



STUDENT HANDBOOK | 2022

INTRODUCING ABC



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 20 students per class (average 6 students) ensuring maximum individual attention.
- Category 1 provider allowing student visa holders to work part time (up to 20 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

ABC College of English is a NZQA Category 1 rating

Registered by the New Zealand Government under the provisions of the Education Act 1989

NZQA Course Approval and Accreditation for all courses offered

Member of ENGLISH NEW ZEALAND since 1996 and compliant with their exclusive high level Academic Standards

A signatory to the NZQA "Code of Practice for the Pastoral care of International Students"

Welcome

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

ABC Staff will do all that is possible to ensure that you achieve your goals and enjoy the life that studying in Queenstown can offer. Thank you for the trust and confidence in choosing ABC for your study.

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

Charlie Phillips CEO

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. From intensive General English courses and Examination Preparation 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.

ABC is fully New Zealand owned and operated by QRC

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 percolators and people, there is the intimate boutique library full of local, international, and historical books.

Premises & Facilities

ABC College of English provides student access to a range of facilities and services including:



Central location between Queenstown CBD and the gardens allows easy access to the central bus hub, shops, cafes, the post office and banks

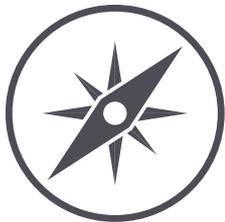


Spectacular views of the gardens, Queenstown, lake Wakatipu and the surrounding mountains



Purpose built, modern 5-level building with a library and cafe operation in addition to numerous classrooms

ABC College of English also supports student wellbeing through a framework of strategies.



A comprehensive orientation programme and placement test on day 1 to ensure complete and appropriate onboarding



A full time point of contact to provide assistance with any enquiry on campus. ABC reception can also help direct queries to other staff members



Student ID card for local student discounts



Social activity programme including functions, shared meals and local events



Connection to native speaking counsellors for ongoing support where needed



Study support and assistance with ensure complete understanding of course content

Staff who can assist you

Charlie Phillips	Chief Executive Officer	Lynsey Bullock	Student Services Manager
Kathy Gaze:	Academic Director	Deanah Lloyd:	Admissions
Duncan Sadleir	Student Recruitment Manager	Petra Dobesova or Karolina Kalisz:	Assistant Accountant
	Staff can be reached on their email: first name. Last name@qrc.ac.nz	If you are unsure who can help you, Sydney at reception (on level 2) will help you manage your issue and direct you to the correct staff member.,	

How to contact us

Postal Address	PO Box 1566, Queenstown 9372
Physical Address	7 Coronation Drive, Queenstown 9300
Telephone	03 409 0500
Email	english@abc.ac.nz

**The student services team can be contacted on the main campus number above between 8.30 am - 5 pm*

Student Accommodation	Shotover Lodge, 157 Arthur's Point Road, Arthurs Point, Queenstown 9371
Telephone	03 441 3318
Emergency Telephone	021 670 732

Public Holidays 2022

New Year's Day: (observed)	03 January	New Year's Holiday: (observed)	04 January
Waitangi (N.Z.) Day:	07 February	Otago Anniversary:	21 March
Good Friday:	15 April	Easter Monday:	18 April
Anzac Day:	25 April	Queen's Birthday:	06 June
Matariki:	24 June	Labour Day:	24 October
Christmas Day: (observed)	27 December	Boxing Day: (observed)	28 December

ABC & QRC are closed on public holidays observed on the dates above.

INTRODUCING QUEENSTOWN



Getting to Queenstown

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

AIR TRAVEL

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

COACH

Intercity, Johnson's Coachlines, Atomic Shuttles, Catch-A-Bus and Great 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 2.5 hours from Invercargill, 3 hours from Dunedin and 6 hours from Christchurch. Allow extra time for stops or bad weather. Snow chains should be carried in winter & 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.aurora-service.net/aurora-forecast/>

Queenstown Activities

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

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

Examples of the activities are listed below and may be subject to seasonality

 Jet Boating	 Farm Visit to Walter Peak High Country Station	 Horse Riding	 Golf	 Gondola and Luge Ride	 Kiwi & Birdlife Park Visit
 Gold Panning	 Ice Skating	 Earnslaw Steamship Cruise on Lake Wakatipu	 Indoor Trampoline	 Frisbee Golf	 Museum Visit
 Mountain Biking	 4WD to Skippers Canyon, Macetown or Glenorchy	 Indoor /Outdoor Sky Diving	 Skiing / Snowboarding	 River Rafting <small>Special conditions apply</small>	 Fishing <small>Special conditions apply</small>
 Parasailing <small>Special conditions apply</small>	 Ziplining <small>Special conditions apply</small>	 Indoor Go Kart <small>Special conditions apply</small>	 Indoor Rock Climbing <small>Special conditions apply</small>	 Wine Tour <small>Special conditions apply</small>	 Art Gallery Tour

 Please contact the College for further information regarding these activities

STUDENT SERVICES



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 also work with our international students

- Visa extensions and renewals
- Travel & Insurances
- Code of Practice issues

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

Accommodation

It is highly recommended that students stay in QRC accommodation as accommodation in town is scarce, with twin rooms starting from \$160 per week. There is a placement fee if you want ABC to arrange your accommodation for you and a bond.

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

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

Resort Property Rentals www.resortrentals.co.nz

Queenstown Accommodation Centre www.qac.co.nz

Executive Accommodation

www.executiveaccommodation.co.nz

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

SHOTOVER LODGE



Our facilities:

- BBQ, Open Fire & Outdoor Area
- Fully equipped lodge kitchen
- Games room
- 6 x laundries
- Storage space

The Rooms:

King Bed or 2 x singles,
kitchenette, ensuite bathroom,
unlimited heating - perfect for
*** winter!



Power, Wi-Fi, Security, Parking all inclusive



TWINSHARE = \$320/WEEK



SINGLE = \$240/WEEK

FAQ's:

Where are you?

At 157 Arthurs point road we are a similar distance as Frankton from town (5 mins in a car) and right at the bottom the the Coronet Peak access road. Arrowtown is 10 minutes in the other direction. The #2 bus route stops right outside.

I've heard the wi-fi isn't great...

We have just upgraded and our current residents say it is □ Some phones signal can get interference but spark is boosted!

Isn't flatting cheaper?

We've done the math and our current prices are highly competitive when you account for bonds & utilities bills not to mention 12 month commitments to flats - we have a 6 week minimum residency.

How does Shotover compare to Fernhill?

Shotover Lodge has a higher degree of independence. It is self-catering and the sense of community is what you make it. Residents are QRC students or working in the industry so you are surrounded by like minded people.

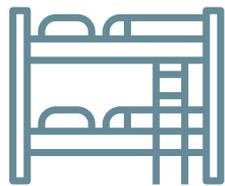
You are welcome to come and view the lodge. Call Cara or Tim on 03 441 3318 or email info@shotoverlodge.co.nz for an appointment.

Alternative Options

We can assist students to find other accommodation options to suit your need and preferences. Some of the choices you have in Queenstown include:



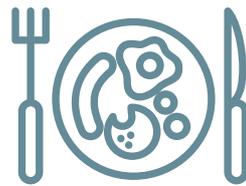
HOMESTAY



BACKPACKERS



SERVICED
APARTMENTS



BED &
BREAKFAST



HOTEL /
MOTEL

ABC 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 Mon-Fri 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 Education Code of Practice for tertiary and international learners.

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 Council

A Student Council is elected by students each term and scholarship students have automatic entry to represent the interests of the students at QRC. The Council meets regularly with a staff representative to provide feedback and to discuss new initiatives and plan social activities. Further information on the Student Council is provided in the first week. If you would like to represent the student voice this is a great opportunity for leadership so please consider standing for election.

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: attendance@qrc.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:

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

Support & 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 \$90.00 is payable on the day of consultation.

Family Planning/Sexual Health

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

Weekend Health Services:

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

Emergency Services:

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

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 & 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

FACILITIES & RESOURCES

QUEENSTOWN RESORT COLLEGE

Tourism & Hospitality Management Education



Open to the public

BREAKFAST



Open to the public

COFFEE LUNCH

NOTICE
TOILET
AMENITIES



Campus Facilities

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

The campus includes:

Common Room	Hospitality Demonstration Suite
Library	Executive Suite, including boardroom, lounge and balcony
Classrooms (x13)	Earl Street comprises of two classrooms and an Administration Office
Tutorial rooms (x2)	Note: Practical classes mainly take place at QRC Lodge

Common Room

Hours: from 8.00am Monday to Friday

The Common Room is a fun and relaxing place for breakfast, lunch and coffee breaks. It is fully licensed, has wireless access, a fire for cold winter days, daily newspapers and a range of books and magazines. Located on level 1, the entrance to the Common Room is on Hotops Rise. Students are allowed to bring their own food into the café and a student discount is available on selected items. Special social events are held in the café. These are advertised on the level 3 noticeboard.

Library

Hours: from 8.00am to 5.30pm Monday to Friday. The Library has comfortable seating, reading tables and computers. Online journal access is available.

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

Library Cont...

Conduct in the Library

No library user may:

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

Queenstown Public Library

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

Study Support

Study support classes are offered throughout the term for general literacy, numeracy, study and examination skills sessions. These are voluntary sessions, most often one-to-one or in a small group. Further information will be given within your first week.

Tutorials in some subjects are offered in addition to the timetables class. Tutorials are voluntary and are focused on particular content in a subject area. The Academic Director will advise which tutorials are offered and will be in your timetable. Students who struggle in the subject area the tutorial is given are strongly encouraged to attend.

Computer use & Photocopying

A number of computers are available throughout the college. If you are bringing laptops /ipads these should be Microsoft to be compatible with ABC software. You will be given a personal computer username during Orientation and you will be able to set your own password.

There is a strict policy for internet use, which will be clearly explained during Orientation. A photocopying code and limit are also given, further limits can be purchased if your allocation has run out. The photocopiers also have a scanning option on them. AB House is generally open from 8.00am to 5.30pm Monday to Friday. You will have access to computers during this time frame, except when the Computer Suite is booked for classes.

Food & Drink

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

Reception

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

- Mail

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

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

- Document Certification

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

- Lost Property

Financial Security

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

SPEAKING NZ'S OFFICIAL RECOGNISED LANGUAGE ON CAMPUS

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

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

As at QRC House, walk to the nearest exit on the level, moving quickly and quietly at the time of the sirens sounding . The student assembly point 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 & 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.

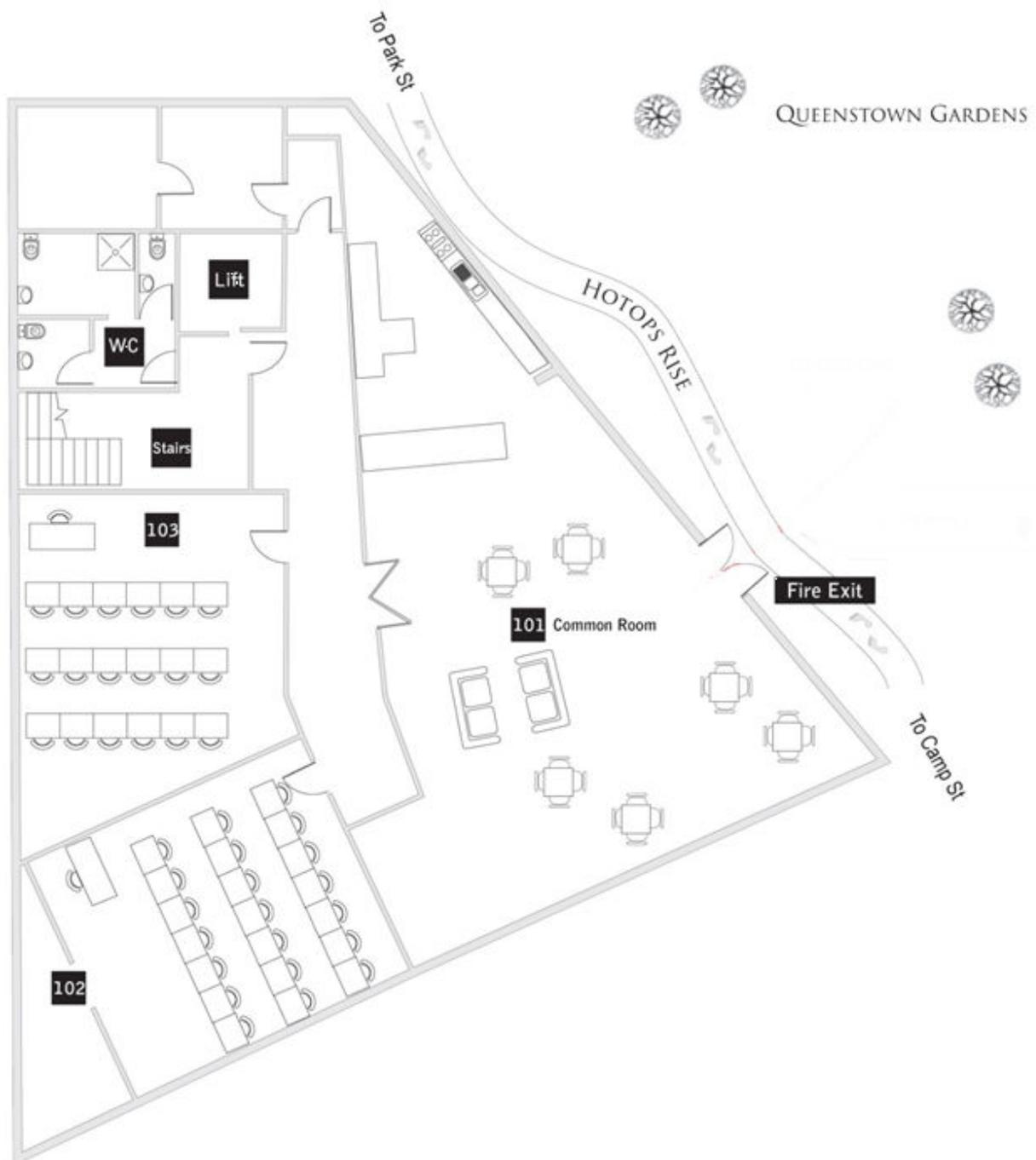
After shaking has finished turn off all electrical switches and assist those who might be injured. Do not go outside but await instruction from the Building Warden or rescue teams.

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)

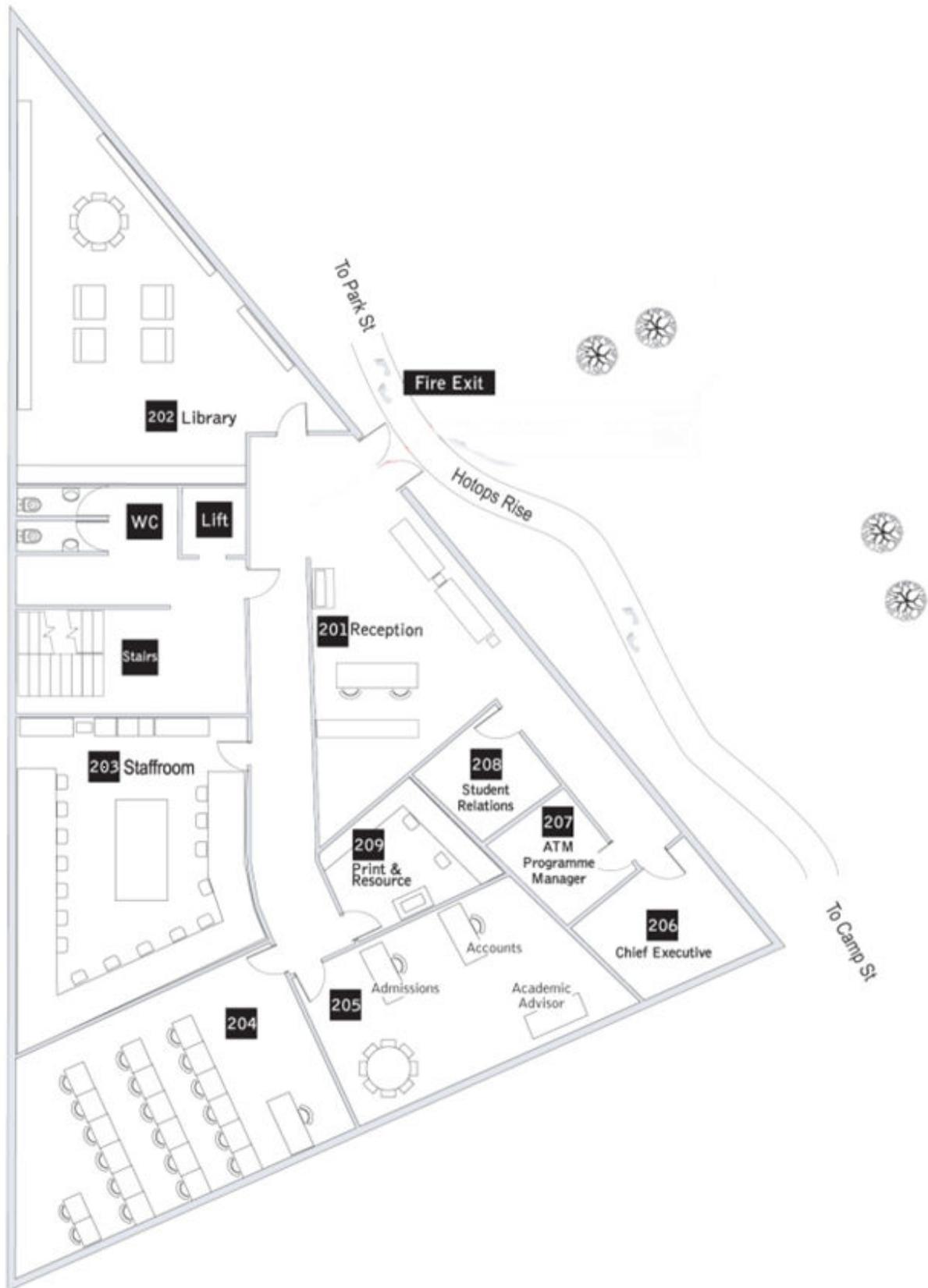
First Aid Kits

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

QRC House - Ground Floor



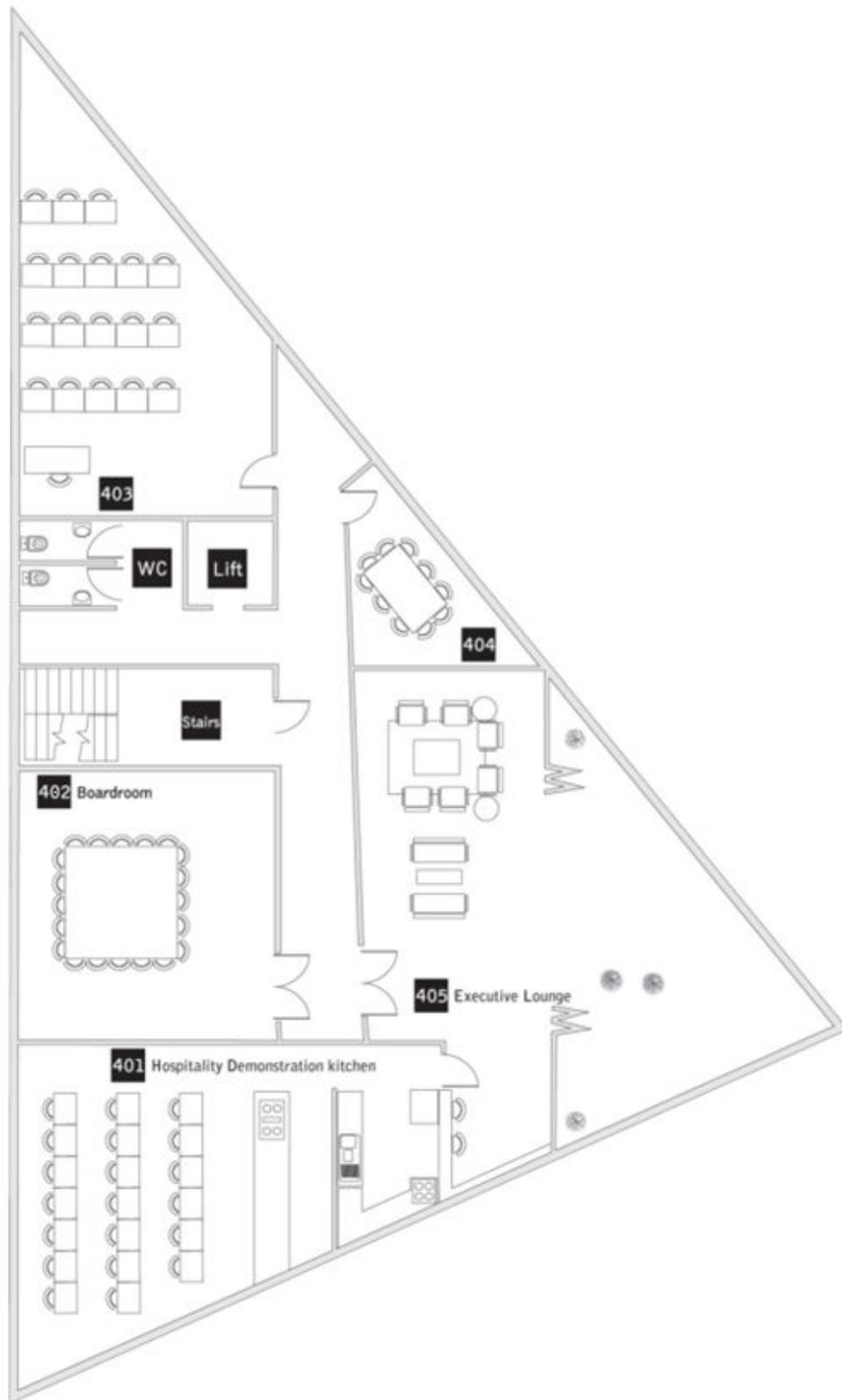
QRC House - Second Floor



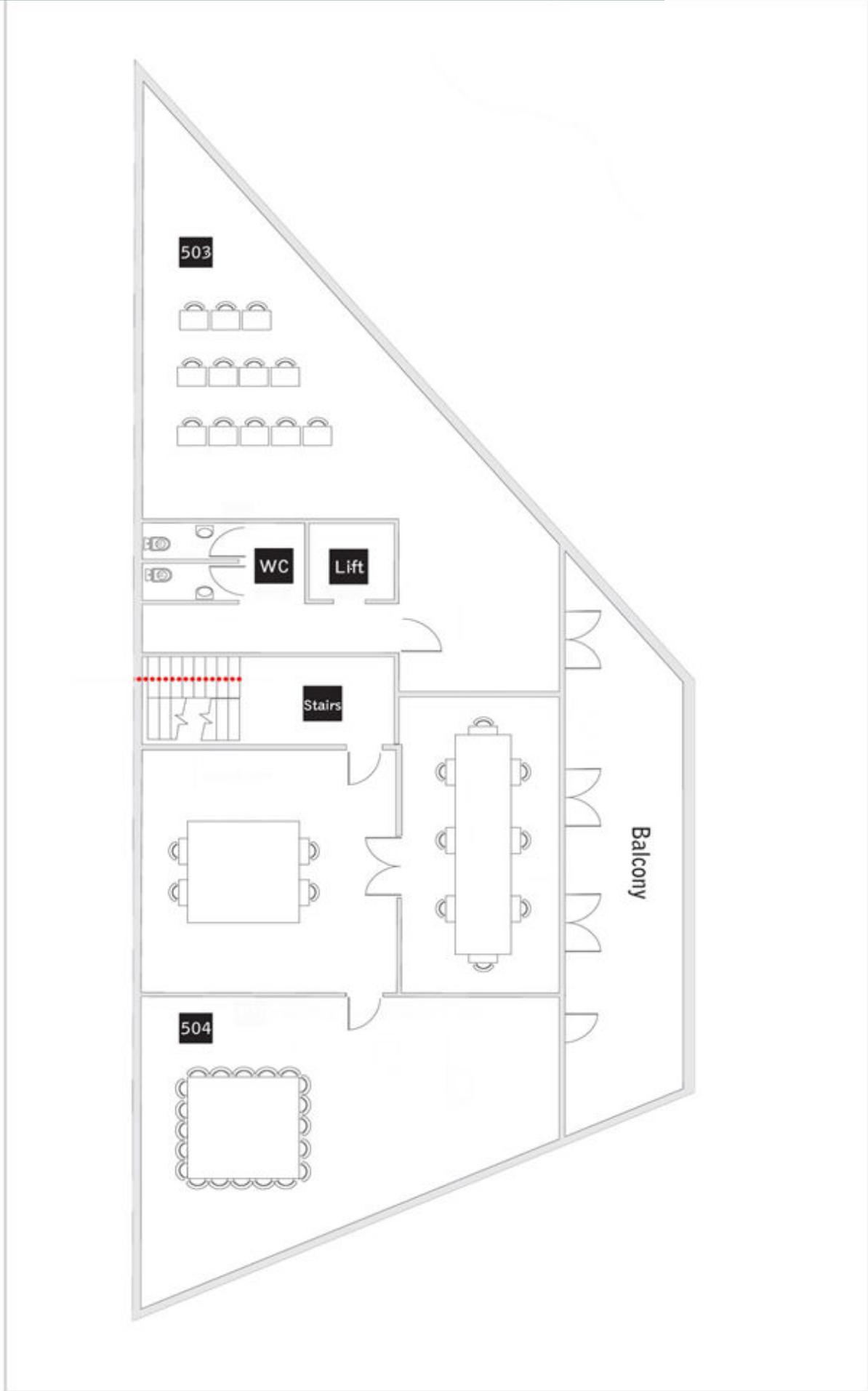
QRC House - Third Floor



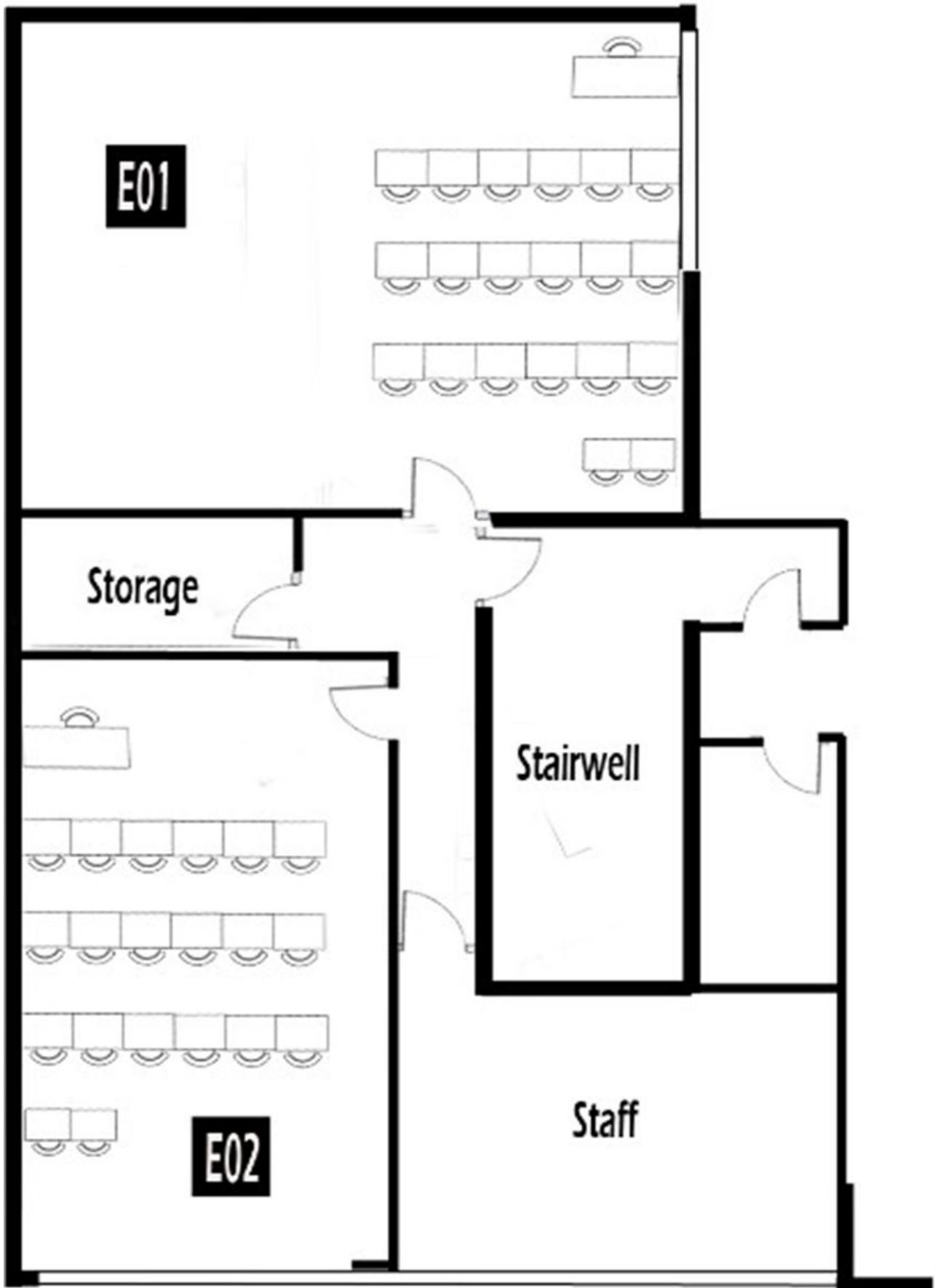
QRC House - Fourth Floor



QRC House - Fifth Floor



Earl Street Classrooms



Terms & Conditions of Enrolment

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 & regulations
- recognition of prior learning
- fees
- refund policy
- contact details
- loss or damage
- privacy act
- International Students
 - code of practice
 - insurance
 - immigration

Student 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

Attendance

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

All absences from class will be recorded. You may be required to produce a medical certificate if you are ill for more than 3 consecutive days or have missed an assessment activity. Any cancellation of enrolment due to poor attendance of an international student will be reported to the New Zealand Immigration Service.

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 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.

Settling In - Homesickness

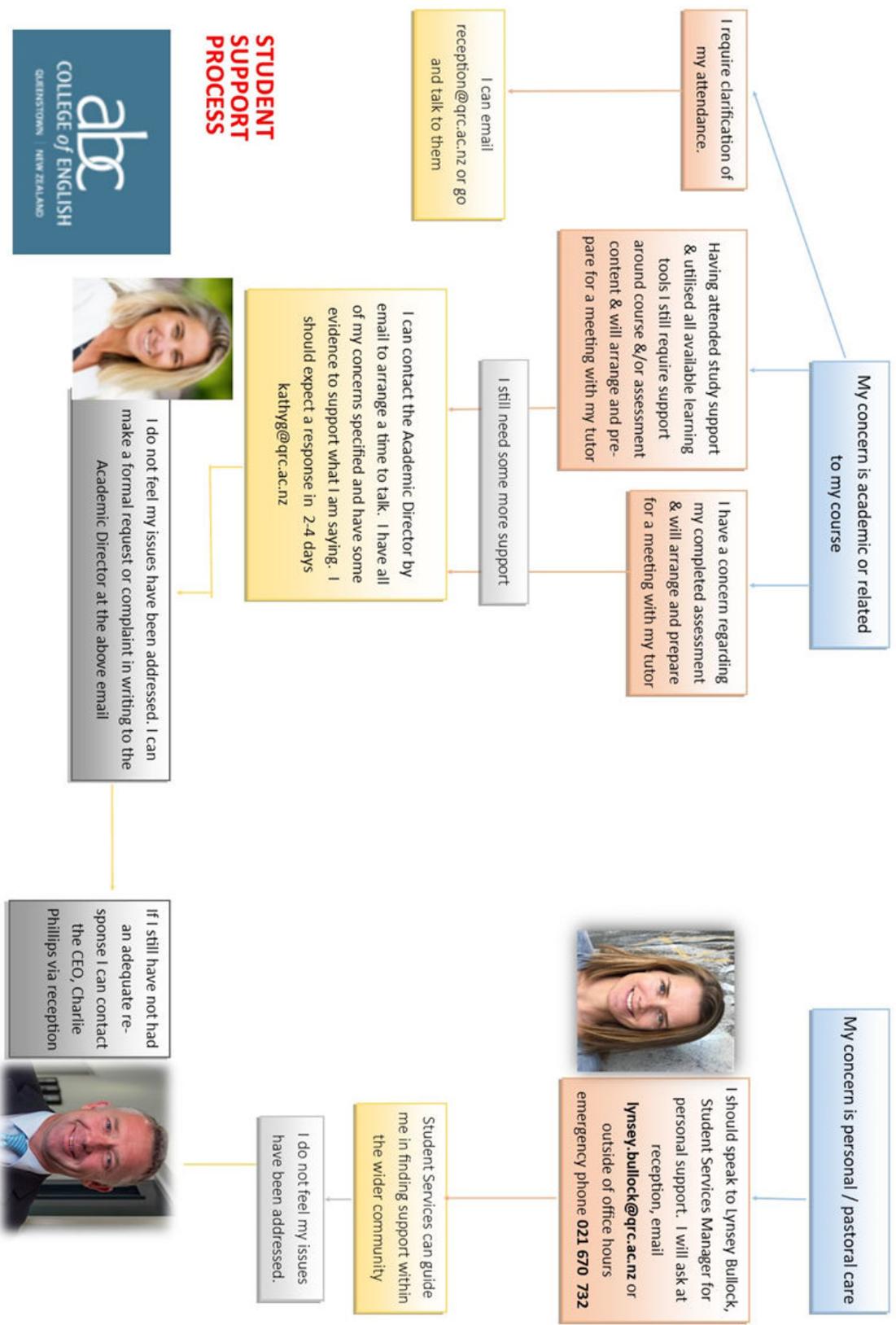
You have arrived at ABC and have started feeling blue and anxious. It might be hard to admit, with everybody else seeming so together and happy, but you are feeling homesick and lonely.

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

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

Survival tips if you are feeling homesick:

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



STUDENT SUPPORT PROCESS

