

STUDENT HANDBOOK



This handbook provides important information about ABC College of English, the Queenstown region, student life, student services, emergency procedures and international student support. It will help you find your way around the College and help you understand how the College works. We recommend that you take some time to familiarise yourself with the contents of this book, so you can make the most of your time with ABC.

THE SCHOOL

- ABC College of English is a boutique English language school within a welcoming and friendly community.
- Qualified and professional ESL teachers
- Small classes - maximum of 18 students per class (average 15 students) ensuring maximum individual attention.
- Category 1 provider allowing student visa holders to work part time (up to 25 hours/week).
- Located in central Queenstown, close to the shops, banks, bus stops and the key attractions, including lake Wakatipu
- Wide range of nationalities
- Campus provides panoramic views across Queenstown and surrounding mountains
- Minimum student age requirement of 18 years.



RECOGNITION AND ACCREDITATION

**Category
1**

**Education
Act
1989
registered**

**NZQA Course
Approval and
Accreditation**

**Member of
English
New
Zealand**

**A signatory
to the
NZQA
"Code of
Practice"**

COLLEGE OVERVIEW

ABC College of English, established in 1994, is a boutique English language school which has gained a reputation for providing first class English language tuition and excellent student services. We are proud to be recognized as a NZQA Category 1 provider.

Located in Queenstown, New Zealand's premier holiday and ski resort, ABC College of English offers a beautiful and exciting environment to study English. With our intensive General English courses there is something for everyone. As a long-standing member of English New Zealand, ABC College of English meets their exclusive academic quality standards ensuring that all our students receive the highest quality English language tuition.

With its spectacular natural scenery, year-round outdoor adventure activities, safe, relaxed, and friendly atmosphere, ABC College of English, Queenstown, is the place to study English and enjoy the best that New Zealand has to offer.

Our setting is spectacular. There is no other word for it. The College sits on the edge of the Queenstown Gardens overlooking Lake Wakatipu and is flanked by established trees and sculptured gardens. At the heart of the campus is the Common room where students can meet up with locals and visitors while sampling delectable coffee and the best muffins in Queenstown or flicking through the day's papers. For a quiet study space away from the buzz of the coffee machines and people, there is the intimate boutique library full of local, international, and historical books.

STAFF WHO CAN ASSIST YOU

Director of Studies	Karina Easter	kp@abc.ac.nz
Office Manager	Giovana	giovana@abc.ac.nz
Student Support	Kubi Leung	kubi@abc.ac.nz



HOW TO CONTACT US

Physical Address: 1-7 Earl Street, Queenstown, 9300
Telephone: 64 3 442 5233
WhatsApp: +64 22 657 0487
Email: admin@abc.ac.nz

PUBLIC HOLIDAYS

2026

Auckland Anniversary
Monday 1st, February

Waitangi Day
Monday 8th, February

Good Friday
Friday 26th, March

Easter Monday
Monday 29th, March

ANZAC Day
Monday 26th, April

King's Birthday
Monday 7th, June

Matariki
Friday 25th, June

Labour Day
Monday 25th, October

Christmas Day
Friday 27th, December

2027

Auckland Anniversary
Monday 1st, February

Waitangi Day
Monday 8th, February

Good Friday
Friday 26th, March

Easter Monday
Monday 29th, March

ANZAC Day
Monday 26th, April

King's Birthday
Monday 7th, June

Matariki
Friday 25th, June

Labour Day
Monday 25th, October

Christmas Day
Friday 27th, December

LIFE IN QUEENSTOWN



GETTING TO QUEENSTOWN

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

AIR TRAVEL

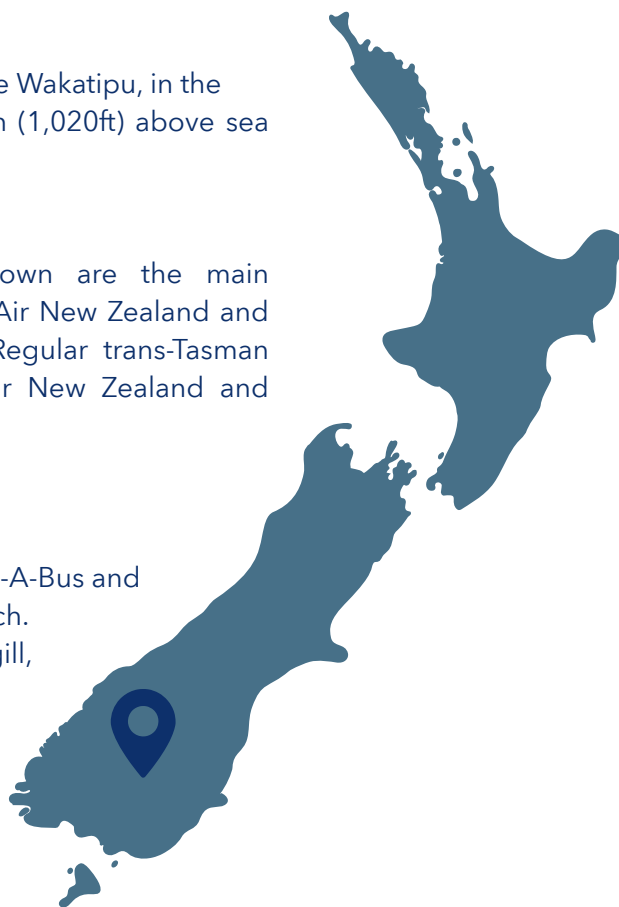
Auckland, Wellington, Christchurch and Queenstown are the main international airports in the North and South Island. Air New Zealand and Jetstar both provide direct links to Queenstown. Regular trans-Tasman flights direct into Queenstown are operated by Air New Zealand and Qantas from Australia's major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

COACH

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

SELF DRIVE

Allow two and a half hours from Invercargill, Three hours from Dunedin and six hours from Christchurch. Allow extra time for stops or bad weather. Snow chains should be carried in winter and you should know how to put them on



CLIMATE

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

Summer: Hot and dry, daytime high 18–30° Celsius, nights generally cool

Autumn: Clear warm days, daytime 12-25° Celsius, nights cool to cold

Winter: Crisp clear days, daytime 5–10° Celsius, nights cold

Spring: Crisp morning and evening, 9-20° Celsius, nights cool

Annual Rainfall: 500-800mm per year

If you are lucky, you might even get a glimpse of the Aurora Australis - <http://www.auroraservice.net/aurora-forecast/>

STUDENT SERVICES

The Student Administration team at ABC is responsible for admissions, accommodation, student support services and pastoral care. We are here to help you and are based at Reception. We can help you with:

General information and assistance
Accommodation and payments
Academic and study matters
Personal and social issues
Storage of valuables
Library services.
We work with our international students
Visa extensions and renewals
Travel and Insurances
Code of Practice issues.

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

ACCOMMODATION

It is highly recommended that students stay in one of our providers as accommodation in town is scarce. There is a placement fee if you want ABC to arrange your accommodation for you.

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

Resort Property Rentals: www.resortrentals.co.nz
Queenstown Accommodation Centre: www.qac.co.nz
Executive Accommodation: www.executiveaccommodation.co.nz

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

ABC also offers Homestays. Homestays are all inspected to ensure a high standard of comfort.

- Hosts must sign an agreement with ABC College of English that a high standard of care will be maintained
- Breakfast and dinner are included Monday to Friday and all meals during the weekend
- A typical homestay will provide a private room for each student
- Most homestays will be located within a 10-20 minute travel time from campus
- Key qualities for homestay environments include a welcoming and inclusive host/s in a safe and comfortable house
- Regular contact and check-in serve to ensure students are happy in their homestay environment
- ABC College of English is a signatory to the The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

ACTIVITIES

Social activities are organised as part of your course, as part of the lodge communities for their residents and also for the whole College so you can meet people enrolled in other programmes.

Activities include themed dinners, ten-pin bowling, DVD nights, rugby nights, skiing/snowboarding days during the winter months, celebration dinners, adventure activities, day trips, lakeside barbecues and fancy dress evenings. There is a charge for some events, as students do not pay student association fees.



STUDENT VOICE

It is important to hear from our students. Regular surveys and focus groups are held to create opportunities to hear from you and we encourage you to attend these and share your views. We would like to understand that the work we do is fit for purpose and serving the needs of our students well. To know this it is important that you let us know your experiences. If something is good or bad TELL US. You can speak to any staff member or fill in a feedback form to let us know concerns, suggestions, ideas or any other general feedback

STUDENT HEALTH

Please inform ABC if you are ill or have an issue that may mean you need to miss class or be late. Email to: giovana@abc.ac.nz

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

PLEASE NOTE:

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

SUPPORT AND EMERGENCY SERVICES

Health Nurse

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

Doctor

To see a doctor, please telephone (03) 441 0500 to make an appointment. The charge of approximately \$120.00 is payable on the day of consultation.

Family Planning/Sexual Health

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

Weekend Health Services

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

Emergency Services

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

All Emergencies (Fire / Police / Ambulance): 111

Police Station (03) 441 1600

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

National Telephone Help Lines

AIDS Hotline 24 hour service 0800 802 437

Alcohol Helpline 0800 787 797

Auto Assistance 0800 500 444

Gambling Crisis Hotline 0800 654 655

Lifeline 0800 423 743

Mental Health Crisis Service 0800 467 846

Narcotics Anonymous 0800 628 632

Quitline (smoking) 0800 778 778

WINZ 0800 559 009

Youth Helpline 0800 376 633



SUPPORT AND EMERGENCY SERVICES

Queenstown Support Services

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

After Hours Medical Services

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

New Zealand Agencies

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

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

CAMPUS FACILITIES



COMPUTER USE AND PRINTING

A number of Chromebooks are available throughout the college. There is a strict policy for internet use, which will be clearly explained during Orientation. If you would like to print, you can email admin@abc.ac.nz or WhatsApp +64 22 657 0487. Black & White copy or print A4 = NZ\$ 0.20 / A4 sheet | Colour print = NZ\$0.50 / A4 sheet.

FOOD AND DRINK

Water in non-spill bottles and coffee/tea in takeaway or reusable cups with lids are allowed in the classrooms. No food or other drinks may be carried into the classrooms. ABC campus and immediate surrounds are smoking / vaping free.

FINANCIAL SECURITY

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

ENGLISH FOR GROWTH

All students are strongly encouraged to speak English while on campus. This is important English language development for students with English as a second language. All classes will be delivered in English.

CAMPUS SAFETY



The ABC campus complies with Government rules and safety regulations. All buildings and facilities on campus have current warrants of compliance. The buildings will be evacuated in the event of discovery of fire, fumes or chemical spillage or earthquake. Evacuation procedures are displayed prominently in each room in the building.

If you discover a fire, chemical spillage or fumes:

Raise the alarm immediately by operating the nearest fire alarm, clearly marked on the wall. Call the fire brigade on 111. Remember to dial 1 for an outside line. Use your cellphone or the phone in a neighbouring building if necessary. When you hear the alarm (a continuous siren with a voice telling you to “evacuate the building”).

Emergency and Evacuation Procedures–QRC House

WALK to the nearest exit on the level, moving quickly and quietly. Level 5, 4 & 3–the nearest exit is on level 3 Level 2–the nearest exit is at reception Level 1–the nearest exit is through the Common Room Café USE THE STAIRS (do not use the lift) and leave the building immediately. DO NOT collect personal belongings from any part of the premises & LEAVE all food/drink ASSEMBLE at the assembly point for QRC House–outside on the asphalt area across from the Common Room Café if exiting from Level 1 & 2. If exiting from level 3, 4 & 5 the assembly point is on Hotops Rise on Coronation Drive. DO NOT return to the building until the all clear has been given by the Chief Warden. If you are disabled in anyway and may need assistance to evacuate the building this should be noted at Reception. This includes temporary injuries such as needing crutches.

Emergency and Evacuation Procedures–Earl Street Campus

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

Earthquake Emergency

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

First Aid Kits

There are qualified first aid personnel on the QRC staff. If an incident requiring first aid occurs, alert your teacher or reception for help.

ENROLMENT TERMS AND CONDITIONS



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

- Enrolment
- Rules and regulations
- Recognition of prior learning
- Fees
- Refund policy
- Contact details
- Loss or damage
- Privacy act
- International Students
- Code of practice
- Insurance
- Immigration

STUDENT CODE OF CONDUCT

All students are expected to behave responsibly. At no time will ABC condone any actions or activities that may compromise the safety of yourself, other students, staff or the property of the College or local community. This handbook, Student Services personnel, other office staff, teachers and the Orientation programme will collectively inform you of ABC expectations and clearly outline what is considered appropriate student behaviour. Please ensure you have read and are familiar with ABC's Student Code of Conduct

STUDENT FEE PROTECTION

Student Fees Protection

ABC College is bound by New Zealand's Student Fee Protection Procedures in accordance with Student Fee Protection Rules 2022 and Outcome 10 of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. This ensures that student fees are secure from misappropriation and are only made available to ABC in accordance with the New Zealand Qualification Authority's Student Fee Protection Rules 2022 and NZQA approved Trust Deed regulations. Fees paid to WWSE in advance are held by Public Trust and in the event of a course closure, they will be transferred to an alternative provider or to the person/Agent who paid the student's fees to us. This arrangement has been accepted by the New Zealand Qualifications Authority as meeting.

Refunds

Current Government regulations for private language schools in NZ are:

Courses three months or more

If the course is of three months' duration or more and the withdrawal occurs up to the end of the tenth working day after the first day on which the PTE requires the student to attend the establishment: in such cases the PTE may deduct 25 per cent of the fees paid, provided the PTE incurred costs to this amount, and can justify these costs. (As per section 235A(1)(a) and (b) of the Education Act and as set out in the Education (Refund Requirements for International Students) Notice 2012.

Courses five weeks or more but less than three months

If the course is of five weeks or more but less than three months and the withdrawal occurs up to the end of the fifth day after the start of the course: In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 25 per cent. (As per section 235A(1)(c) and (d) of the Education Act.)

Courses under five weeks

If the course is under five weeks and the withdrawal occurs up to the end of the second day after the start of the course: in such cases, the PTE must pay an amount equal to the fees paid less a deduction of 50 per cent. However, if two days constitutes the full amount of tuition paid for by the student, the PTE may retain 100 per cent of the payment (As per section 235A(1)(c) and (d) of the Education Act.) PTE's own refund policy.

These are minimum requirements. Students are entitled to a refund in line with a PTE's own refund policy. This may allow for amounts greater than the above. In special circumstances a PTE may also elect to make a refund that is greater than specified in its refund policy.

Accommodation Refunds

After arrival, accommodation payments can be refunded after 2-weeks' notice is given to the ABC's Accommodation Manager. Payments are made weekly on Fridays. Students cannot have their first 4 weeks of accommodation refunded and accommodation refunds are given after the 2-weeks' notice and after the student has left the accommodation.

Changes to Courses & Classes

Students cannot shorten courses or transfer afternoon classes to extra morning classes. Students are not able to transfer their tuition fees to another student. There is no refund on extensions or re enrolments. Changes to another programme at ABC may be possible although some courses have minimum length requirements. There is an administration charge of **\$50** if you extend your course. Only your teacher can move you up or down a level. If you have questions about your level, please talk to your teacher.

Holiday Requests

Holiday requests are only available to students enrolled in courses that are 12 weeks or longer. Students are entitled to 1 week of holidays every 12 weeks of study. You must submit your holiday request at least two weeks in advance. If you are unsure whether you are eligible, please check the holiday flowchart on the school notice board or speak with our student support team.

Student Visa Holders. You may take a holiday if you:

- Have studied for at least 4 weeks.
- Have 80% attendance or higher.
- Have enough time remaining on your visa.
- Will have at least 2 weeks of study remaining after your holiday.

Working Holiday Visa Holders. You may take a holiday if you:

- Have studied for at least 4 weeks.
- Have enough time remaining on your visa.
- Will have at least 2 weeks of study remaining after your holiday.

Visitor Visa Holders. You may take a holiday if you:

- Have studied for at least 4 weeks.
- Have enough time remaining on your visa.
- Will have at least 2 weeks of study remaining after your holiday.

Change of Address

If you change your address during your stay at ABC College, please update our team by coming to the office and speaking with our student support team members.

Insurance

All students must have travel and health insurance. If you get sick or have an accident while you are in New Zealand the cost can be very high. If you don't have insurance, we can arrange insurance for you. Please talk to your counsellor or to the admin staff in charge of insurance. All insurances must comply with New Zealand's Code of Practice.

STUDY BREAKS

Here at ABC, we understand studying full time can be exhausting and sometimes you need a break. So, if you are studying here for 12 weeks or more and your visa allows it, you may take a study break of a maximum of two weeks at a time. (One week for every 3 months of study.) This then means that your enrolment end date will be extended for the same amount of time. If you want to apply for a study break you must inform the DOS who will provide a 'Study Break Application' form for you to complete. You must allow at least 2 weeks' notice prior to the start of your holiday for us to process your application.

FEEDBACK

We are always interested in finding out how satisfied you are with your learning experience at ABC. During your stay with us, you will be given opportunities to complete written formal feedback questionnaires on you teachers, courses, papers, and programme. You will also have the opportunity to complete a formal student end of course satisfaction survey about the quality of your experience at ABC. This relates to aspects other than teachers, such as service, facilities, and pastoral care. Results of the surveys are used to shape our service to you. We also welcome feedback on an informal basis. We take your suggestions seriously and will respond to any issues raised.

ATTENDANCE

ABC students are expected to attend all classes. All absences from class will be recorded. You may be required to produce a medical certificate if you are ill for more than 3 consecutive days or have missed an assessment activity. Any poor attendance or cancellation of enrolment of an international student will be reported to the New Zealand Immigration Service. Please note: any attendance below 80% will also result in warning letters and a non-completion statement as per English New Zealand Standards on your certificate. You are allowed to use 3 excuses every 6 weeks. If you want to report an excuse, scan the QR Code below and submit the form:



All international students must attend 100% of their classes. This is very important.

- Students with a student visa must attend all classes as required by Immigration New Zealand.
- Students must arrive on time for every class, return on time after breaks, and stay until the class finishes.
- If a student leaves early or does not inform the teacher, they will be marked Late or Absent, depending on how early they leave.
- If a student is less than 15 minutes late or leaves less than 15 minutes early, they will be marked Late.
- If a student is more than 15 minutes late or leaves more than 15 minutes early, they will be marked Absent.
- If a student is absent, they must email Giovana@abc.ac.nz to inform the school.
- If a student is excused from school for more than 3 days in a 6-week period, the forth and any further absences will result in being marked 'absent'. This process will start for every student from Monday 29 June 2026.

Attendance Warnings

- If a student's attendance drops below 90%, they will receive a Reminder Letter
- If there is no improvement, the student will receive a First Warning, then a Second Warning
- If attendance continues to drop, the student will receive a Withdrawal Letter

If a student is withdrawn:

- They will be removed from the course
- Immigration New Zealand may be informed
- Their visa may be cancelled

Students on courses shorter than 12 weeks, or on visitor visas, are still expected to attend all classes. The same warning process applies.

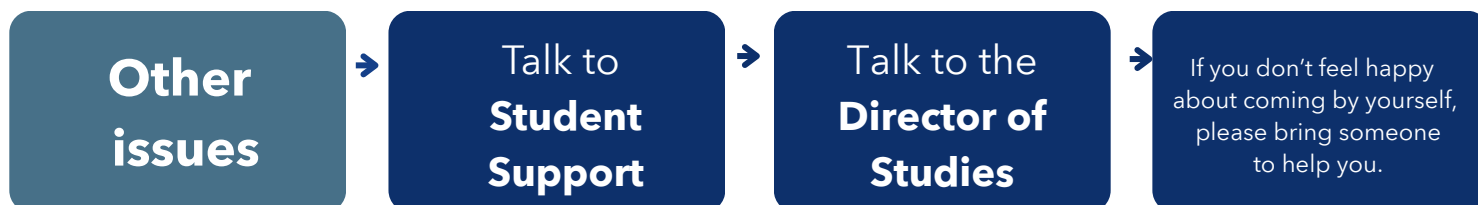
Medical/Doctors Certificate

If a student misses class due to illness, they will be marked Absent unless they provide a valid medical certificate. The medical certificate must:

- Be from a New Zealand registered doctor (GP)
 - Be given to the office within 3 days of the absence
 - Clearly state the doctor advises the student not to attend class
 - Cover all days of absence
 - Include wording such as: "was examined by me and in my opinion..."
- (Notes that only state the student reported being sick are not accepted)

Hospital certificates are also accepted if they include this information.

Request → Feedback → Issue → Complaint?



Are you not satisfied with the outcome?

You can reach out to the organizations below

English New Zealand

03 3861222

admin@englishnewzealand.co.nz

Study Complaints

www.studycomplaints.org.nz

help@studycomplaints.org.nz

NZQA

Complete the form on the website

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider>

THE EDUCATION CODE OF PRACTICE

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) supports the well-being of tertiary and international students. ABC takes our commitment to the code seriously and encourages our students to understand the key outcomes and to ensure we are best working to support their success. The Code for learner wellbeing and safety sets out the roles and responsibilities of tertiary education organisations (TEOs) in promoting and supporting your wellbeing, development and educational achievement. Under the Code, we should be helping you to be:

- safe, physically, and mentally
- respected and accepted for who you are
- supported in your learning and wellbeing
- connected with your social and cultural networks and
- able to have your say in decisions about services.

You can learn more about what this means for you as a student at:

<https://abc.ac.nz/code-of-practice/>

DISPUTE RESOLUTION

If you have a complaint about your education or contract it is important you let us know. The following flow chart shows how you can access help and who the best person to reach out to is. ABC College of English will keep working with you to try and reach a satisfactory outcome. If you do not feel we have provided a solution for you, external support can be found via:

iStudent Complaints - www.istudent.org.nz

Study Complaints:

Learners can contact the service on:

- Free phone: 080000 66 75
- Email: help@studycomplaints.org.nz
- Online: www.studycomplaints.org.nz



Sickness and Accidents

If you are sick or have an accident, please contact school immediately. We can make an appointment for you to see a doctor or provide any help you need. Your insurance should cover the cost so keep all your receipts. If you have an infectious condition, please do not come to school until you are better.

Mental Health

Sometimes students are homesick or suffer from culture shock. This is normal and almost always goes away as you adjust to your new life. If you need extra help, have a look at the website below or come and see your counsellor we can help make an appointment for support.

<https://mentalhealth.org.nz/help>

Enjoy ABC COLLEGE



Be respectful. We have many students from different cultures. Learn from them!



Keep the school clean & organised. We are in a common space and everyone should be able to enjoy!



First aid kits are held on several floors. Accidents or hazards must be reported immediately. Follow the emergency procedures!



@abccollegeofenglish



@abc_collegeofenglish