

The Academy of Potential Education



**STUDENT
HANDBOOK**

Introduction

Welcome to the Academy of Potential Education.

This Student Handbook contains essential information about the Academy for residential and online learners.

If you want more information about any aspect of The Academy of Potential Education please contact us on:

Email: contact@potentialeducation.org

Tel: +64 3 249 0161

Fax: +64 3 249 0111

The Academy of Potential Education

PO Box 225

Te Anau

9640

New Zealand

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Learning life technology

At The Academy of Potential Education all our courses are based on life technology. This is knowledge about how life works which you can apply to improve your own life. When you learn life technology you naturally improve your health and become happier and more peaceful.

Learning life technology is different from normal school study in a number of ways:

- We teach life, rather than the usual academic or vocational studies. Our subjects include health, happiness, helping other people, parenting, money, relationships and many other topics that we need from day to day throughout life.
- We believe you should put what you learn into practice in your own life. We assess your real life results rather than your knowledge of theory.
- You can't learn life from a book (just like you can't learn to ski from a book). We believe the best teachers are people with experience and the best way to learn is by doing rather than thinking.
- Each person has their own unique potential so we develop programmes that can be tailored to each individual, rather than teaching everyone the same thing.
- We encourage you to relax as much as possible while you learn, rather than concentrate and be serious. You will learn much more easily this way.
- We believe it is essential to identify and overcome your weaknesses if you want to develop your full potential – it's not enough to focus on developing your strengths.

If you want to find out more about life technology the best way is to ask people with more experience – students and teachers.

The following information is available on our website - www.potentialeducation.org:

- Currently offered courses, qualifications, services and products
- News of pending courses
- All prices, fees and associated costs for courses, services and products
- How to enrol on current courses
- How to pay for current courses, services and products
- Selection criteria for current courses

Fees

All current course fees and associated costs are published on the Academy website.

Payment of fees

Short courses can be paid through the website using Paypal or credit card. We use a secure system for internet credit card payments (Paypal).

Long course fees are paid into a trust account held by Public Trust.

Fee protection policy

Student fee protection is provided by Public Trust. This protects any unused portion of your fees in the unlikely event that the course is withdrawn before it is completed. In such an event students should contact the Director who will give you information as to what to do to recover your unused fees. You may need evidence of your account with Public Trust and/or identification. You are advised to attend any meetings that are held to inform students about what is happening. You would receive information about these in advance. You are also recommended to consult NZQA's website for further advice if the course is closed or withdrawn.

Make sure you keep any documents related to Public Trust until after completion of your course.

Useful website addresses:

NZQA: www.nzqa.govt.nz

Public Trust: <http://www.ptnz.co.nz/ecap/splash/truststudent.jsp>

Withdrawal and refunds

If you are enrolled on a course of three months or more, the fees are paid into a trust fund held by Public Trust. If you withdraw within the first eight days of the course the full amount is repaid less an amount equal to the lower of the following amounts: 10% of that payment or \$500. If you withdraw before the course commences you will be entitled to the same refund as outlined above. If you withdraw later than the 8th day of the course there is no refund. In exceptional circumstances the Academy may choose to make a partial refund. Each case will be judged on its individual merits. Please inform the Director in writing if you wish to withdraw from any course.

The Academy will advise Immigration New Zealand when you withdraw from a course if you are on a student permit.

Student support

You may find you need support during your learning. Whether you are a full-time residential student or learning part-time from home, support is available to help you complete your course successfully.

Language

All courses are taught in English. If you are having problems with English please speak to your tutor or teacher.

Course information

Detailed course information (for long courses) is contained in the course handbook which you receive at the beginning of the course or on the Academy website. If you want more information please talk to a member of staff.

Tutorial support

All learners on long courses (more than three months) have a tutor who is available to guide you through your course and support you in your learning. Your tutor can help you decide what modules to take in your course, how to plan your work and what to do after you complete your course. Your tutor will advise you how to contact them. Please feel free to ask them for help whenever you need it.

Personal and emotional support

Life technology classes offer the best initial support for anyone with personal or emotional problems. If you do not want to ask for help in class please contact a fellow student or a member of staff or your tutor and ask them to help. All teaching staff and tutors have been trained to help people with problems. A professional counsellor is available at the Te Anau Medical Centre (tel 03 249 7007).

Health

Any residential learner who wishes to consult a doctor or other health professional may contact the local medical centre in Te Anau (tel 03 249 7007). You may ask the office to make an appointment for you and arrange transport.

Safety

Safety is very important at all times. We recommend you avoid listening to recorded relaxation materials while driving or operating machinery or when it is essential for you to concentrate carefully.

Residential learners should only use machines in the kitchens, workshops and grounds if you have been trained and authorised to use them. You also need to be trained before using any vehicles or ATVs.

If ever you feel you may be in some danger please speak to a member of staff immediately. Do not take risks. If an accident occurs inform a member of staff immediately.

Financial advice

Any student with financial problems may consult your tutor, the Director or any other member of staff for help. Life technology classes can also be used to help you solve financial problems.

Career advice

We will help you with career advice throughout your course. Please feel free to discuss your career needs in class, with your tutor or with any member of staff.

Immigration

International residential learners are required to have a valid permit at all times, and a valid visa whenever you want to enter New Zealand. If you need a new visa, or have any questions about immigration please contact the office.

Travel

The Academy's office is available to help students with travel arrangements at the beginning and end of courses, particularly booking, changing and reconfirming long-haul tickets, and arranging internal transport, airport transfers etc. There is a small charge for personal travel arrangements.

Advice

Our best advice to all new students is to talk to people as much as you can, ask questions and don't be afraid of making mistakes. You are at The Academy of Potential Education to become a 'professional of life.' This means you need lots of experience.

Assessment

Assessment is the way we determine whether you have met the learning outcomes of your course.

In short and informal courses assessment is usually informal, designed to help you learn how to measure your own ongoing performance.

Formal assessments take place throughout longer full-time courses and during individual modules which are part of a larger qualification. You will be given information about assessment at the beginning of your course and details of assessment procedures and requirements at the beginning of each module.

You will receive assessment results within 10 days of handing in your assignment wherever possible. If it is not possible we will let you know when you can expect your results.

Assessment in Te Reo Maori

It is possible to arrange for you to be assessed in Te Reo Maori. Please inform your tutor if you require this service.

Reassessment

If you fail to meet the requirements to complete an assessment you are eligible to be reassessed.

- 1 Your tutor or course teacher will discuss with you why the requirements were not met and what needs to be improved in order to be successful the next time.
- 2 Sufficient time is allowed before reassessment for you to make up any lacking knowledge and to avoid unnecessary repetition of reassessment.

Assessment appeals

If you believe you have been unfairly assessed you have the right to appeal for reassessment.

1. This should be requested in writing to the Director within 7 days of the results being published.
2. A reassessment will be organized within two weeks, as far as possible using different people to carry out assessments from the previous time.
3. You will be given a full explanation of the criteria for assessment before reassessment takes place.
4. If you are still not satisfied after being reassessed following an appeal you may use the official complaints procedure to resolve the matter.
5. Details of the complaints procedure are in the student handbook and are available in the Director's office.

Impaired performance

If you are unable to take part in any assessment activities because of accident, sickness or similar reasons the Academy will arrange for you to be assessed as soon as possible thereafter.

If this is not possible an aegrotat pass may be awarded if you have already completed 80% of the course satisfactorily.

Recognition of prior learning

RPL recognises what you have learned from:

- other courses
- life experience
- work experience

Where you can prove that your prior learning reaches the required standard RPL can be awarded. RPL can only be awarded for a complete module – not for parts of a module. This means that you get credit for that module and do not need to repeat it.

RPL may be assessed by three methods:

- a. Attestation
An authoritative person confirms prior learning, usually at an interview.
- b. Portfolio
You present a collection of materials and information containing all the evidence and details of prior learning.
- c. Assessment
The prior learning is tested by assessments similar to or the same as those on the course.

If you want to be considered for RPL you should apply to the Academy in writing.

This is what will happen:

- a. You will be provided with written details of the course, learning outcomes and assessment criteria on which to base your application.
- b. The application will be given to a tutor to compare with the programme requirements.
- c. You will be notified of the decision within 20 days.
- d. You will need to pay RPL assessment costs @ NZ\$300 per module. If you request RPL for 5 or more modules the cost is NZ\$200 per module.

Complaints, Disputes and Discipline

The Academy of Potential Education encourages open discussion of all problems and takes a proactive approach to solving them wherever possible. We have formal procedures for dealing with problems that cannot be solved easily to provide protection to students and the Academy.

Complaints procedure

1. We prefer complaints to be openly expressed, not hidden away until they become serious. If you have a complaint we recommend you discuss it in a life technology class, with your tutor or with another member of staff in the first place. If you are not satisfied at first please do not be afraid to ask more questions until you resolve your complaint.
2. If this doesn't work please contact the Director. You may ask another student or member of staff to speak on your behalf.
3. If you are still not satisfied you may complain formally and there will be a meeting to find a solution. You may ask another student or member of staff to represent or support you during this process. At this point your complaint will be put in writing on an official complaint form, and notes will be kept of all discussions. You will be asked to agree and sign everything that is written down. You will be given a copy of the form and the Academy will keep a copy in its files.
4. If you have a serious complaint against the Academy, and you cannot resolve it here, you may report it to NZQA. They have a special student hotline on 0800 QA HELP (0800 724357). The address is:

The Complaints Officer
 Approvals, Accreditation and Audit (AAA)
 New Zealand Qualifications Authority
 PO Box 160
 Wellington

5. International students can take a complaint to the International Education Appeal Authority:

International Education Appeal Authority
 C/- Ministry of Education
 Private Bag 92644
 Symonds Street
 Auckland 1150
 Fax: (09) 632 9456
 Phone: (09) 632 9513
 Email: info.ieaa@minedu.govt.nz

Course withdrawal

If you wish to withdraw from a course please inform the Director in writing. If you withdraw within the first eight days of the course the full amount of fees will be repaid to you less an amount equal to the lower of the following amounts: 10% of that payment or \$500. If you withdraw before the course commences you will be entitled to the same refund as outlined above. If you withdraw later than the 8th day of the course there is no refund. In exceptional circumstances (for example the death of a close relative) the Academy may choose to make a partial refund. Each case will be judged on its individual merits.

Non-attendance, disruptive students and appeals procedure

If you feel you are having difficulty controlling your behaviour in any way please talk to fellow students, staff or your tutor as soon as possible. It is best to use life technology classes to solve the problem. Everything can change if you are willing to accept help. We will do our best to help you at any time.

If you stop attending your course or behave in a way that is persistently disruptive or dangerous to other people in the Academy, there is a series of steps that may be taken to resolve the situation:

1. We will try to resolve the situation informally, through discussion and/or session. Your tutor will contact you to find out the reason and make sure you are clear about the Academy's requirements. We will try to find people who can best help you, whether that is students, staff or someone else.
2. We will assign a student or member of staff to give you extra help to find a suitable resolution.
3. If you persistently fail to attend for one month or you display extreme antisocial behaviour or cause excessive disturbance to the Academy you will have a meeting with the Director. You will draw up a plan with agreed behaviour targets. This will be signed by you and the Director. You will receive a copy and a copy will be kept on file in the office.
4. If you fail to achieve these behaviour targets the Director may give you written notice to leave the Academy. You may appeal in writing within one week of notice being given. The appeal must be considered within one week of receipt. You have the right to represent your case in person, or to request a member of staff or another student to represent or support you. The Director has the final right to decide that you should leave, and must give a minimum of one week's notice, except in circumstances where you represent a danger to others, in which case dismissal may be immediate.
5. If you are asked to leave the Academy your parents or guardian will be informed if you are less than 18 years of age, or if your parents are responsible for fees payment. Immigration New Zealand will also be informed that you have left the Academy if you are on a student permit.

Your rights

At The Academy of Potential Education we do not support any kinds of unlawful or sexual discrimination and we expect all staff and learners to behave responsibly and with respect for all people.

Human Rights

The Academy of Potential Education doesn't support any Unlawful Discrimination as described in the Human Rights Act, including discrimination against people on the grounds of age, colour, disability, employment status, ethical belief, ethnic or national origins, family status, marital status, political opinion, race, religious belief, sex, sexual orientation. <http://www.hrc.co.nz/index.php?p=308&format=text>

Sexual harassment

The Academy of Potential Education does not accept sexual harassment in any form, including:

- Personally sexually offensive verbal comments.
- Sexual or smutty jokes.
- Repeated comments or teasing about someone's alleged sexual activities or private life.
- Persistent, unwelcome social invitation or telephone calls from workmates at work or at home.
- Following someone home from work.
- Offensive hand or body gestures.
- Physical contact - ie: patting, pinching, touching or putting an arm around another person's body - which is unwelcome.
- Provocative visual material - ie: posters - with a sexual connotation.
- Hints or promises of preferential treatment in exchange for sex, or threats of deferential treatment if sex is not offered.
- Sexual assault and / or rape.

You can seek advice and assistance from:

- Any member of staff
- The Human Rights Commission (0800 496 877)
- A lawyer
- The police (especially if you have been sexually assaulted). In addition, you can also go to the police under the Crimes Act.

Distance learning

The Academy of Potential Education offers short and long courses by distance learning, so you do not have to attend the Academy in person and can combine your education in life technology with the demands of work, family or other commitments. We aim to make distance learning as lively and stimulating as face to face learning, with as much live teaching as possible.

Resources

You will need the following minimum resources to complete any of our distance courses:

- Computer
- Broadband internet connection
- Headphones
- Email
- Wordprocessing software
- Adobe Acrobat (for reading PDFs)
- MP3 player (optional but very useful)

These additional resources are needed for any courses which include teleconferencing:

- Headset (microphone and headphones for computer)
- Teleconference software (no cost - we will send you installation instructions when you enrol)

Distance support

The level of support available depends on the nature of the course.

- Email support is offered with all courses.
- Courses including teleconferencing provide support through the classes, and you can contact your teacher at other times by email or Skype, as needed.
- If you are taking a long course you will have a tutor who will arrange regular meetings with you where you can discuss any problems and get advice. You can contact your tutor at other times for support, as necessary. Your tutor will advise you when and how to contact them.

Information for residential learners

When you arrive at The Academy of Potential Education you will be introduced to all aspects of life here in your first few days. Please make sure you ask for help at any time you need it.

Contact and pastoral care

If you need help or have any questions about any aspect of life at the Academy please contact your tutor or the Director. The Academy phone number is 03 249 0161.

Orientation

Every new student is linked with an experienced member of the Academy. S/he will help you find your way around and answer any questions you may have in your first few weeks.

Facilities

Your first evening you will be shown the student house and dining room, so you can eat and sleep in peace.

On your first full day you will be given a tour of the buildings and land around the Academy. You will see the teaching rooms, sports facilities, workshops, farm, gardens and also some of the nature in our area. You will be introduced to the key people who will be important in your life here. You will also meet many of the other students.

Education

On your first day you will be introduced to your timetable and course schedule, so you know where you are supposed to be and when.

Your first classes will introduce you to life technology and energy training and show you how to make the most of your classes.

Local services

During your first week you will visit Te Anau where you will find banks, shops, post shop and other services.

Health and Safety

During your first two weeks you will be introduced to our health and safety guidelines and you will be asked to sign a form showing you have read them.

Accommodation

If you have any problems or need help with your accommodation please contact the Director on 03 249 0161 or contact@potentialeducation.org.

Medical and health services

Emergency

The emergency number is 111.

Medical Centre

The closest medical treatment is Te Anau Medical Centre (03 249 7007). Medical exams for immigration (usually after 1 year of study) are usually arranged in Te Anau or Invercargill with a GP and Southland Radiology for x-rays.

Counselling

A professional counsellor is available through Te Anau Medical Centre (03 249 7007).

Dentists

There are two dentists in Te Anau (Rex Forrest 03 249 8580 and the Medical Centre 03 249 7007) There are many more in Invercargill. Please ask the office if you need help.

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>

Medical and travel insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand.

New Zealand alcohol and smoking laws

Alcohol:

People who are under 18 can be supplied with alcohol by their parent or legal guardian, either at home or at a private social gathering. It is illegal for people under 18 to drink in a public place. Anyone aged 18 years or over can go into 'licensed premises' and buy and drink alcohol. Licensed premises include hotels, pubs, restaurants, clubs, bottle stores, supermarkets, cafes, bars and nightclubs.

If you are asked to prove you are aged 18 or over, you can use either: a New Zealand photo driver licence/or a New Zealand or overseas passport/ or an 'evidence of age' document from the Hotel Association of New Zealand (available at any New Zealand Post Shop for \$20).

Alcohol is not sold at The Academy of Potential Education and students are expected not to drink, to protect their health.

Cigarettes and tobacco:

Regardless of how old you are, it isn't against the law for you to smoke or to buy cigarettes or tobacco.

However, according to the law, the following are **not allowed**:

- To give cigarettes to under-18s in a public place.
- For a shopkeeper to sell cigarettes, tobacco, herbal cigarettes or toy cigarettes to anyone under 18, even if the customer is buying them for someone who is 18 or older.
- Smoking in schools and early childhood centres, both indoors and out.
- Smoking in indoor workplaces and in indoor areas of pubs, restaurants and other hospitality venues ("workplace" also includes any public building, such as government buildings, universities and hospitals). The ban does not apply to outdoor areas, such as open decks, verandas, gardens and open-sided gazebos. However, the management can decide to ban smoking in those areas if they wish.
- Smoking in domestic airline flights, buses, taxis, indoor areas of ships or trains, booking or queuing areas in travel terminals, passenger waiting rooms and lounges (except in special areas), and venues if they **are workplaces, serve alcohol, or have a gambling licence**.

It is an offence to smoke on a domestic airline flight (punishable by a \$400 fine), but in all other cases it's not an offence to smoke in a smoke-free area but *the owner or manager can ask you to stop smoking; if you refuse, they can ask you to leave*.

The Academy of Potential Education operates a strict no-smoking policy.

Driving for overseas drivers

You can drive using an overseas licence or an international driving permit for a maximum of one year after you first arrive. You must then convert your overseas licence to a New Zealand driver licence. You will have to pass a theory test and, depending on the country you have come from, you may need to pass a practical driving test as well.

Forms to apply for an overseas licence conversion are available from AA Express, 47-51 Gala Street, Invercargill

Theory tests and Driver Licensing administration are held on the first Wednesday of Feb, Apr, June, August, October and December at AA Express, Library Committee Room, Town Centre, Te Anau.

If your licence comes from Australia, Canada, Norway, a member state of the European Union, South Africa, Switzerland or the United States of America and is current (or expired within the past 12 months), and you've held that licence for more than two years, you don't have to sit the practical test. You still need to pass the theory test.

Driving tips in New Zealand

Always drive on the left side of the road.

The maximum speed limit on open road is 100km/h.

The maximum speed limit for urban areas is 50km/h

A limited speed zone (LSZ) means you must drive 50km/h in adverse conditions, otherwise the 100km/h limit applies.

What are the rules for driving on a motorway?

Keep to the left hand lane unless you are passing and always indicate at least three seconds before changing lanes.

On a motorway you must not:

- walk or cycle
- stop your vehicle
- make a U-turn

NZ unique 'Give Way' rule

You must give way to vehicles coming from the opposite direction and turning right, when you are turning left.

Pedestrians

Pedestrians always have to be aware of the left-side rule not to be surprised with a car coming from an unexpected direction.

Crossing roads

Cross the road only when it is safe to do so. Always check all nearby roads for vehicles before you cross, and walk quickly straight across the road.

Remember - it takes time for a vehicle to stop. Be sensible and wait for a gap in the traffic before crossing the road.

Courtesy crossings - which are usually made of bricks or paving - are not official pedestrian crossings. They provide a place where motorists can stop safely to allow pedestrians to cross.

However, motorists are not obliged to stop at courtesy crossings, so use them with care.

Academy guidelines

The bar

Opening hours: 15 min after lunch
15 min before evening session

Shopping

Because of our distance from the shops we take orders for personal shopping once a week at the bar.

- Orders for Te Anau and bar bill payments are every Saturday morning before 9.30am
- When you order things from Te Anau you must first put a deposit on your bar bill.
- Phone, internet and other expenses (trip expenses, herbs and so on) will be put on the bar bill. You should settle your account regularly every Saturday.
- We charge 5% interest per month for late payment of bar bills.

Computers

Academy computers may only be used for work, projects and business except during internet café (see advertised times).

Electricity

1. Please turn off heating and lights in your room before breakfast. If lights or heating are found on at the wrong time \$5 will be added to your bar bill.
2. Offices should make sure all lights and heating are turned off at the end of the day.
3. No-one may turn on or off the heaters in the bathrooms, toilets, session room, drying room or other public places, except the person who is in charge of them.

Fines

All fines for speeding, parking and other bad driving must be paid by the driver.

Use of vehicles, tools, materials, computers and other equipment

You may not use vehicles, tools, materials, computers or other equipment for private purposes. If you need to work after normal working hours please get permission from the member of staff in charge of the project.

Prices

Internet

Personal internet access \$10 per month

Travel

Airport transfer (Queenstown or Invercargill) \$50 per person

Te Anau transfer \$15 per person

If you want us to book flights the costs (including fares, phone calls etc) are as follows:

- a. Domestic flights \$20
- b. International flights \$30
- c. If you change your booking you will need to pay again.

Telephone

We recommend use of skype and voipstunt for making personal calls, as they are much cheaper than normal phones, or even free of charge.

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|---------------------|------------------|
| USA / UK/Australia | \$ 0.50/min |
| Other European | \$1.00 |
| National calls | \$0.30 |
| Local calls Te Anau | \$0.10 |
| Receive e-mail | \$1.00 |
| Send fax | \$See call times |

Printing

Print b/w \$0.50 per sheet

Print colour \$1.00 per sheet

Laundry

Wash \$2.00 (coins available at bar)

Dry \$2.00

Summary Code of Practice for the Pastoral Care of International 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.

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

What is the International Education Appeal Authority (IEAA)?

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

How can I contact the IEAA?

You can write to the IEAA at:
 International Education Appeal Authority
 C/- Ministry of Education
 Private Bag 92644
 Symonds Street
 Auckland 1150
 Fax: (09) 632 9456
 Phone: (09) 632 9513
 Email: info.ieaa@minedu.govt.nz

What will the IEAA do?

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

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

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

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

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. Only the IEAA can refer complaints to the Review Panel.

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.

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

Useful numbers and addresses

If you call from an Academy phone dial 1 to get an outside line.

| | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| Academy emergency contact – Director | 03 249 0161 |
| Emergency (fire, police ambulance) | 111 |
| Te Anau police station | 03 249 7600 |
| Doctors Te Anau Medical Centre, Luxmore Drive (opp. Fire Station) Monday to Friday 8.00 am – 6.00 pm 12 noon | 03 249 7007 Saturday 9.00 am – |
| Counsellor Te Anau Medical Centre (see above) | 03 249 7007 |
| Dentists Rex Forrest | 03 249 8580 |
| Mental Health Foundation of New Zealand www.mentalhealth.org.nz | 03 366 6936 |
| New Zealand Drug Foundation 2920 www.nzdf.org.nz | 04 499 |
| Problem Gambling Foundation of New Zealand (PGFNZ) 262 www.pgfnz.co.nz : | 0800 664 |
| Family Planning Association Education Services 214 4978 Email: rachael.l@fpanz.org.nz : www.fpanz.org.nz | 03 |
| Citizens Advice Bureau (CAB) | 0800 367 222 |
| Lifeline New Zealand P.O.Box 7614, Christchurch. Email: help@lifeline.co.nz | 0800 353 353 |
| Women's Refuge (Crisis) Te Whare Hou, PO Box 1117, Invercargill 9501 | 03 218-9790 |
| Relationship Services Email: receptn@relate.org.nz | 0800 735 283 |
| New Zealand Qualifications Authority 0800 QA HELP, The Complaints Officer, Approvals, Accreditation and Audit (AAA) New Zealand Qualifications Authority, PO Box 160, Wellington | 0800 724 357 |
| International Education Appeal Authority | 09 632 9456 |
| New Zealand Immigration Service | 0508 55 88 55 |

Contact details

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PO Box 225
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Tel: 03 249 0161

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First point of contact for residential learners:

Your tutor or the Director

First point of contact for distance learners:

Your class teacher or tutor