet whenever computers are available and while the campus is open. Keep in touch with your family and friends.
7. Identity cards are issued on request for students who sign on for more than 12 weeks. These cards allow some discounts at a number of Auckland shops, theatres and public transport.
8. There is a box at Reception where you can put papers with your ideas for improving things. Please give us your bright ideas!
9. There are a number of services available to you at ICL. They are free but you may be required to book a meeting with the relevant member of staff.

Careers Advisory Service

Careers advice is available on a weekly basis to help you prepare for the job market. Advice is provided on writing CVs and cover letters as well as preparing for job interview. Please check the display screens on campus for further details on how to book an appointment.

Display Screens

Display screens are located on the campus providing students with important information such as timetables, policies, procedures, events etc. It is your responsibility to regularly check the display screens for any news or updates.

I.T. and Wi-Fi

There are computer labs and computers available to students to use whilst on campus. Students must log in and out using their username and password (as provided during enrolment).

There is a free student Wi-Fi network available to all students whilst on campus. Information on this is provided in Orientation, on the display screens and at Reception.

Treaty of Waitangi and its Implications

The Treaty is New Zealand's founding document and is an agreement between Maori and the Crown i.e. the government. This established New Zealand as a bicultural country between two peoples. Now, with more recent migrants from all over the world New Zealand has a truly multicultural society.

the Treaty. People who honour the Treaty of Waitangi show respect for others and also understand the important impact of Maori life that makes New Zealand different from any other country. A copy of the Treaty is displayed at Reception.

Accommodation

Homestay

ICL does its best to find a suitable homestay family for each of our students. Staying with a family can be a good way to improve your English and learn to understand the local culture. This is especially important when you first arrive in New Zealand. The cost is around \$250 per week.

Booking

ICL will not book a homestay until after we have received your flight details. If you cancel your homestay after it is booked you will be liable for the first two weeks' homestay fees.

Staying in a homestay means that you will get the following:

- The chance to speak English every day
- Two meals a day including breakfast and dinner during the week and 3 meals a day during the weekend.
- Your washing will be done.
- Help to organise the following:
 - a weekly or monthly bus pass
 - opening of a bank account
 - obtaining a library card
 - getting to school and back for a few days – until you are settled

Homestay families will do their best to give you a 'home away from home'.

You are expected to:

- Obey the "house rules" set by your homestay parents.
- Discuss these rules with your homestay family and be sure you understand them.
- NOT smoke or drink alcohol unless permission is given.
- Call your homestay family if you are going to be late home.
- Be home by 7.30 pm on week nights unless your homestay family have agreed to other arrangements
- Sleep at home on week nights
- NOT have visitors to sleep over during the week
- Check with and get the agreement of your homestay parents if you want to ask your friends to sleep over on a weekend.
- NOT EVER have friends of the opposite sex sleeping in your room.
- Be home by 10.00 pm at weekends if you do not have another prior agreement with your homestay.
- NOT sleep over at a friend's place, until you have informed your homestay family of your whereabouts and provided a phone number.

Notice to leave the family

If the School arranges homestay accommodation for you, the minimum period will be four weeks or the full course if shorter. The homestay fee for this period and the placement fee are non-refundable.

You should give two weeks' notice, before leaving your host family.

If you need to leave your homestay family because of an emergency, you must contact your First Language Student Support Staff member or homestay co-ordinator immediately.

Students Under 18

All students under 18 years old must stay in one of the following options:

- ICL approved homestay
- Designated Caregiver
- With Parents
- Temporary Accommodation
- Boarding

Flattng

After a few weeks or months of homestay you may decide that you can manage on your own or you may decide to share a flat or house with others. You should try and share with people who do NOT speak your language so that you can practise English! Check the cost of rent, food and transport and make sure you can afford to change your living arrangements!

Auckland City Libraries

ICL students are encouraged to use this free service. There are 17 locations, including the Central City Library, plus a roaming Mobile library. The Central City Library is located at 44-46 Lorne Street, Auckland City, less than five minutes' walk from our Queen Street campus.

The city library is opened during the following

Hours:

Monday to Friday: 9am to 8pm

Saturday: 10am to 4pm

Sunday: 10am to 4pm

Membership is free and is available to all international students.

Safety & New Zealand Law

Fire alarms and fire drills

When the fire alarm rings you must leave the building immediately by the stairs and go to the Assembly Point, the car park east of the ICL Building, turning right as you leave the building. Leave immediately and do not pack up or take anything with you. Your teachers and the fire wardens will direct you.

This instruction applies at all times including during classes and examinations

Nobody is allowed to return to the building until the Principal or Senior Lecturer gives permission. The building will be secure and staff only will be permitted to enter first once the emergency or the drill is over. Treat all alarms as a genuine emergency.

Harassment

New Zealand is a country where all people are well protected by the Human Rights Act of 1993. There is a Human Rights Commission based in Auckland and you can easily access the website www.hrc.co.nz.

Racial and sexual harassment are expressly forbidden under the Act and support for people who feel they are being harassed is freely available. Harassment can mean a number of things like:

- Following, accosting or stopping someone, or interfering with their property
- Contacting a person by phone, correspondence or any other way.
- Giving offensive material to someone.
- Acting in a way that causes someone to fear for personal safety.

ICL has a clear responsibility to uphold this law and protect its staff and students. For any more information talk to a counsellor at any time.

Insurance

The NZ Ministry of Education requires travel and medical insurance for all international students. ICL provides StudentCare insurance with two options; "Total", which covers basic cover, and "Plus" which gives more comprehensive cover. Please see the ICL pricelist and www.studentcareinsurance.com for full details.

Make sure that your Medical Insurance is current. It is a good idea also to have personal insurance against theft of possessions, in case you are robbed – and to have car insurance if you buy a car.

This is what the New Zealand government says about insurance and health matters:

MEDICAL AND TRAVEL INSURANCE: International students must have appropriate and current medical and travel insurance while studying in New Zealand.

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>.

ACCIDENT INSURANCE: The Accident Compensation Corporation 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>

New Zealand Law

The School gives you a pamphlet called "NZ Police Information for International Students" Please read it.

Here are some important laws:

- You must not drive a vehicle with 0.8mg or more of alcohol in your body.
- You must not drink or carry alcohol in public areas of the city.
- The speed limit on open roads is 100km.
- Under 18 year olds cannot buy cigarettes or alcohol.
- It is illegal to download copyrighted material such as movies.
- You must have an International Driver's Licence or official translation of your own licence before you can drive a vehicle.

- A child is anyone under the age of 16.
- You must not take a photo of any child or children.
- Marijuana & K2 drugs are illegal.
- Children must not take part in any gambling activity.
- You must not touch another person without their consent.
- It is illegal for any child to have sexual relations.

Personal Safety

Do not:

- walk alone at night.
- talk to strangers.
- carry a lot of money.
- wear expensive jewellery or leather clothing.

Do:

- keep your ID card with you.
- take a map and Student/Homestay phone list when you are - away from your Homestay.
- ring your Homestay if you are going to be late.
- Valuables such as cash, traveller's cheques, air tickets and passports can be held in the College safe.

Sexual Relations

You must have reached New Zealand's legal age of consent – normally 16 – before you can have sexual relations. It is recommended that any student who is of this age that intends to be sexually active should practise safe sex to avoid an unwanted pregnancy and/or any sexually transmitted infections (STI's). There are resources and condoms in the toilets and you will also find useful information on this website address: http://www.familyplanning.org.nz/health_info_issues/family_planning_resources.

Transport

Public Transport

This is recommended. Buses, ferries and trains are available. There are special low priced fares for students. You can arrive at classes at the right time. You do not need to compete for space on the motorways in your car. You do not need to pay expensive parking fees!

Buying a car

Many students decide to buy a car when they are in New Zealand. This makes transport more convenient, but also more expensive! The Student Support Staff can tell you about buying a car, Licences, Warrants of Fitness and Car Insurance. You need to know all these things before you buy a car. If you are planning to buy a car, please talk to a Student Support Staff first.

Guidelines for driving in New Zealand www.ltsa.govt.nz

The Road Rules:

All drivers must know the road rules, what the road signs mean and how to drive safely. Learning the road rules is particularly important because of our unique 'Give Way' rule (you must give way to vehicles coming from the opposite direction and turning right, when you are turning left). You can find out more about this rule and others when you study the Road Code. You can get a copy of the Road Code from bookstores, driver licensing agents or a public library.

Carry your licence with you when driving

In New Zealand you must carry your driver licence or permit at all times when you are driving. If your overseas licence or permit is not in English, we suggest you carry an official translation with you (a translation from an official source, e.g. a translation service or language centre). If you do not apply for a New Zealand driver licence within one year of arriving in this country you will be considered an unlicensed driver. You could be charged by the Police if you are caught driving, and you may not be able to get car insurance.

If you are unlicensed, are warned not to drive and you are then caught driving by the Police, the vehicle you are driving will be seized at the roadside and impounded for 28 days.

If you are an unlicensed driver you should not be driving. You have not proved that you know and understand New Zealand's road rules and you are putting yourself and others at risk.

Finding out more

LTSA fact sheets on a variety of road safety topics are available on their website at www.ltsa.govt.nz.

For more information contact the Land Transport Safety Authority (Freephone 0800 822 422) or visit the website (www.ltsa.govt.nz).

Getting your NZ Driving Licence

If you wish to drive in New Zealand, we strongly recommend that you obtain a New Zealand Drivers Licence. If you wish to obtain your driver's licence while studying in New Zealand, or purchase a car please discuss this matter with your First Language Student Support Staff.

Leisure

Weekend activities:

<http://www.aucklandcity.govt.nz/whatson/default.asp>

The website above gives information about '1001 things to do in Auckland'. This site gives information about events, places to go, parks, beaches and walkways and arts in the city. It is updated daily and you can find out about free entertainment, especially in the summer.

Guidelines for safety on New Zealand beaches

Going to the beach is an important and great social activity which many students will want to enjoy. You can do many activities including swimming, fishing, and boating. If you are going to a new beach, look for signs that may warn you of any dangers, check out what the local people are doing, ask for advice. Some beaches have warning signs.

If you are swimming at a beach where there are surf patrols:

1. Look for the yellow and red flags.
2. Swim between the flags
3. Listen to advice from the lifeguards
4. Never swim alone
5. If in doubt stay out of the water.
6. Read and obey the safety signs
7. Learn to recognise rip currents
8. Always use safe equipment.
9. Never swim or surf when tired or cold
10. Consider other surf users.

If you are fishing from a beach or off rocks where there are warning signs, read them carefully. If you are unsure seek advice from local fishermen who know the area. In some tidal areas like harbours and estuaries it is important to watch that you do not get caught in a strongly moving tide. If you are fishing or shell fishing, you need to check the rules on what size of fish you may take and how many fish or shellfish you may take. Catch minimum sizes and limits are protected by law. Some beaches will have signs saying No fishing or No collecting of shellfish.

http://www.fish.govt.nz/recreational/rec_fishing_rules.pdf