

English Teaching College

Introduction to Care and Support Work Handbook



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Welcome to ETC

Haere Mai

Welcome to ETC - English Teaching College. We look forward to getting to know you over the weeks and months ahead as you study at ETC.

Our guiding principle is '*Helping Create Better Lives Through Language, Learning and Care*'. We achieve this through delivering high quality programmes designed to improve your English language and academic skills. We pride ourselves on providing a high level of academic and pastoral support to ensure that you are supported throughout your ETC journey. ETC's safe, family/whanau-like environment ensures you will feel safe and cared for which allows you to improve your confidence, make new friends and become more independent over time. Our small classes and one-to-one student support means that we are here for you as you learn English and settle into the New Zealand lifestyle.

Students are central to everything that we do. Each campus has a Student Council which allows ETC staff to engage with students and for the Student Voice to be heard. Through listening to our students' needs we can review and improve our support services to ensure that we are meeting the health and wellbeing needs of our students. A happy secure student is a successful student.

The Introduction to Care and Support Work programme is delivered at the ETC Palmerston North campus where you can be assured of a warm welcome and high level of support.

In NZQA's 2022 External Evaluation and Review regarding Quality Assurance, ETC was awarded excellence in: Student Achievement; Programme design and delivery; Student support and wellbeing; Compliance and pastoral care; and, Governance and management. ETC was given Category 1 status which is the highest status that NZQA can award an educational institution.

*"Academic management is strong, and related processes and documentation are effective in maintaining academic standards and integrity across the three delivery sites."
"ETC provides individualised pastoral care and guidance for students with varied personal circumstances and educational backgrounds. ETC works closely with referring and support agencies and community groups to support students to achieve their study goals and enhance their wellbeing."*

NZQA report 2022

We look forward to supporting you on your ETC journey.
He waka eke noa - We are all in this together.

ETC Contact Information

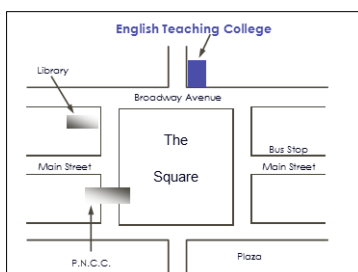
ETC Head Office

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Website: www.etc.ac.nz

Senior Manager (National)

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ETC Palmerston North Campus



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Director of Studies - Palmerston North

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Mobile: 021 812 959

Tutor/Work Placement Coordinator

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Telephone: 06 357 7107
Mobile: 021 982619

Student Support Administrator - Palmerston North

Julie Phillips
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Telephone: 06 357 7107
Mobile: 024 787 2238 - urgent assistance



Introduction to Care and Support Work Programme Information



Qualification

- The Introduction to Care and Support Work programme is delivered over 14 weeks and includes learning basic skills and knowledge combined with practical hands-on **unpaid** workplace experience in a health and wellbeing workplace such as a rest home or care facility to gain the practical aspects of the training.
- This programme is designed around the Level Two New Zealand Certificate in Health and Wellbeing, but it also incorporates extra information and activities we believe are important in delivering a well-rounded programme, which meets your needs to become a successful support worker in New Zealand.

Outcomes

- By the end of your training, you will have gained the skills, knowledge and motivation necessary for employment within the health and wellbeing sector or be ready to move on to further study in this area.
- Successful programme completion provides the entry level qualification for working in a rest home or care facility having met the requirements of the New Zealand Certificate in Health and Wellbeing (Level 2) qualification, Toitu Te Wairoa Community, Health, Education and Social Workforce Development Council. Graduates can progress to employment or further training at Levels 3 and 4.

ETC's Expectations

Our expectations of you while you study with us include:

- To meet the requirements of your placement organisation's policies and procedures.

- To meet individual client needs as described in their Nursing Care Plan.
- To provide nursing care which is consistently of a high standard.
- To provide nursing care which takes into account the wishes of the client while meeting the needs of the family/whanau and the organisation.

Upon completion of your training, you will have:

- Gained knowledge of the services and organisations available to the elderly/disabled in the community.
- Gained an understanding of the rights and responsibilities of the older/disabled person.
- Gained knowledge of demographic trends and their implications over the next 20 years.
- Learnt ways to promote the rights of individual clients in an effort to enhance their independence.
- Acquired skills and knowledge to enhance your own learning and your ability to cope with change.
- Gained knowledge of the latest techniques for moving and handling people and equipment.
- Gained experience within a work setting, practicing good work ethics, gaining awareness of colleague's needs while developing skills in caring for the elderly/disabled and working in a residential care facility.
- Acquired the skills necessary to assist the client in meeting their needs and those required by the Nursing Care Plan and the organisation.
- Gained knowledge and skills in assessing risks in the environment and how to deal appropriately with them.
- Gained knowledge and skills around support workers' responsibilities towards Civil Defense emergencies and Fire Evacuations.
- Gained a greater awareness of elder abuse and how to report it.
- An enhanced awareness of, and sensitivity towards, cultural diversity in New Zealand.
- Gained knowledge and skills in the management of the person with dementia/confusion.
- Gained awareness of infection control principles.
- Gained confidence in maintaining staff networks.
- Gained an understanding of the effects of moving into residential care.

Course structure:

Classroom Study

Classroom study takes place on-site at ETC. Classes will teach you the skills required to work in a care facility and gain the most from your unpaid work experience.

- Students on the Introduction to Care and Support Work programme will study from 9.00am – 3.00pm daily, Monday to Friday, for 14 weeks. The programme covers both classroom and unpaid work placement.

The first 3 weeks

The first 3 weeks (Monday-Fridays) will be in class very day at English Teaching College, covering module's one and two in the programme outline.

The following 10 weeks will be:

- **Mondays, Tuesdays and Fridays** – The theory component of the programme is delivered, consisting of lectures, group and individual work, visiting speakers and spending time with your tutor in a one-to-one situation where you may discuss your progress to date. This is a time to talk over any concerns and share your successes.
- **Wednesday and Thursdays** – Between 6 - 8 hours each day is spent on practical unpaid work experience in a residential care facility and includes the day-to-day duties involved in the care of elderly and/or disabled residents and task work relating to class. Shifts will start at 7.00am or 3.00pm. A minimum of 80 hours of unpaid work experience is required to complete the qualification.
- *(Please note that you will be working alongside a buddy and will not be expected to undertake any new task until you feel comfortable in your own abilities. Your tutor will visit you at your work placement on a regular basis to support you and liaise with the facility managers).*

Course Outline

The NZQA unit standards completed as part of this programme are:

20826	Demonstrate knowledge of infection control requirements in a health or wellbeing setting.
23386	Support a person to meet personal care needs in a health or wellbeing setting.
23451	Demonstrate knowledge of the role of a support worker in a health or wellbeing setting.
23452	Demonstrate knowledge of techniques for moving equipment and people in a health or wellbeing setting.
23686	Demonstrate knowledge of a person's rights in a health or wellbeing setting.
28517	Recognise and report changes and risks for a person in a health or wellbeing setting.
28518	Interact with people to provide support in a health or wellbeing setting.
28519	Maintain a safe and secure environment for people and support workers in a health or wellbeing setting.
28529	Identify the impact of culture on support in a health or wellbeing setting.
28548	Support a person's wellbeing and quality of life in a health and wellbeing setting.

Important Note – Please Read Carefully

- Students are expected to meet both classroom and work placement requirements. If you have questions then you are encouraged to talk to your Tutor/Work Placement Coordinator.
- Students need to fully understand their responsibilities, especially when doing their work placement, as you are representing ETC whilst on placement. If you cannot attend a work placement on any day then you must tell the Tutor/Work Placement Coordinator.
- Class will start at 9.00am each day. Please be punctual and arrive on time. This programme is preparing you for possible employment opportunities so please treat your class days like work days.
- Work placement experience is **unpaid work** and forms an integral part of your New Zealand Certificate in Health and Wellbeing – Level 2. You must attend the **minimum of 80 hours** work placement experience to pass your certificate. However, depending on

your level of understanding and to ensure you are ready to be successfully employed as a Level 2 qualified support worker, you may be required to attend more than the 80 hours work placement experience.

- Near the end of the course you may be offered casual work at the facility you are placed in. You must not ask your Manager for work. Your Tutor will discuss this with the Rest Home Manager when they both feel you are ready to be employed. Any paid hours can be deducted from your work placement hours.



New Zealand Certificate in Health and Wellbeing Outline - Level 2

Modules	Assessment	Credit	Graduate profile outcomes
Module: 1 "Support workers role"	23451	5	<ul style="list-style-type: none"> • Identify the role of a support worker, contracts, job descriptions and task lists • Identify procedures for maintaining boundaries and relationships within your role • Describe the purpose of the code of rights • Describe the 10 rights • What is an Enduring power of Attorney? • Describe the complaints procedure
	23686	2	
Module: 2 "Working safely"	28519	6	<ul style="list-style-type: none"> • Maintain your own personal wellbeing • Maintain a safe and secure working environment • Demonstrate knowledge of your role in emergencies • Identify safe techniques for moving equipment and people • Identify sign, causes and transmission of infections • Demonstrate working safely • Report risks in a health and wellbeing setting
	23452	3	
	20826	3	
Module: 3 "Cultural safety"	28529	5	<ul style="list-style-type: none"> • Identify culturally safe practices in New Zealand • Identify Tikanga practices • The impact of culture on your role • Describe Holistic needs • Identify the factors that impact on quality of life and wellbeing • Support a person's interests and activities in a health and wellbeing setting
	28548	3	
Module: 4 "Supporting, reporting and interacting"	23386	5	<ul style="list-style-type: none"> • Identify a person's personal care needs • Support a person according to their care-plan • Follow workplace policies and procedures • Observe and report client's changes • Describe risks and reporting procedures • Describe abuse and neglect and its effects • Interact with people and follow instructions • Demonstrate competence in written and verbal reporting
	28517	5	
	28518	5	



New Zealand Certificate in Health and Wellbeing Level 2 Delivery Schedule 2024

Modules	New Zealand Certificate in Health and Wellbeing – Level 2	Weeks	Credits
Module: 1 “Support workers role”	Monday: Introductions and overview, Literacy and Numeracy on-line assessments. (9.00am – 3.00pm)	1	
	Tuesday: Literacy and Numeracy on-line assessments. (9.00am – 3.00pm).		
	Wednesday: Ethic's, Policies and procedures. (9.00am – 3.00pm)		
	Thursday: 23451: Role of the support worker. (9.00am – 3.00pm)		5
	Friday: 23451: Role of the support worker (9.00am – 3.00pm).		
Module: 2 “Working safely”	Monday: 23686: A person's rights. (9.00am – 3.00pm).	2	2
	Tuesday: Assessment work. (9.00am – 3.00pm).		
	Wednesday: 20826: Infection control. (9.00am – 3.00pm).		3
	Thursday: 20826: Infection control. (9.00am – 3.00pm).		
	Friday: 23452: Moving and handling. (9.00am – 3.00pm).		
	Monday: 23452: Moving and handling. (9.00am – 3.00pm).	3	3
	Tuesday: 23452: Safe use of assistive equipment at Easie Living Centre – Revision. (9.00am – 3.00pm).		
	Wednesday: 28519: Safe and Secure Environment. (9.00am – 3.00pm).		
	Thursday: 28519: Safe and Secure Environment. (9.00am – 3.00pm).		6
	Friday: Assessment work. (9.00am – 3.00pm).		
	Monday: Work placement preparation. (9.00am – 3.00pm).	4	0
	Tuesday: Work placement interviews.		
	Wednesday: Work placement interviews.		
	Thursday: Work placement interviews.		
	Friday: Assessment work. (9.00am – 3.00pm).		
Module: 3	Monday: 23458: Wellbeing and quality of life.	5	3
	Tuesday: 23458: Wellbeing and quality of life.		

“Cultural safety”	Wednesday: Work placement experience. (6 – 8 hours unpaid).		
	Thursday: Work placement experience. (6 – 8 hours unpaid).		
	Friday: Assessment work. (9.00am – 3.00pm).		
	Monday: 28529: Impact of culture on support. (9.00am – 3.00pm).	6	5
	Tuesday: 28529: Impact of culture on support. (9.00am – 3.00pm).		
	Wednesday: Work placement experience. (6 – 8 hours unpaid).		
	Thursday: Work placement experience. (6 – 8 hours unpaid).		
	Friday: Assessment work. (9.00am – 3.00pm).		
Module: 4 “Supporting, reporting and interacting”	Monday: 23386: Personal care needs. (9.00am – 3.00pm).	7	5
	Tuesday: 23386: Personal care needs. (9.00am – 3.00pm).		
	Wednesday: Work placement experience. (6 – 8 hours unpaid).		
	Thursday: Work placement experience. (6 – 8 hours unpaid).		
	Friday: Assessment work. (9.00am – 3.00pm).		
	Monday: 28518: Interact with people.	8	5
	Tuesday: 28518: Interact with people.		
	Wednesday: Work placement experience. (6 – 8 hours unpaid).		
	Thursday: Work placement experience. (6 – 8 hours unpaid).		
	Friday: Assessment work. (9.00am – 3.00pm).		
	Monday: 28517: Recognise and report risks. (9.00am – 3.00pm).	9	5
	Tuesday: 28517: Recognise and report risks. (9.00am – 3.00pm).		
	Wednesday: Work placement experience. (6 – 8 hours unpaid).		
	Thursday: Work placement experience. (6 – 8 hours unpaid).		
	Friday: Assessment work. (9.00am – 3.00pm).		
	Monday: 28517: Recognise and report risks.	10	5
	Tuesday: Assessment work. (9.00am – 3.00pm).		
	Wednesday: Work placement experience. (6 – 8 hours unpaid).		
	Thursday: Work placement experience. (6 – 8 hours unpaid).		
	Friday: Assessment work. (9.00am – 3.00pm).		
Monday: Introduction to the aging process. (9.00am – 3.00pm).	11	0	
Tuesday: Introduction to the aging process. (9.00am – 3.00pm).			

Wednesday: Work placement experience. (6 – 8 hours unpaid).		
Thursday: Work placement experience. (6 – 8 hours unpaid).		
Friday: Assessment work. (9.00am – 3.00pm).		
Monday: Introduction to dementia. (9.00am – 3.00pm).	12	0
Tuesday: Introduction to dementia. (9.00am – 3.00pm).		
Wednesday: Work placement experience. (6 – 8 hours unpaid).		
Thursday: Work placement experience. (6 – 8 hours unpaid).		
Friday: Assessment work. (9.00am – 3.00pm).		
Monday: Introduction to Comfort Cares. (9.00am – 3.00pm).	13	0
Tuesday: Introduction to Comfort Cares. (9.00am – 3.00pm).		
Wednesday: Work placement experience. (6 – 8 hours unpaid).		
Thursday: Work placement experience. (6 – 8 hours unpaid).		
Friday: Assessment work. (9.00am – 3.00pm).		
Monday: One-on-one time with Tutor/completion of any assessments. (9.00am – 3.00pm).	14	Last week for assessments
Tuesday: One-on-one time with Tutor/completion of any assessments. (9.00am – 3.00pm).		
Wednesday: Literacy and Numeracy on-line assessments. (9.00am – 3.00pm).		
Thursday: Literacy and Numeracy on-line assessments. (9.00am – 3.00pm).		
Friday: Final day activity.		

Academic Administration

AI – Artificial Intelligence Tools

ETC does not allow students to use AI tools such as ChatGPT or DALL.E2 in their course work or assessments. Students are expected to complete their assessments without substantial assistance from other people or AI automated tools.

Plagiarism or Cheating

Plagiarism or cheating is considered a breach of ETC rules and will not be tolerated.

What is Plagiarism?

Plagiarism – adapted from <https://www.plagiarism.org/article/what-is-plagiarism>

According to the Merriam-Webster online dictionary, to "plagiarise" means:

- To steal and pass off the ideas or words of another person as your own.
- To use ideas, words, pictures, videos etc. without crediting the source.
- To commit literary theft.
- To present as new and original an idea or product that already exists.

Plagiarism is an act of fraud. It involves stealing someone else's work and lying about it afterwards.

All of the following are considered plagiarism:

- Giving your teacher someone else's work and telling them it is your own.
- Copying your friends' or classmates' work.
- Copying words or ideas from someone else without saying where you got them from.
- Not putting a quotation in quotation marks.
- Giving incorrect information about where a quotation came from.
- Changing words but copying the sentence structure of a source without giving credit.
- Copying so many words or ideas from a source that it makes up the majority of your work, whether you give credit or not.
- Memorising someone else's essay and then writing it in class as if it was your own.

In most cases plagiarism can be avoided by saying where you found it. Be truthful and say that specific material has been borrowed and provide the information needed to find the source. This is usually enough to prevent plagiarism. Your teachers will show you how to reference your work.

Always credit someone else's ideas and words. Even better, try to use your own.

In New Zealand plagiarism is considered a very serious offence at school and by most New Zealanders. ETC and most schools use computer programmes to scan students' work to find plagiarism.

If you plagiarise at ETC the consequences are serious and you may be expelled from school. If you have paid fees you may not receive a refund.

e.g. Massey University rules say that if you take more than 3 words in a row from any source you must use quotation marks. If you don't they consider it plagiarism.

If you steal your class friends' ideas or work and pretend to the teacher or to your boss that they are your ideas, you will soon have no friends and will be considered untrustworthy.

Re-Assessment & Appeals Procedure

Students who are unhappy with their academic results may approach their Tutor/Work Placement Coordinator or the Director of Studies for a reassessment of their results within 3 months of completion. If the student is still unhappy with the assessment, they may use ETC's Grievance and Complaints Procedure.

ETC's Student Support Services

ETC will provide:

- The ETC emergency 24/7 phone number is to be used if you need urgent assistance. If it is an emergency you must call 111 immediately and ask for Police, Fire or Ambulance depending on the emergency. When it is safe to do so phone the ETC urgent 24/7 phone number.
- Someone to talk to if you need help with anything e.g. feeling lonely, a medical problem, accommodation issues, you are being bullied or any other day-to-day problems that are affecting your academic study or health and welfare. Please do not hesitate to talk to someone at ETC if you have a problem at any time. No problem is ever too big or too small.
- First language support for students if required.
- Mediation, advocacy and support in the event of a dispute on workplace placement.

Suggested Self-Study Programme

Try to do some of the following tasks every day

Vocabulary - Review vocabulary and spelling words. Extend vocabulary into word families.

- Vocabulary strip reading tasks and update notes.
- Keep a notebook with you and write down new words as you find them.

Reading – Review reading tasks. Analyse question types.

- Read for personal enjoyment in English e.g. novels, poetry, newspaper, magazines, etc.
- Keep a reading log – Write down all the places you read English.

Writing – Review writing tasks and teacher feedback. Re-write using teacher comments to improve your work.

- Practise writing in a set amount of time.
- Write notes for yourself in English e.g. shopping list, to do list etc.
- Write emails to classmates and friends in English.
- Practise your hand writing.

Speaking – Take opportunities to speak with native English speakers e.g. in the supermarket, on the bus, at recreational activities (swimming, clubs, sports etc.)

- Practise speaking in front of a mirror, make eye contact and practise body language.

Listening – Take opportunities to listen to native English speakers e.g. in the supermarket, on the bus, at recreational activities (swimming, clubs, sports etc.)

- Listen to the television and radio news. Watch movies in English (you can turn on the sub titles in English and read along as well, or in your language to help you understand).

Homework – Do your homework promptly. Homework helps you remember what you learnt in class. Homework is often an important part of the next day's lesson.

Study Skills – Study in a quiet place. Turn off all distractions (phone, loud music, etc.) Organise your class notes in your folder. Make a study group with classmates.

ETC School Rules

Attendance

- ETC expects all students to attend 100% of their classes.
- Disciplinary action will be taken when attendance falls below 80%. If attendance remains below 80%, a student's enrolment may be terminated. If a student's enrolment is terminated, no refund of fees will be made and affected agencies will be notified e.g. Work and Income, Immigration New Zealand, StudyLink etc.
- Students must attend all classes. If a student is late, sick or going to be absent, they must telephone the ETC office. If they are sick for more than three days, the Student Support Advisor may request a medical certificate from a doctor.
- All appointments should be made for outside class time. If you have an appointment during class time, your tutor may request written proof of the appointment.
- A condition of enrolment at ETC is good attendance of 100%. This means attending all classes. All certificates issued by ETC will include information about your attendance. Sometimes Immigration New Zealand or other government agencies may request a record of your attendance. ETC will supply them with a copy of your academic record and attendance.

Disciplinary Procedures

- If a teacher considers a student to have broken an ETC rule, such as being continually late to class, behaving badly or not doing their homework, the teacher will first discuss the situation with the student so that the student has the opportunity to explain. The teacher will advise that if the behavioural issue, lateness or poor attendance continues then the disciplinary process will be followed.
- If the issue is not resolved, the teacher will issue a first warning in the form of a coloured card (for absence, unsatisfactory effort or behaviour). The card goes on the student's file and a copy of the card is given to the student.
- There is a first warning card, a second warning card and a third warning card with a final warning letter. After the second warning card is issued, the teacher makes it very clear to the student that any further breach of the rules will result in his or her dismissal.
- If absences, unsatisfactory effort or behaviour continue, the student will be spoken to by the Director, Manager or Director of Studies and will be given a letter of termination and asked to leave ETC.
- If the student wishes to appeal the decision, they can ask the Director of Studies for a review of the situation.

- If, at any stage, the student wishes to dispute the warnings and termination process then they will be advised of the formal ETC Student Complaint Process and assisted to make a formal complaint in writing.
- If the situation improves at any time during the process then the Director of Studies can review the situation and the disciplinary warnings may be removed from the student's file.

Instant Dismissal

- For any action which could result in a criminal conviction, such as theft, threats using a weapon, drug use or physical assault on a staff member or another student, ETC may call the Police to report the incident and they may trespass the student from ETC premises. This means that the student is liable to be dismissed and is not allowed to enter ETC premises again.
- Verbal abuse of staff or students, excessive alcohol use, or any behaviour that may cause harm to ETC students and staff or bring ETC into disrepute can also result in instant dismissal.

ETC Student Complaint Process - Grievance Procedures

- If you have a concern or worry about something at ETC that you believe has directly affected you, then it is important that you follow ETC's Student Complaint Process (Domestic Students) to give ETC the opportunity to investigate and respond to your concerns. Your concern may be academic, administrative, homestay or pastoral care related.
- Put your complaint in writing to explain why you are making the complaint. An ETC staff member (Director of Studies or Senior Manager) will meet with you to discuss and work through your complaint to try and find a solution.
- You can ask a friend or relative to help you write the complaint and go with you to any meetings with the ETC staff member or their representative.
- ETC will investigate your complaint and give you a written response explaining the outcome to your complaint within 10 working days.
- If you are not satisfied with ETC's response and the outcome of your complaint, then you can take your complaint to one of the following appropriate authorities:

Domestic students – Tertiary Education Dispute Resolution Service

Tertiary Education Commission (TEC), PO Box 27048, Wellington.

New Zealand Qualifications Authority (NZQA), PO Box 160, Wellington.

ETC Student Complaint Process

**Domestic Local Students
Problems or Complaints**

**Palmerston North, Wellington
& Lower Hutt Campus**

Academic

Personal

Talk to/ or email your teacher

Talk to someone you can trust

Talk to/ or email the Director of Studies
or Senior Teacher

Talk to / or email the
Student Support Administrator

Talk to / or email the Director of Studies or Senior Teacher

If unresolved, complete written Problem/Complaints Form
This can be provided by Student Support Administrator/DOS/ST

Response from or Meeting with a Senior Manager
To discuss written complaint

If unresolved

NZQA

PO Box 160 Wellington Phone: 0800 00 8337

Domestic Students Tertiary Education Dispute Resolution Service

www.tedr.org.nz

* Financial and contractual disputes are complaints that involve the terms of your contract to study or complaints about money, such as refund requests.



Palmerston North Campus

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Senior Manager: Education email: fiona@etc.ac.nz

Director of Studies email: simon@etc.ac.nz



Lower Hutt Campus

Phone: +64 4 974 9984

Email: jacqui@etc.ac.nz

Level 3, McKay House, 92 Queens Drive,
Lower Hutt 5010

Emergency Contact Phone: +64 21 026 57977

Senior Manager: Education email: fiona@etc.ac.nz

Director of Studies email: simon@etc.ac.nz

Senior Teacher email: jeff@etc.ac.nz

ETC Refund Policy

Student Fee Protection

Fees paid by domestic and international students are secure and protected in the event of student withdrawal or the ending of educational instruction or the closure of English Teaching College.

Trust Account

English Teaching College has arranged for the Public Trust to hold fees in accordance with s236A(2)(a) Education Act 1989.

Public Liability

English Teaching College holds public liability and contents insurance with NZI.

ETC Liability

The school shall not be liable if the services we state we offer cannot be provided for reasons beyond our control.

Code of Practice

English Teaching College – ETC is a Signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, (the Code).

Payment of Fees

All fees are calculated in complete weeks and any part week is counted as a complete week.

No compensation is given for Public Holidays when the college is closed.

For domestic students, government fees may assist in the payment of course costs such as materials, NZQA fees, tutorial expenses, and computer costs.

Course Closure

If ETC ceases to be a Signatory to the Code or ceases to be an education provider and is no longer delivering or is not capable of delivering a course as contracted with a domestic or international student learner, the student enrolled will be entitled to receive a refund of the balance of the student fees held by ETC's trustee, which have not already been paid to ETC for academic tuition and administrative purposes.

For a domestic student with a student loan, the loan provider will be paid the appropriate portion of the student's fees. If the student transfers to another course provider, then ETC's trustee will transfer the student's fees to the other course provider's student fee protection arrangement.

For an international student, the appropriate portion of the student's fees can be transferred to another course provider with the permission of Immigration New Zealand. For under 18 year old international students the student's fees can be transferred with permission from the student's parents or legal guardian. ETC's trustee will transfer the student's fees to the other course provider's student fee protection arrangement.

Withdrawal and Refund of Student Fees

In accordance with s236A of the Education Act 1989.

Prior to course commencement date

If a student chooses to withdraw from their course, prior to the course commencement date, they must contact ETC in writing to withdraw their ETC enrolment application. The student will be entitled to a full refund less the non-refundable administration fee of \$500.

After course commencement date

If a student voluntarily withdraws from their programme of study, the English Teaching College Cancellation and Refund Policy sets out the student fee refund entitlements after the course has commenced.

English Teaching College Cancellation and Refund Policy

English Teaching College Cancellation and Refund Policy			
Type of student	Course length	Withdrawal period	Amount of Refund
Less than 3 months			
International Students	Less than 5 weeks	Up until the end of the 2 nd school day of the course	50% of total fees paid
		From the 3 rd school day onwards	No Refund
	Between 5 and 12 weeks	Up until the end of the 5 th school day of the course	75% of the total fees paid
		From the 6 th school day onwards	No Refund
Domestic Students	2 days or less	None	No Refund Director's discretion
	More than 2 days, less than 5 weeks	Up to the end of two calendar days of the course commencing	A minimum of 50% of the amount the student paid in respect of the course
	More than 5 weeks, less than 3 months	Up to the end of five calendar days of the course commencing	A minimum of 75% of the amount the student paid in respect of the course
Three months and greater			
International and Domestic Students	13 weeks and greater	International: Up until the end of the 10 th school day Domestic: Withdrawal occurs up to the end of the 8 th day after the start of a course	International: From the 11 th school day onwards. Domestic: From the 9 th school day onwards.
		International: ETC may deduct up to 25% of the fees paid, provided ETC incurred costs to this amount and can justify these costs. Domestic: Full refund, less administration costs of up to 10% of the total fee or \$500 whichever is lesser.	International: No Refund Director's discretion Domestic: No Refund Director's discretion

No Refund

In the 'No Refund' situations identified in the English Teaching College Cancellation and Refund Policy, the Director reserves the right to make part refunds in exceptional cases.

No refunds will be made where international students are asked to leave the school because they fail to comply with the school regulations.

Student Visa Declined

Students whose visa application is declined will be entitled to a full refund less the non-refundable administration fee of \$500. Proof of visa rejection must be submitted to office@etc.ac.nz

Transfer to another ETC course of study or change of ETC campus

For domestic students who wish to transfer to another course of study at ETC or another ETC campus, they may withdraw from their current course of study up until the end of the eighth day after their course commencement. The Director/Senior Manager, at their discretion, may transfer the balance of tuition fees to another course or campus at ETC (in either Wellington or Palmerston North), subject to availability of the requested course or campus. No cash refunds will be given except in exceptional circumstances at the discretion of the Director.

Termination

No refunds will be made where domestic or international students are asked to leave ETC because they have broken ETC School Rules, the Student Code of Conduct or failed to comply with ETC's regulations, which include poor attendance or behaviour.

Method of Refund

- Where tuition fees have been paid by student loan or scholarship provider, any balance of fees, less academic and administrative costs, will be repaid directly to the loan provider.
- Where tuition fees have been paid by credit card then, where possible, refund of fees, less academic and administrative costs, will be made to the same credit card.
- Where tuition fees have been paid by bank transfer or internet banking then, where possible, refund of fees, less academic and administrative costs, will be made to the same bank account.
- Students under the age of 18 years must have evidence and signature of parental approval to withdraw from their course with instructions of bank account details for

the refund to be transferred to.

- Apart from the methods of refund outlined above, any refund, less academic and administrative costs, will be paid into the New Zealand bank account of the enrolled student.

ETC HOUSE RULES

Please read the following important information about ETC's rules and expectations of student behaviour and conduct when students are attending ETC.

Change of Address or Phone Number or Email address

- Tell us if you move to another address or change your phone number or email address. We need to keep your contact details updated so please let us know of any changes.

Dress Code

- Clean and tidy clothing is required when you are attending your course.
- You must wear appropriate smart clothing during work experience, visiting outside agencies or attending a job interview.

Behaviour

- A high standard of behaviour and respect for others is expected at all times, in and out of the classroom. This includes class trips away from the school.

Housekeeping

- You are responsible for keeping the kitchen and common room areas tidy. Tutors may create a class roster system for cleaning if common areas are not kept clean and tidy. Students rostered for duties are expected to participate in these duties.

Mobile / Cell Phones

- Please make sure your mobile is on silent at all times during class times.

Personal Property and Insurance

- You are responsible for your own property such as bikes, mobiles, MP3, computer equipment, books and translators. ETC takes no responsibility for your own property on ETC premises.

ETC Equipment and Property

- All ETC property must be used carefully. Any damage to ETC property must be reported as soon as possible. Students may be required to pay for any wilful damage.

No Smoking or Vaping.

- ETC has a **No Smoking** and **No Vaping** policy. This means that smoking or vaping is not allowed in the building at any time.

No Spitting

- It is very unhealthy to spit. In New Zealand it is very disrespectful to spit in public.

No Alcohol or Drugs

- Alcohol and drugs are not to be used or brought to ETC.
- You must not attend classes under the influence of drugs or alcohol.
- The legal age to drink alcohol in New Zealand is 18. Students under 18 should not drink alcohol.
- Breaking these rules can result in instant dismissal from your course with no refund of fees.

Computers

- No food or drink is allowed in the computer area.
- No computer games are to be played during class time.
- Do not use the Internet for any illegal purposes or for viewing pornographic or violent material.
- Downloading of games, movies, programmes, music or other non-course related material is not permitted on ETC computers.
- Storage devices like memory cards/flash drives, cannot be used on ETC computers without the approval of the course co-ordinator.

Living in New Zealand

Medical Assistance

If you or a family member are unwell go to the doctor's clinic first. The doctor will send you to the hospital if you are seriously ill. Do not go to the hospital emergency clinic to see a doctor unless it is after the doctor's clinic has closed at night. Hospitals are for emergencies only.

Visiting sick people in hospital

- Phone the hospital to find out which room the person is in and when the visiting hours are.
- Most visiting hours are between 2 pm and 4pm daily.

Medical Assistance - Palmerston North

City Doctors, 22 Victoria Avenue, PN	06 355 3300
The Palms, 445 Ferguson Street, PN	06 354 7737
Health Hub, Downtown Mall, PN	06 358 7282
Palmerston North Public Hospital, 50 Ruahine Street, PN	06 356 9169

Health Line 0800 611 116

This is a free service. Phone the Health Line for advice about a medical situation.

Emergency and urgent assistance

*If you have any concerns about your safety at any time in an emergency situation then phone **111** and tell the operator where you are and what service you want - Police, Fire, or Ambulance.*

If you have any concerns about your safety when living in a homestay then you must phone the ETC 24/7 urgent assistance phone immediately. The number is:

021 228 8450 for Palmerston North

Health and Safety Information

- In summer, the New Zealand sun is very hot and it is easy to get sunburnt in a short amount of time. If you are outside for a long time then wear a hat, sunglasses and a long sleeved top. Always apply sunscreen to exposed skin, especially to your face, ears and back of your neck and reapply sunscreen regularly whilst outside.
- Remember to drink lots of water to keep hydrated.

- In winter, it can be cold, windy and wet so wear several layers of clothing including a warm waterproof jacket, a woollen hat, gloves, warm socks and covered shoes.
- In winter, many people in New Zealand use an electric blanket to warm the bed. Do not sleep with the electric blanket turned on or place items on top of the electric blanket when it is on as it may cause a fire. Always make sure the electric blanket is turned off during the day as it is using electricity and it may overheat causing a fire.
- Do not share drinks or drink bottles. Meningitis and Hepatitis are dangerous infectious diseases and are easily caught sharing drink bottles, drinks, cups and cutlery.
- Never accept a drink, a cigarette or a tablet/pill from another person.
- In New Zealand the legal age to drink alcohol is 18 years. Please drink responsibly. It is illegal to drive if you have been drinking under the age of 20 years. **Do not drive if you have been drinking at any age.**
- The legal age to buy cigarettes and vaping products is 18 years. We advise our students not to smoke or vape. Most places including bars, cafes, restaurants and shopping malls in New Zealand are smoke free. This means that you are not allowed to smoke inside these buildings. If you want to smoke you must find a designated smoking area where you are allowed to smoke.
- Do not take illegal drugs or other people's medicine.
- Do not lend or borrow money, credit cards or mobile phones.
- Do not share your bank card's PIN number with anyone.
- Health information is available at ETC. Contact information for local doctors and health services is provided in your enrolment pack. You may talk to their tutor, the Homestay Coordinator, their homestay host or ETC's Student Support staff to be given more specific health information.
- Any conversations regarding your health and wellbeing will be kept confidential.

New Zealand Road Rules

NZ Road Code Learn the NZ road rules at: <https://www.nzta.govt.nz/roadcode>

Walking

- Always use the footpaths. Where there are no footpaths, it is always safest to walk on the side of the road facing cars coming towards you so you can see the cars coming.
- Use pedestrian crossings when crossing a road because a car must stop for you when you are on the pedestrian crossing.

Hitch-hiking

- ETC strongly advises you to use public transport when travelling.
- Hitching a ride from strangers can be dangerous.

Bikes

- You must wear a helmet every time you ride your bike.
- Do not cycle on the footpath, it is for walking only.
- At night always have your bike lights on. Lock your bike when you are not using it, or it may get stolen.

Motorbikes

- Always wear a helmet. You need a driver's licence to ride a motor bike on the road.

Driving in New Zealand

Cars

- International driver's licences are legal for the first 12 months only and then you must get a NZ driver's licence. You must carry an English translation for your international licence when you are driving.
- ETC strongly recommends you have car insurance if you are going to drive in New Zealand.

NZ driver licences

- **Learners** – do not drive alone, you must drive with another fully licenced driver.
- **Restricted** – do not drive with passengers (unless they have a full licence) and limited driving at night.
- **Full** – you can drive with friends and family in the car at any time.

Car safety

- The driver and passengers must always wear a seat belt. Young children must be in a child's car-seat in the back seat of the car.

W.O.F - Warrant of Fitness

- You must get regular checks for your car so it's safe to drive on the road. This is called a Warrant of Fitness (WOF). The car is examined and checks that everything in the car is

working e.g. good tyres, brakes and lights etc.

- You will be given a sticker for your car window screen for the police to see that your car is safe to drive. <https://www.nzta.govt.nz/vehicles/warrants-and-certificates/warrant-of-fitness/>

• **Car Registration**

- Your car must be fully registered to drive. If your car doesn't have a WOF nor registration, you must not drive the car.
- You buy your car's registration from Waka Kotahi so you can drive your car on the road.
- Your car needs to show both your WOF and car registration stickers on your car's window screen at all times. If you do not have current WOF and registration stickers on your car's window screen you will have to pay a fine to the government.
- Check the expiry dates of your WOF and registration stickers so you know when to renew them.
 - For further information go to <https://nzta.govt.nz/vehicles/licensing-rego/vehicle/licensing-rego/>

Speed Limit

- The fastest you can drive in New Zealand is 100 km per hour. Look out for red circle road signs which show a number in the centre to make sure you are doing the correct speed. Some examples of road speeds are:
- When passing a bus in town it is 20 km per hour. Passing a school you must drive at 40 km per hour. In the city or town it is 50 km per hour. In the country, on the open road, it is usually 100 km per hour.

Car Accident

- You must not drive if you do not have a current, valid car licence.
- You must have motor vehicle insurance to cover you if you drive a car.
- If you are involved in an accident, then do not leave the scene of the accident. Phone your host parent/s, the Homestay Coordinator or the ETC emergency phone. They will tell you what to do and come to help you if they can.
- If you are at fault in an accident you may be expected to pay the insurance excess. This could be \$1,000 or more. If you do not have insurance this could be many thousands.

Private Rental Accommodation

Tenancy Information for Students who are in Private Rented Accommodation

Landlords and Tenants both have legal rights and obligations when they agree to a tenancy in the Tenancy Agreement.

Definition:

Tenant: A person or group that rents and occupies a house, flat, etc. from another person or business for an agreed period of time.

A Tenant must:

- The tenant must pay the rent on time.
- Keep the house/flat clean and tidy.
- Make sure the house/flat is used to live in, not to run a business from or rent out rooms to other people for a short time.
- Advise the landlord as soon as possible of any damage or repairs that are needed.
- The tenant has to repair or pay for the repair of any damage caused deliberately or carelessly by the tenant or tenant's guests. If it is not the tenants fault the landlord should pay.
- Make sure that there are no more than the maximum number of people (if specified in the Tenancy Agreement) living in the house/flat at any one time. (NB: This does not apply to short term visits from your friends, boyfriend/girlfriend, parents etc.).
- When they leave, the tenant must remove all of their goods and leave the house/flat clean and tidy. Remove all the rubbish, return all keys etc. and leave the premises with all the chattels as provided by the landlord e.g.; light fittings, curtains, carpet, rugs, kitchen appliances etc.
- Allow the landlord reasonable access to show prospective tenants, buyers through the property.
- Pay all bills relating to electricity, gas, telephone, and metered water (if provided for in the Tenancy Agreement)
- Check with the landlord before having a pet. Many landlords will not allow dogs or cats

A Tenant must not:

- Deliberately or carelessly damage the house/flat or permit anyone else to damage the house/flat. The tenant is not responsible for damage caused by a trespasser as long as the tenant took all reasonable steps to prevent it.

- Use the house/flat for any unlawful purpose or permit anyone else to do so.
- Interfere with the peace, comfort and privacy of other tenants or neighbours, or permit anyone else at the house/flat to.
- Attach anything to the house/flat or renovate, alter or add to the building, except as the Tenancy Agreement allows or with the Landlord's written permission.
- Change the locks without the Landlord's permission.
- Unreasonably refuse entry to the Landlord when he/she is entitled to enter.
- Sublet or transfer the tenancy to someone else without first getting the Landlord's written agreement.
- The tenant is to repair or pay for the repair of any damage caused deliberately or carelessly by the tenant or tenant's guests.

Definition

Landlord: The owner of real estate, such as a house, flat, apartment building, or land that is leased or rented to another person or entity.

A landlord must:

- Give the tenant receipts for rent if rent is paid in cash or by other negotiable means.
- Give the tenant a statement saying what period the rent paid relates to, if asked.
- Give the tenant 60 days' written notice of a rent increase.
- Give the tenant 48 hours' notice of an inspection.
- Give the tenant 24 hours' notice of entry to repair.
- Do any necessary repairs.
- Make sure the locks and fastenings are adequate and secure.
- Tell the tenant if they want to sell the home/flat, apartment building or land.
- Pay back the tenant for any urgent repair work that the tenant has had done (as long as the tenant has notified the landlord before having the work done).
- Make sure the property is clean and in a fit and habitable condition at the beginning of the tenancy and is maintained to this standard during the tenancy.
- Pay all outgoing e.g. rates, insurance, land tax etc.
- Take reasonable steps to ensure that tenants aren't disturbed by the landlord's other tenants.

A landlord must not:

- Ask for more than 2 weeks rent in advance or ask for more rent to be paid before the rent already paid has run out.

- Inspect the property more than once in 4 weeks, except to check on work done by the tenant.
- Harass the tenant or interfere with a tenant's reasonable peace, privacy and comfort or allow others to do so.
- Interfere with any utilities e.g. gas, water, electricity supply or telephone.
- Unreasonably withhold permission for a tenant to sublet or transfer the tenancy to someone else if subletting or transferral is not prohibited by the Tenancy Agreement. (A landlord can set reasonable conditions on subletting or transferral, however any discrimination in terms of the Human Rights Act would be held to be unreasonable).
- Unreasonably withhold permission for a tenant to attach any fixtures.
- Change the locks without the tenants consent.
- Enter the property except as permitted by law or with the tenant's consent.

A Landlord may:

- Write into a Tenancy Agreement how many people are allowed to stay in the house/flat.
- Write into a Tenancy Agreement that the tenant is not allowed to sublet or transfer the tenancy to anyone else.

For further information, contact the Department of Building and Housing www.tenancy.govt.nz or Citizens Advice Bureau www.cab.org.nz or 0800 367 222 (free call)

Work/Employment Rights

International Students who are studying at ETC for at least 14 weeks' full time can work part time (up to 20 hours a week) whilst they have a current Student Visa.

Domestic students can work without restrictions

A guide to workers' rights in New Zealand can be found at:

<https://www.employment.govt.nz/starting-employment/rights-and-responsibilities/minimum-rights-of-employees/>

The information on this website is available in English and 40 other languages.

Summary

Every full-time, part-time, fixed-term and casual employee in New Zealand has a legal right to minimum employment entitlements. These standards are applicable by law and designed to make workplaces safer and fairer for everyone.

An employer cannot force an employee to agree to less than the minimum standards, but employers and employees can negotiate for better terms in an individual or collective agreement.

What do the Minimum Rights cover?

In New Zealand, all employees and employers are entitled to the following benefits:

- ✓ minimum pay wage
- ✓ equal pay and equal rights
- ✓ health and safety
- ✓ accurate record keeping
- ✓ break entitlements
- ✓ public holidays and annual holidays
- ✓ sick leave
- ✓ bereavement leave
- ✓ parental leave and parental leave payments
- ✓ flexible working arrangements
- ✓ trial periods
- ✓ the right to join a union

Employers who do not comply with the minimum standards may incur a penalty from the **Employment Relations Authority**. These penalties also apply to employers who do not follow proper health and safety guidelines.

An employer cannot force an employee to sign an agreement that contradicts or offers less than minimum entitlements. Even if an employee does not sign an employment agreement or agrees to less than the minimum standard, they are still entitled to their minimum employee rights under employment law.

What are the Minimum Employment Rights?

The following is a list of the minimum employee rights in greater detail:

- four weeks of paid annual holiday per year
- 12 public holidays per year
- up to 52 weeks' parental leave
- five days of paid sick leave per year after the first six months, and an extra 15 days can be carried over to a maximum of 20 days
- three days' paid bereavement leave for certain family members, one day for non-family members
- rest and meal breaks must be provided or compensated for
- all rest breaks are paid
- relevant [minimum wage](#) paid *
- overtime paid at minimum wage per hour
- payment of wages to be made in cash
- unpaid leave while on jury duty

These are just some of the minimum rights and obligations that employers and employees must abide by. Every employment agreement is different depending on the industry, job title and the organisation itself. But the entitlements can never be less than the minimum standard.

There are a few jobs that international students are not allowed to do. These are in the commercial sex industry.

If you want any more information or help with your C.V etc., please talk to your teacher or the office staff who can help you.

*Adapted from: <https://employsure.co.nz/guides/other-employment-relations/minimum-employee-rights/>

Inter-Cultural Practice

ETC is a multicultural school with staff and students from many backgrounds. At ETC everyone respects and values their own cultures, languages and beliefs, and those of others.

We encourage students to make connections between their own worlds and the worlds of others, to build on shared interests and the things we have in common. If there is a 'culture clash' we encourage you to negotiate and find a solution to the problem.

Our staff can help students understand the differences between their home environment and the New Zealand environment. We will help students to communicate and empathise with others and to have a great experience at ETC. We offer opportunities for staff and students to think about their own beliefs and attitudes and how these affect themselves and others.

Te Ao Māori – The Māori World View

What are the values of Te Ao Māori?

The following are some key core Māori values and their general meaning.

Rangatiratanga: The right to exercise authority and self-determination within one's own iwi (people/tribe).

Manaakitanga: Hospitality, kindness, generosity – supports the process of showing respect, generosity and care for others.

Kaitiakitanga: Guardianship, stewardship, trusteeship, trustee.

Whanaungatanga: Relationship, kinship, sense of family connection – a relationship through shared experiences and working together, which provides people with a sense of belonging.

Wairuatanga: The indisputable spiritual connection between people and their environments.

Kotahitanga: Unity, cohesion and collaboration.

Mātauranga: Māori/mana whenua knowledge and understanding.

ETC embraces the values of Te Ao Māori in the design and delivery of our programmes and the respect and care we take of our staff and students.

Cross Cultural Communication

Cross cultural communication is about how we communicate with different cultures. It is also about the challenges and benefits of relating to other cultures and the efforts people make to overcome any misunderstandings. Communication refers to language, gestures and body language, e.g. some cultures make eye contact with everybody when they are talking to them and some don't.

Getting it right: Understand misunderstandings happen! We think that how we behave and act is the right way so we need to accept that some people from different cultures might do things differently and think that it is the right way. We can make the effort to accept all the different ways of doing things.

Different languages: Problems can occur when different languages are spoken. Even talking the same language can sometimes lead to misunderstandings as some words have different meanings when you use them in different ways, or in different countries or cultures. Also, if you are in a mixed group of people, talking a common language like English means everyone can understand. This is polite rather than talking in your own language only.

Non-verbal communication: The way we dress, the way we express ourselves through our body language, eye contact and gestures are also ways we communicate. A simple gesture like nodding the head means YES in some cultures and NO in others. If you are not sure, check that you have received the right message.

Preconceptions and stereotypes: Stereotypes involves thinking we know someone based on our image of how we think they are or should be. It may be a set of characteristics that we assume all members of a group share. This may be true or it may be false. It might mean that we have the wrong idea about someone and lead to bias or discrimination.

Making up our mind before finding out the facts: People tend to make sense of the behaviour and communication of others by looking at it from their own cultural point of view. Try and find out why the other person is behaving or communicating a certain way before getting upset.

High anxiety: Sometimes being confronted with a different cultural perspective will make us anxious if we don't know how to act or behave and know what is considered to be appropriate. For example: A Japanese student and an Afghani student having lunch together where both are unsure of each other's culture and eating requirements. If in doubt ask. People are usually really happy to talk about their culture and way of doing things.

Some Useful National Phone Numbers

Police Station (Palmerston North)	06 351 3600
Police / Fire / Ambulance (Emergency Calls only)	111
Non-urgent calls	105
The Translation Service	0800 872 679
Citizens Advice Bureau (for free information and advice)	0800 367 222
CADS (Community Alcohol & Drug Service)	0800 787 797/text 8681
Gambling Helpline (help to stop gambling)	0800 654 655/text 8006
Life-Line (if you are lonely or depressed)	0800 543 354
Free text 4357	
Youth Line (if you have a problem)	0800 376633
Free text 234	
Plunket Line - information about young children	0800 933 922
1737 – Need to Talk? (Feeling anxious or depressed)	Text 1737
Alcohol Drug helpline	0800 787 797
Quit Line- quit smoking	0800 778 778

Some Useful Websites

ETC - English Teaching College	https://www.etc.ac.nz
Driving in NZ - NZ Transport Agency	https://www.nzta.govt.nz
Immigration New Zealand	https://www.immigration.govt.nz
Ministry of Education	https://www.education.govt.nz
Automobile Association	https://www.aa.co.nz
CADS (Community Alcohol & Drug Service)	https://www.cads.org.nz
Sexual Wellbeing Aotearoa	https://sexualwellbeing.org.nz
Safer Gambling Aotearoa	https://www.safergambling.org.nz https://gamblinghelpline.co.nz
Buying a car:	https://www.aa.co.nz/cars/buying-a-car/car-buying-guide https://www.nzta.govt.nz/vehicles/buying-and-selling-a-vehicle

Study Contract (Student Copy)

I acknowledge that I have received, read and understand the contents of the ETC student handbook. I have had the opportunity to ask questions for clarification.

In signing this agreement, I agree to abide by the rules and conditions stated within the handbook and understand that should I breach any of the mentioned rules I may be subject to disciplinary action.

I understand that if I wish to withdraw from my course or my circumstances change in other ways that affect my course, it is my responsibility to inform the ETC office. This agreement also covers re-enrolments within 10 weeks from the end of my last enrolment period. Thereafter I will need to sign a new contract.

Student's Full Name _____ [print]



Student's signature _____ Date _____

✂.....

Study Contract (ETC Copy)

I acknowledge that I have received, read and understand the contents of the ETC student handbook. I have had the opportunity to ask questions for clarification.

In signing this agreement, I agree to abide by the rules and conditions stated within the handbook and understand that should I breach any of the mentioned rules I may be subject to disciplinary action.

I understand that if I wish to withdraw from my course or my circumstances change in other ways that affect my course, it is my responsibility to inform the ETC office. This agreement also covers re-enrolments within 10 weeks from the end of my last enrolment period. Thereafter I will need to sign a new contract.

Student's Full Name _____ [print]



Student's signature _____ Date _____