



IGQ Golf College Limited

STUDENT HANDBOOK

2024/2025

Version 20 - 15/01/2024

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WELCOME

Welcome to **IGQ Golf College**, where people with ambitions in golf have the opportunity to realise their dreams and maximise their full potential to compete or obtain employment in the fast growing golf industry.

The IGQ Golf College, approved by NZQA and the Ministry of Education, offers the world wide recognised qualifications in Golf Coaching, Tournament Golf and golf skill improvement. The IGQ Golf College also offers short term programmes for golf lovers who would like to have their golf skills and knowledge recharged with our NZPGA golf professionals.

The IGQ Golf College, principally located at Coringa Golf Club, is proud to be considered one of the leading golf training establishments in the world. It includes some of the finest coaching and practice facilities in Christchurch, New Zealand and a Championship Golf Course of 6,497 metres (7,200 yards), including the ideal wet weather practice facilities.

The programmes and tutors offer a superb combination of training, teaching and assessment. The programmes are supported by top class facilities and a top class PGA coaching team enabling you to develop and enhance the skills you need to succeed in golf at top amateur or professional levels.

The Programme Designer's 30 years of professional golf experience has created courses that are totally golf related and based on the established principals of golf. We are confident that the graduates of IGQ will step out with the skills and knowledge that meet current market needs; and will have a bright employment future in the global market place.

Your professional golf career starts from IGQ.

We look forward to helping you make the most important step in your future golfing career!

The following information will provide you with a better understanding of the responsibilities that go with studying at IGQ Golf College.

This handbook was prepared to help make you aware of what you can expect from IGQ Golf College and what IGQ Golf College expects of you.

Campus address

IGQ Golf College
680 McLeans Island Road
Harewood
Christchurch, 8005
Ph: (03) 359 0303
Email golf@igq.co.nz

Mailing Address

IGQ Golf College
P O Box 8868
Riccarton
Christchurch
New Zealand

PEOPLE WHO CAN HELP YOU AT IGQ GOLF COLLEGE

Principal

Dennis Xue

See Dennis if you have questions or problems with

- Accommodation/Home stay/Flatting
- Immigration/Visas
- Primary Emergency contact 24 hours, 7 days per week Cell phone 021-357166
- Health
- Insurance

Student Care Coordinator and Dean of Administration

Lin Wang

See Lin if you have questions or problems with

- Coaching/Learning Plan
- School activities
- Attendance/Leave/Holidays
- Second Emergency contact 24 hours, 7 days per week Cell phone 021-2955439
- Translation/Interpretation
- General communication problems

Director of Coaching**Peter Davis**

See Peter if you have questions or problems with

- Your study programme
- Progress tests
- Class placement
- Teachers, materials
- New courses

Administrator/Director/Student Liaison**Haiyan Pan**

See Haiyan if you have questions or problems with

- Fees, Credits, Payments & Course Costs
- Your homestay situation
- Student trust account balances
- Personal matters
- Class timetables

All our staff at IGQ Golf College are here to help you so please feel free to approach them at any time.

STUDENT INFORMATION***Important Contact Numbers in Christchurch for personal services you may require during your time at IGQ Golf College***

IGQ Golf College Reception	03 3590 303
Student Coordinator and 24/7 emergency contact	021 357166
Administrator and second 24/7 emergency contact	021 2955439

Emergency

Fire, Police, Ambulance	111
Police non-emergency with no immediate response	
68 St Asaph Street	363 7400

Emergency Doctors/Medical Assistance

Riccarton Clinic	
4 Yaldhurst Road, Upper Riccarton	343 3661

Moorhouse Medical & Pharmacy

3 Pilgrim Place, Christchurch	365 7900
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24 Hour Surgery

Cnr Colombo Street & Bealey Avenue	365 7777
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Dental Treatment

Garden City Dental, 237 Bealey Ave	379 6222
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Taxis

Blue Star	379 9799
First Direct Taxis	377 5555

Legal Advice

Community Law Centre, 198 Montreal St	371 3819 www.communitylaw.org.nz
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Family Planning Advice – contraception and advice Family Planning Assoc, 9 Washington Way	379 0514
Ethnic Affairs Language Line – access to Government services in foreign languages	www.ethniccommunities.govt.nz
Free Financial Budgeting Ch-Ch Budget Service, 4/473 Brougham St	366 3422
New Zealand Immigration Service Free phone For all matters relating to Visas and immigration Crystal Plaza 73-75 Cathedral Square	0508 55 88 55 www.immigration.govt.nz
Christchurch Visitor Information Centre 9 Rolleston Ave	379 9629
Gambling Hotline Asian Family Centre for problem gambling www.choicenotchance.org.nz	0800 654 655 0800 862 342
Drug and Alcohol Services Alcohol & Drug Association 215 Gloucester St www.adanz.org.nz	379 8626 or 0800 787 797
Citizens Advice Bureau 4 Jeffreys Rd	0800 367 222 www.cab.org.nz
Advice on rental accommodation agreements Tenancy Tribunal Tenants Protection Association	0800 836 262 www.tenancy.govt.nz www.tpa.org.nz
Information about accommodation for International students in Christchurch	www.christchurcheducated.co.nz/life/accommodation
Human Rights Commission www.hrc.co.nz	0800 496 877 or

REPORT OF EXTERNAL EVALUATION AND REVIEW BY NZQA

IGQ Golf College Limited was externally evaluated and reviewed by NZQA on 11 October 2017 and NZQA issued the following statements of confidence on educational performance and capability in self-assessment:

“NZQA is confident in the educational performance and confident in the capability in self-assessment of IGQ Golf College Limited”

COURSES AVAILABLE AT IGQ

NZQA Approved Courses at a glance. (Please note that the level 6 course is subject to approval and accreditation from NZQA and is shown to reflect the position if and when it is approved).

□

NZ Diploma in Sport, Recreation and Exercise (Multi-sector) Golf (NZQA Level 6)	
Length (Weeks)	30
Hours per week	40
Credits	120
In	<9 HCP
Out	6 to +3 HCP



NZ Diploma in Sport, Recreation and Exercise (Multi-sector) Golf (NZQA Level 5)	
Length (Weeks)	30
Hours per week	40
Credits	120
In	<18 HCP
Out	<9 HCP



NZ Certificate in Sport, Recreation and Exercise (Multi-sector) GOLF (NZQA Level 4)	
Length (Weeks)	30
Hours per week	40
Credits	120
In	□ None
Out	<18 HCP

NZQA Accredited Courses Details

The Level 4 and Level 5 programmes are approved by the New Zealand Qualifications Authority (NZQA) under Section 439 of the Education Act 2020, and IGQ Golf College Limited is accredited to provide it under section 441 of the Act.

Course Name: New Zealand Certificate in Sport, Recreation and Exercise (Multi Sector) (English/Mandarin) Level 4

Programme Number: 125732-2. Owned by IGQ Golf College Limited, Total Credits: 120, Total Learning hours: 1200

Key Information

Duration: 30 weeks or 34 weeks including holiday weeks

Start Dates: The first term commences on 15th January 2024 and January 13th 2025. Thereafter on the 26th February, 29th April, 22nd July and 14th October for 2024 and 24th February, 28th April, 14th July and 6th October for 2025

Programme – Full time 40 hours per week

Course Aim and Content

The programme has been specifically designed to assist students who have an interest in golf as a vocation. The programme supports the development of the business of golf by preparing students for employment opportunities within the industry. The programme has been specifically designed for learners who are committed to playing, coaching, caddying and other employment opportunities in golf and who have made the decision that further study will assist them to achieve their aspirations.

Course Modules include Golfing Skills 1 and 2, the language of golf, an introduction to exercise physiology and golf coaching, short game, rules and etiquette of golf, long game, club fitting and design, course management, an introduction to golf caddying, teaching and coaching Technologies, events management and personal management skills.

Entry Requirements, Course Delivery methods, Assessment methods

Entry Requirements;- When making an application to enter this programme of study students must be able to:

- Provide evidence of fundamental movement skills (i.e. providing evidence of sporting achievements)
- As approval has been granted by the NZQA for the bilingual delivery of training (English and Mandarin) the programme there will not be any need for the students to pass an English language test prior to being admitted to the programme. The students must however, demonstrate a commitment to studying in an English speaking environment and to developing their English speaking skills.
- Demonstrate a desire to develop their golfing ability
- Demonstrate an interest in pursuing a career in the golfing industry
- Demonstrate a commitment to completing the course of study

(It is anticipated that the majority of the applicants to this programme will have prior learning in the sport, recreation and exercise areas)

Course Delivery Mode and Methods

The delivery mode is on a face to face and blended learning modes

This program is delivered in both English and Chinese Mandarin.

A range of teaching/learning methods will be applied including: Facilitator lead tutorials, Group work, supervised practice, self-directed study and practice, assigned readings, web searches, field work, presentations by resource personnel, student presentations, simulations and role plays, and workshops.

Assessment methods

Throughout the programme the students will be involved in a range of formative and summative assessment activities including: examinations, tests, assignments, article reviews, the preparation of a timeline, a teaching practicum, presentations, maintaining logs, practical activities and report writing.

Course Outcome and Future pathways

Outcome

Graduates of the New Zealand Certificate in Sport, Recreation and Exercise (Multi Sector) (English and Mandarin) Level 4 will be able to:-

1. Promote the benefits of sport, recreation and exercise activities, programmes and/or events to individuals, groups and/or communities using industry knowledge, concepts and trends.
2. Plan, monitor and role model safe, ethical and professional practical procedures for self and others while operating within sport, recreation and/or exercise environments.
3. Perform tasks and activities within own scope of practice to achieve sport, recreation and exercise outcomes for individuals, groups and/or communities.
4. Assist in developing a range of sport, recreation and/or exercise activities, programmes and/or events to meet the needs of individuals, groups and/or communities.
5. Apply principles of exercise science to deliver health and wellness solutions to meet the needs of individuals, groups and/or communities.
6. Deliver a range of sport, recreation and/or exercise activities, programmes and/or events for individuals, groups and/or communities.

Future Pathways

Educational – Completion of this programme leads to the New Zealand Certificate in Sport, Recreation and Exercise (Multi-sector) (English/Mandarin) Level 5. There are other Level 5 courses offered in the sport, recreation and exercise areas such as sports coaching, programme management and community development if working in the golfing community is not your preferred option.

Employment – graduates could consider working in golf related roles including tournament golfer, golf coaching, golf caddying, golf club official, golf development assistant, golf shop assistant or golf equipment sales person. Other working environments could include an event co-ordinator, sports co-ordinator, sports team coach

Course Name: New Zealand Diploma in Sport, Recreation and Exercise (Multi Sector) (English/Mandarin) Level 5

Programme Number: 125787-2. Owned by IGQ Golf College Limited, Total Credits: 120, Total Learning hours: 1200

Key Information

Duration: 30 weeks and 34 weeks including holidays

Start Dates: The first term commences on 15th January 2024 and January 13th 2025. Thereafter on the 26th February, 29th April, 22nd July and 14th October for 2024 and 24th February, 28th April, 14th July and 6th October for 2025

Programme – Full time 40 hours per week

Course Aim and Content

The programme has been specifically designed by the IGQ Golf College to assist students who have an interest in pursuing careers related to the golf industry. While the programme has a focus on the game of golf, students will acquire knowledge and skills that will enable them to work in other sport, recreation and exercise endeavours.

The programme builds on and extends the knowledge and skills that the students acquired when studying IGQ's level 4 programme of studies or when studying and/or participating in other similar or related programmes and/or activities.

Course Modules include Golfing Skills 1, 2 and 3, an introduction to the Science of Golf, Personal Management Skills, an introduction to Teaching/Coaching Golf, short game, Event Planning and Management and the Business of Sport, Recreation and Exercise.

Entry Requirements, Course Delivery methods, Assessment methods

Entry Requirements;- When making an application to enter this programme of study students must be able to:

- Provide evidence of fundamental movement skills (i.e. providing evidence of their previous involvements in sports, recreation and exercise activities).
- As approval has been granted by the NZQA for the bilingual delivery of training (English and Mandarin) the programme there will not be any need for the students to pass an English language test prior to being admitted to the programme. The students must however, demonstrate a commitment to studying in an English speaking environment and to developing their English speaking skills.
- Demonstrate an interest in developing their golfing ability
- Express an interest in studying sports, recreation and exercise related topics.
- Demonstrate an interest in working with others.
- Demonstrate a commitment to completing the course of study
(N.B. When selecting recruits for this programme of study, preference will be given to applicants who have successfully completed prior study including the New Zealand Certificate in Sport, Recreation and Exercise Level 4)

Course Delivery Mode and Methods

The delivery mode is face to face and blended learning modes

The delivery methods include;- Facilitator lead tutorials, Group work supervised practice, self-supervised study and practice, assigned readings, web searches, field work, presentations by resource personnel, student presentations, simulations and role plays, workshops seminars, peer teaching and coaching and instructing others.

Courses are delivered in English and Mandarin

Assessment methods

Throughout the programme the students will be involved in a range of formative and summative assessment activities including: examinations, tests, assignments, article reviews, the preparation of a timeline, a teaching practicum, presentations, maintaining logs, practical activities and report writing.

Course Outcome and Future pathways

Outcome

Graduates will be able to:-

- Integrate knowledge-concepts and trends across the sport, recreation and exercise industries to inform professional practice.
- Plan monitors and role model safe, ethical and professional practices for self, other and organisations while operating in sport, recreation and exercise environments.
- Lead and manage a range of tasks and activities within their own scope of practice to achieve sport, recreation and exercise outcomes for individuals and/or communities.
- Supervise others to ensure safe, ethical and professional practice and procedures in sport, recreation and exercise settings.
- Apply concepts and theories of exercise science to develop health and wellness solutions to meet the needs of individuals, groups and/or communities.
- Develop, co-ordinate and evaluate the delivery of a range of sport, recreation and/or exercise activities, programmes and/or events to meet the needs of individuals, groups and/or communities.

On successful completion of the programme, learners will be awarded the New Zealand Certificate in Sport, Recreation and Exercise (Multi-sector) Level 5 as approved by the Toi Mai Workforce Development Council

Future Pathways

Educational – Students who successfully complete this programme may articulate to the New Zealand Professional Golf Association Gateway programme and the Open Polytechnic of New Zealand Bachelor of Applied Management programme, or other Bachelor programmes offered in the sport, recreation and exercise areas such as sports coaching, programme management and community development if working in the golfing community is not your preferred option.

Employment – graduates could consider working in golf related roles including tournament golfer, golf coaching, golf caddying, golf club official, golf development officer, golf shop manager or golf equipment sales representative. Other working environments could include an event Manager, sports co-ordinator, managing Sports Academies, managing sports teams, Sports/Recreation Centre Manager.

Non NZQA Accredited Courses Details

Course Name: 4 to 12 week Golf Beginner Programme (Elementary) NON NZQA Accredited Course

Code: GBPx

Key Information

Duration: 4 to 12 weeks

Start Dates: The first term commences on February 27 2023 and January 15th 2024. Thereafter on the first Monday of each month

Programme – Full time 20 hours per week

Course Content

This course contents are built around student based learning on a golf practice range and a golf course with top class teaching professionals, it covers the subjects' areas of Swing mechanics, short game, on course development research, performance assessment and scoring evaluation enabling the students to make substantial improvements in every aspect of their game. The course is approximately 25% theory and 75% practical and is generally a course involving motor skills rather than cognitive learning.

Placement and Assessment

This course will need students in good physical condition and who have a basic knowledge of English to enable communication. The assessment will be the improvement in the students New Zealand Golf Handicap Index from commencement until the end of the course

Career

The Golf Beginner programme aims to develop the skills, and knowledge and understanding of anyone who wants to improve their golf as well as those people interested in pursuing a career in the international golf industry. The programme also forms an ideal preparation for either the certificate in Golf Development, or the Diploma in Golf Coaching or the Diploma in Tournament Golf.

Course Name: 4 to 12 week Golf Intensive Programme (Advanced) NON NZQA Accredited Course

Code: GIPx

Key Information

Duration: 4 to 12 weeks

Start Dates: The first term commences on February 27th 2023 and January 15th 2024. Thereafter on the first Monday of each month

Programme – Full time 40 hours per week

Course Content

This course contents are built around student requirements where they wish to intensively work on aspects of their golf game. They may wish to work as an example on their short game, course management, putting chipping or wish to concentrate on maybe two aspects. The aim of the course is to enable the students to make substantial improvements in specific aspects of their game. The course is approximately 25% theory and 75% practical and is generally a course involving motor skills rather than cognitive learning.

Placement and Assessment

This course will need students in good physical condition and who have a basic knowledge of English to enable communication. They will require a handicap of less than eighteen to benefit from the course. The assessment will be the improvement in the students New Zealand Golf Handicap Index from commencement until the end of the course

Career

The Golf Intensive programme aims to develop the skills, and knowledge and understanding of anyone who wants to improve their golf as well as those people interested in pursuing a career in the international golf industry. The programme also forms an ideal preparation for either the Diploma in Golf Coaching or the Diploma in Tournament Golf.

Course Name: 1 to 3 week Golf Tour Programme (NON NZQA Accredited Course)

Code: GTPx

Key Information

Duration: 1 to 3 weeks

Start Dates: The first term commences on February 27th 2023 and January 15th 2024. Thereafter on an as is requested basis

Programme – Full time 40 hours per week

Course Content

The programme is designed to be flexible enough to cope with specific needs of the clients. Golf tours can be arranged to include both sightseeing and playing top class resort courses in the South Island of New Zealand. Course costs are dependent on the structure of each tour and varies depending on the quality of accommodation sought, the method of transport i.e. air or bus and the number of golf courses that the clients wish to use.

Placement and Assessment

As this course is custom designed for each client the only requirement for the golf tour is that the customers preferably have a golf handicap.

Career

The golf tour may make customers aware of other courses that are run by IGQ Golf College.

RECOGNITION OF PRIOR LEARNING

There are two types of recognition for prior learning as it applies to IGQ Golf College Limited:-

- Recognition of Credits from other institutions and credit transfer
- Recognition of prior learning and or experience.

Credit Recognition and Credit Transfer Policy.

The credit transfer is a process whereby credit already achieved is recognized towards a new qualification. This may occur on a case-by-case basis between the individual and IGQ Golf College or between two or more organizations or providers.

Principles

The following principles are intended to apply across sectors, cultures and countries and to compliment government obligations under the Treaty of Waitangi.

- Qualification, course and programme development should promote and facilitate credit recognition and transfer.
- The key focus of credit transfer decisions should be on the benefit for learners and supporting effective learning pathways.
- Transparency in credit recognition and transfer decision-making is a critical factor in supporting the ongoing involvement of our learners in education and training.
- Credit transfer and recognition should be able to operate across different cultures and national borders with robust policies and procedures in place to support this.
- Credit awarded as a result of recognition of prior learning or recognition of current competency is of equal standing to credit awarded through other forms of assessment and shall be able to be carried with the learner once awarded.

Objectives

The following objectives underpin an effective and productive credit transfer system. They are essential to ensuring that the interests of learners are paramount.

- Credit transfer decisions should be fair and recognise learning in an appropriate way.
- Credit transfer decisions should be defensible, consistent and open to scrutiny.
- Credit transfer decisions should be timely so that a learner's ability to access programmes is not unnecessarily inhibited.
- Credit transfer processes should facilitate access and promote new learning opportunities without compromising the quality or standards of qualifications.
- Clear and coherent information should be readily available on the types of pathways that a learner may expect to progress following the awarding of credit transfer decisions.
- Learners, providers and assessors should have a clear understanding of what may be expected in relation to an application for credit transfer.
- Learners must have recourse to review and appeal of credit transfer processes and decisions.

Outcomes

The following outcomes should result from applying the above principles and objectives.

- Credit will be granted for recorded success, whether or not it forms part or all of a complete qualification.
- Credit will be granted at the highest level consistent with the learner's demonstrated level of competence.
- Credit transfer arrangements will recognise the distinctive characteristics of qualifications.
- Where credit is not granted, IGQ Golf College will provide clear reasons for the decision.
- IGQ Golf College will have procedures in place to enable learners to seek a review of initial decisions on credit transfer matters.
- Information about credit transfer arrangements will be readily available to all learners.

Application and Assessment Processes

For credit transfer from another educational body

- Student obtains certified copies of courses and units completed along with schedules of contents for which they wish to apply for credit transfers from that educational body
- The assessment panel, must meet within five working days, which will include the Operations Principal and the Director of Coaching who will assess the comparison between the courses already completed and IGQ Golf College courses.
- The assessment panel may decide on a complete cross credit where the two units are substantially the same in content, outcomes and credit values.
- Where there are significant differences in content, learning outcome and credit values the RPL panel may do any of the following:
 - Give a partial cross credit and require the student to sit specific parts that were not included in the first unit.
 - Require the student to sit a small test on enrolment to check on the student's knowledge of the subject area.
 - Award the appropriate cross credit values
 - Decline the application entirely.
- The assessment panel must advise the applicant of their decision promptly, giving the student the opportunity to discuss further or to present additional information.
- If the applicant believes the assessment panel have assessed incorrectly, the panel must advise the student of his rights of appeal to the Board of Directors for review.

For credit transfer for prior experience

- Student obtains certified copies of courses and or work experience from their employers or golf club for which they wish to apply for credit transfers.
- The assessment panel, must meet within five working days, which will include the Operations Principal and the Director of Coaching will assess the comparison between the courses already completed and IGQ Golf College courses.
- The assessment panel may decide on a complete cross credit where the prior experiences are substantially the same in content, outcomes and credit values. i.e. where the student has substantial golf experience he may be awarded the Level 3 certificate and commence at Level 4.
- Where there are significant differences in content, learning outcome and credit values the RPL panel may do any of the following:
 - Give a partial cross credit and require the student to sit specific parts that were not included in the first unit.
 - Require the student to sit a playing test and a series of golf drill tests to establish the student's knowledge of the subject areas.
 - Award the appropriate cross credit values
 - Decline the application entirely.
- The assessment panel must advise the applicant their decision promptly, giving the student the opportunity to discuss further or to present additional information.
- If the applicant believes the assessment panel have assessed incorrectly, the panel must advise the student of his rights of appeal to the Board of Directors for review.

SCHOOL TERMS

IGQ Golf College has four terms per year.
IGQ school terms in 2024 and 2025 are the following:

Term 1: 15 January 2024 – 12 April 2024	13 January 2025 – 11 April 2025
Term 2: 29 April 2024 – 5 July 2024	28 April 2025 – 27 June 2025
Term 3: 22 July 2024 ~ 27 September 2024	14 July 2025 – 19 September 2025
Term 4: 14 October 2024 ~ 20 December 2024	6 October 2025 – 19 December 2025

College Intake Dates (All Mondays)

2024: 15 January, 26 February, 29 April, 22 July, 14 October

2025: 13 January, 24 February, 28 April, 14 July, 6 October

IGQ SHUTTLE SERVICES

The shuttle services are provided at no cost to students. The shuttle services' operational hours are as follows:

Monday to Friday: 7:50am Burnside & Redwood* to IGQ campus
 5:30pm from IGQ Campus to Burnside & Redwood *

*Redwood stop: Corner of Barnes Road & Main North Road

*Burnside stop: Southwest corner of Memorial Avenue & Grahams Road (In front of 235 Memorial Avenue).

Alternative pickups may be organized by arrangement.

It is the student's responsibility to be at the designated pick up point on time. If the student misses the shuttle it is up to him to arrange to get to college, either via his own transport, taxi or calling the college and arranging for a staff member to pick him up. There will be a pick up charge of \$ 50 for this. Students must be in the college grounds within two hours of the official start time or they will be recorded as absent.

HEALTH & SAFETY POLICY

IGQ Golf College is committed to providing a safe workplace for all who might work at, study at or visit these workplaces. Our focus is on sustainable, continuous improvement in health & safety performance through leadership and behaviour change. Whilst management has the ultimate responsibility for health and safety standards, employees and students have a responsibility to ensure their own safety, and the safety of others in the workplace.

Management will:

- Comply with the Health & Safety in Employment Act, and associated regulations, codes of practice, guidelines and standards

- Accurately report, record and investigate all injuries or near miss incidents
- Take all practicable steps to eliminate, isolate or minimize harm from hazards
- Provide employees with health & safety training, education and supervision
- Put in place procedures for dealing with emergencies that may arise
- Support the safe and early return to work/study of injured employees/students
- Consult with staff, students and their representatives on all health & safety matters
- Maintain an understanding of health & safety management relative to their positions
- Review the Health & Safety processes annually

Employees and Students will:

- Actively contribute to hazard identification and management
- Report work related injuries and incidents promptly and accurately
- Adopt safe work practices
- Encourage others to do the same
- Participate in safe and early return to work program

DRESS CODE for IGQ GOLF COLLEGE

The IGQ Golf College’s dress code is strictly enforced – your cooperation is appreciated.

All coaches and students are responsible for the appropriate dress of themselves and their guests.

Dress rule in **Golf course** and **Driving range**:



ACCEPTABLE

- Collared shirts must be worn.
- Jerseys, jumpers, vests, and jackets suitable for golf wear.
- Tailored style shorts, trousers, and skirts. Tidy designer jeans are allowed.
- Socks must be worn and can be long, ankle or trainer length.
- Golf shoes with soft spikes. Normal sport shoes that will not cause indentations on greens.



UNACCEPTABLE

- T-shirts without collars, singlet tops, cropped or tank tops, or anything that might be considered offensive or untidy.
- Brief shorts, beach shorts, tracksuits/pants and tights.
- that can leave indentations on greens.



Notice:

- If you are not properly dressed you will not be allowed on the course and driving range.
- Golf shoes must be removed before entering classrooms and offices.

CAMPUS RULES

- Our campuses are generally English only zones. Please try your best to use English at all times. To assist in communication some classes may use Mandarin to help explain examples.
- No smoking inside any building at all times.
- Mobile phones **must be turned off and locked up** during all morning classes with the exception that when on the practice area or on the golf course at least one student must have a telephone on for emergency health and safety reasons.
- All food must be eaten in the student cafeteria or designated areas.
- The computers may only be used by IGQ Golf College students.
- All visitors must report to reception.
- Telephone the school by 9.00 am if you are sick.
- Go to reception if you are late for class.
- You will be marked absent if you are more than 10 minutes late for class.
- A minimum of 80% attendance is a required condition of your student visa.
- You may not use the campus photocopier without permission.
- A reasonable standard of dress is expected on campus. Refer also to Dress Code
- Keep the class room and cafeteria area tidy and clean.
- Place your personal belongings in the designated area.
- Leave your golf shoes outside of the class room.
- Spitting is not acceptable in New Zealand.
- Chewing gum is not permitted on campus.
- Keep the toilet area clean.
- Obey the club rules.

CLASSES and TOURNAMENT REQUIREMENTS

Like many new students who have just arrived in New Zealand, you will find the education system here very different. Classes might be smaller and you will be expected to contribute to classroom discussions, to have opinions and express ideas. You will also be expected to take personal responsibility for your own study, golf playing rounds and progress.

During Orientation you will be advised of IGQ Golf College's academic requirements as well as the rules of the college.

Tournament Requirements.

- 12 external tournaments per year (Such as Canterbury events, club open tournaments and Happy Days)
- 12 Club tournament events where two students will play with two Coringa Club members.

Course Books and Stationery

All students must buy their own course book and stationery when requested. Sometimes there are second hand books available for sale – please check with reception. Please check with your teacher what stationery you will need to purchase for the class.

NB: No student will be admitted to class without the required stationery and correct notes. This is to avoid disturbing students who wish to work.

DUTY TEACHING ASSISTANTS

To provide opportunities for Diploma in Golf Coaching students to practice their learning, teaching and develop their leadership skills, a student will be assigned as a Duty Teaching Assistant on a weekly basis. The duties include:-

- Interpreting for new students should they have difficulty understanding their coaches
- Directing junior students practice
- Involvement with the Junior Golf Development programme.

The Duty Teaching Assistant is required to keep a log book recording the tasks they have completed and the hours spent on each task. A Duty Teaching Assistant of the Month Award will be given to the student who has done an outstanding job.

BEHAVIOUR POLICY

First and most importantly, we expect you to have the ability to make your education with us very successful. Competency counts!

Please bring with you the same enthusiastic, positive attitude that you brought on your first day. You and your classmates cannot work effectively without it.

We regard all our students as competent professionals. We trust that you as a student will behave in a responsible, professional manner. We will expect you to:

- Act honestly and with integrity in all your dealings with and within our organization.
- Consistently study and perform in your course to the best of your ability and in a way that is consistent with class expectations.
- Be an effective, supportive member of your class.
- Participate actively in your course of study.

It is expected that all staff and students treat each other with respect. Verbal or physical abuse, bullying, harassment, or sexual harassment by any staff member or student will not be tolerated.

If student's persistently disrupt classes or are guilty of sexual harassment or physical abuse and or bullying the company will invoke the termination of enrolment procedures as covered in our Student Handbook under Termination of Enrolment.

ATTENDANCE POLICY

Good attendance is crucial to you being able to study in New Zealand and to passing your exams.

It is the policy of IGQ Golf College in accordance with the New Zealand Immigration, that all students maintain an 80% or above attendance average.

Please note: Immigration considers all days you are not at school (including sick days) to be absences – even if you have filled out a student request form.

Warning Process for Absenteeism

If a student is often absent without satisfactory explanation:-

- On the third occasion the student will receive a warning letter for poor attendance.

If the student continues to be absent, and his average attendance falls below 80%:-

- The student will receive a second warning letter.

If the student still continues to be absent, and his attendance falls below 80%:-

- The student will receive a third and final letter and will be expelled from the school.

On the third warning letter, IGQ Golf College will contact the New Zealand Immigration. Immigration may then choose to revoke the student's visa.

Please note: If a student's attendance record is below 80% that student will not receive a certificate when he/she leaves the school.

LATE POLICY

It is important that you are on time for all your classes. If you arrive after class has begun you will be marked 'late' on the teacher's attendance sheet. If coming in late will disrupt the class then your teacher may ask you to wait until after the break. If you arrive more than 30 minutes late for any class you will be marked absent

Driving conditions, trouble finding a park or missing the bus are unacceptable reasons for lateness. Please make sure you give yourself enough time to get to school and class on time.

Any student who does not attend class in the morning or after the afternoon break by greater than 30 minutes will be marked absent for that class.

Any student who does not attend assembly or an organized off-site activity will be marked absent.

Any student who is late for 3 times will be marked as being absent for the equivalent of one day.

Warning Process for Lateness

If a student is late 3 times without satisfactory explanation:

- They will be given a verbal warning.

If a student continues to be late a further 3 times

- The student will receive a warning letter for lateness.

If the student still continues to be late a further 3 times

- The student will receive a second warning letter.

If the student is given a third and final letter - IGQ Golf College will inform the New Zealand Immigration Service if his attendance falls below the 80% attendance requirement.

SPECIAL LEAVE POLICY

The New Zealand Immigration Service expects all student visa holders to study full-time and maintain an above 80% attendance rate. Therefore, students are not entitled to holiday. However, if you would like to request leave for a special reason, you must speak with the Principal immediately

Important

Special leave includes

- Accidents and emergencies.
- Life and death situations.
- Bereavement (with proof).

SICK LEAVE

If you are unable to come to school because you are sick, you must ring the school before 9.00 am and let us know. If you are sick for more than 3 days you must bring a medical certificate from a New Zealand registered doctor.

Important

Fees must still be paid during leave

IMPAIRED PERFORMANCE POLICY

Impaired performance is where students cannot complete an assessment or test because of circumstances beyond their control. These include

- Accidents and emergencies.
- Life and death situations.
- Bereavement (with Proof).
- Illness or injury.

Students who are unable to attend tests or complete assignments for any of the reasons above should immediately contact the Dean of Administration to apply for an appropriate agrotat pass. Agrotat passes will be considered by the academic staff where the student has previously satisfactorily completed his/her studies and an assessed grade will be made based on the student's previous results in that subject or subjects. Where circumstances are sufficiently serious and the student cannot complete the course they may be offered the opportunity to apply for suspension of their studies until their circumstances have changed.

Where the student believes that they have been unfairly treated in their application for an agrotat pass they may appeal the decision to the board of Directors of the Company.

CHEATING POLICY

IGQ Golf College does not allow cheating during tests or assessments. Cheating is seen as a very serious offence in New Zealand, especially for mature students.

The following are signs of cheating:-

- Talking (in any language).
- Whispering.
- Looking at another student's work.
- Showing your work to other students.
- Signalling answers (with hands or sounds).
- Copying.
- Taking hidden answers into the test or assessment.
- Listening to answers from a Walkman or mobile phone.
- Writing notes to other students in any language.
- Exchanging papers with another student.
- Emailing answers to another student.
- Leaving the test room unaccompanied.

If a teacher thinks a student is trying to cheat, the following ACTION will be taken:

The Procedure

STEP 1: The teacher will give a warning to stop, and then

STEP 2: The teacher will move the student to another seat, and then

STEP 3: The student(s) will be removed from the test room

If a student has been cheating, the **CONSEQUENCES AFTER THE TEST WILL BE:**

Step 4: If a student has been removed from a test, the teacher will report the matter to the Principal.

One or more of the following will happen:

- The student will be given a result of ZERO.
- The student will be requested to sit another completed test or completed assessment.
- The student's parents/agent will be informed of the incident.
- The student will be expelled from IGQ Golf College.

TERMINATION OF ENROLMENT

From time to time a student's conduct may be of sufficient concern to warrant termination of their enrolment with IGQ Golf College.

Possible poor conduct includes:

- Supplying false information on enrolment – about medical conditions, qualifications, age or information required to obtain your visa.
- Any behaviour that may result in Immigration NZ revoking the student's visa/permit.
- A pattern of behaviour that suggests the student is not a bona-fide student: a history of poor attendance or sleeping in class.
- Behaviour that endangers the life or well-being of the student or another person.
- Repeated breach of Home stay rules.
- Repeated breach of School rules.
- Breach of New Zealand laws.

Under such circumstances the following shall apply.

Stage One

Where an incident of poor conduct arises, the Principal shall conduct an investigation into the alleged misconduct.

The student concerned shall be advised in writing that an investigation is being undertaken. The reasons for the investigation and the possibility of termination of enrolment must be clearly stated in the advice to the student.

Stage Two

Stage Two

On completion of the investigation, the Principal shall convey in writing to the student a summary of what the investigation disclosed. The student shall be afforded five days to respond to the Principal.

Stage Three

After five days, the Principal shall make a finding on the information. The student shall be advised in writing of the finding.

The Principal shall seek comments from the student's agent or family prior to arriving at a finding.

Stage Four

If a student is dissatisfied with the outcome (s) he may involve the Disputes Policy.

If the misconduct is of sufficient seriousness, the Principal may suspend the student pending an outcome under Stage Three.

If a student has her/his enrolment terminated, IGQ Golf College shall not refund any Tuition Fees. Unused Home stay fees shall be refunded.

REFUND POLICY

IGQ Golf College Refund Policy is based on a student's "Path of Study". The definition of Path of Study (for International students) is:

Path/Course of Study is defined as the total length of the program the student has chosen to study; as detailed in their Offer of Place and accepted by payment and enrolment.

The formula for calculating a student's refund is as follows:

For courses of greater than three months:

- Withdrawing in first 10 working days of Path of Study
Deduction of up to 10% of tuition fees paid

For courses of five weeks or more but less than three months:

- Withdrawing in first 5 working days of Path of Study
Deduction of up to 10% of the tuition fees paid

For courses of up to four weeks:

- Withdrawing in the first two working days of Path of Study
Deduction of up to 10% of the tuition fees paid

No refund will be given after the above last withdraw dates.

International students may, in certain circumstances, apply for a compassionate refund. This is only considered when withdrawal circumstances are beyond a student's control.

The Grounds for Consideration of Compassionate Refund of Fees and Charges is applicable to both domestic and International students.

If you withdraw from a course, IGQ Golf College is obliged to inform the New Zealand Immigration Service if you are on a student visa.

TRANSFER POLICY

If you wish to transfer to another Learning Institution before your course at IGQ Golf College is finished, the company is under no obligation to transfer any remaining tuition fees to the new Institution.

STUDENT FEE PROTECTION POLICY

IGQ Golf College operates a trust account with the Public Trust office in Lower Hutt that complies with s236A of the Education Act 1989. This trust account is also used to indemnify student fees. In the event that IGQ Golf College ceases to trade or cancels a course student fees for any uncompleted part of the course are protected by the trust account. This arrangement has been accepted by the New Zealand Qualifications Authority as meeting the requirements of its student fee protection policy.

EDUCATION (PASTORAL CARE OF TERTIARY and INTERNATIONAL LEARNERS) CODE OF PRACTICE 2021 ACT and NZ STUDENT VISAS and WORKING IN NZ

IGQ Golf College is a signatory of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 Act which allows the College to accept International students for courses of longer than three months, allowing students to apply for a New Zealand Student Visa. A summary of the code can be found at the end of this student handbook at Appendix A. A full copy of the latest version of the Code may be found at the Administration office of IGQ in English and Mandarin or alternatively a full copy may be downloaded from:- <https://www.nzqa.govt.nz/providers-partners/tertiary-and-internationallearners-code/> or read our Code Implementation Guidance

The Code provides the framework for most of the requirements detailed in this student handbook for attendance, enrolment refunds, termination of enrolment, insurance requirements, student fee protection and homestay services. IGQ Golf College provides confirmation to Immigration New Zealand that for students under 18 years that the student accommodation is compliant with the Education (Pastoral Care of International Students) Code of Practice 2016 and its amendments of 2019.

New Zealand Immigration issue the student visas, normally renewable annually, but it is the student's responsibility to ensure they have a valid visa at all times they are in New Zealand. Each student visa is multiple entry for the issue period of the visa. The student visa will also show whether the holder is entitled to work part time during college terms and for how many hours per week, as well as full time during college vacation times. If the visa does not stipulate working hours you must not work whilst in New Zealand.

For further information on working in New Zealand useful information on minimum wage rates, student visa working hours and other work related issues can be found at www.govt.nz

GRIEVANCE PROCEDURE FOR STUDENTS

It is our policy to enable students to speak about their problems to management who will give full consideration to your problem or complaint. You will not be discriminated against for presenting a complaint or requesting a discussion about a problem. The sole purpose of this problem solving procedure is to seek a solution to any complaint or problem you have to the satisfaction of both you and IGQ Golf College.

The Procedure

Step One: If you are unhappy with some aspect of your subject, with one of your teachers, or your grades assessments, the first person to speak with is the Director of Coaching. Hopefully the issue will be resolved at this point.

Step Two: If, after talking with the Director of Coaching, you still think that the issue has not been resolved, make an appointment with the Dean of Administration and the Principal of Operations.

Step Three: If, after talking with the Dean of Administration and the Principal of Operations, you still think that the issue has not been resolved, write to the Chairman of the Board.

Step Four: If you still feel that the issue has not been resolved, you may contact the following organizations for dispute resolution depending on the type of complaint:

For complaints of a financial or contractual nature contact <http://www.istudent.org.nz/student-complaints>.

For complaints about courses, teaching or assessments contact The Tertiary Education Dispute Resolution Service on website <https://tedr.org.nz> by e-mail contact@tedr.org.nz

This organisations act for all Private Training Establishments who are registered with NZQA for the Education (Pastoral Care of International Students) Code of Practice 2016. The service is free to students.

COMPULSORY MEDICAL AND TRAVEL INSURANCE

As a signatory to the Education (Pastoral Care of International Students) Code of Practice 2016, IGQ Golf College requires that all international students have appropriate, comprehensive, and current medical and travel insurance for the duration of their study. Students whose course of study is greater than one year are required to purchase insurance annually. Guidelines determining the appropriate insurance principles are available on the New Zealand Qualifications website www.nzqa.govt.nz/providers-and-partners/code-of-practice/tertiary-guidelines-code-of-practice (outcome 3)

The requirement that all international students have appropriate, comprehensive, and current medical and travel insurance before being registered is in addition to all other entrance and registration requirements. IGQ Golf College recommends two medical and travel insurance plans -Southern Cross Healthcare or Uni-care Educational Travel Insurance Service. However students are welcome to arrange their own insurance, but they must have a copy of their insurance policy in English available at registration, or their arrival in New Zealand.

Contact details for the two insurance providers recommended are:

Southern Cross Healthcare

www.scti.co.nz

Phone (International) +64 (9) 359 1602; (New Zealand) 0800 800 571

Uni-care Educational Travel Insurance Service www.uni-care.org

Private Bag 68910, Westhaven, Auckland 1145, New Zealand

Tel: 64-9-362 4039

Email: insure@uni-care.org

HOME STAY POLICY

IGQ Golf College strongly recommends that students read the articles in the NZQA website publication "Studying in New Zealand" Open the website <http://www.nzqa.govt.nz/studying-in-new-zealand/>. As you read down on the pages now open there are additional information in the blue areas which can be opened and viewed. Some open other areas within the NZQA website, but some open in other government department websites such as the following websites:

- www.studyinnewzealand.com
- www.nzready.immigration.govt.nz
- www.education.govt.nz
- www.education-newzealand.org
- www.enz.govt.nz

These websites have a series of articles that provides information on Visa and student permits, the Education (Pastoral Care of International Students) Code of Practice 2016, what you are allowed to travel to New Zealand with legally and recommended things to bring with you. It covers types of accommodation available, some facts about New Zealand, the people, shopping, culture shock and how to cope, banking services and money matters. There are some very good sections on Living in New Zealand, including ways to get about, cars and driving, recreation and sports and then an excellent section on Looking after yourself which includes items on general health, medical insurance, alcohol and drugs and keeping safe. Throughout the publications they refer you to many other websites for additional information.

For additional information on Christchurch, New Zealand useful websites are www.ccc.govt.nz and www.christchurcheducated.co.nz and www.christchurchnz.net

IGQ Golf College vigorously encourages all students to live with a New Zealand home stay family as it is the best and fastest way to learn English and about New Zealand culture.

Instances where students have an emergency and need to contact the Student Care Coordinator contact Lin Wang on his cell phone 021 295 5439. This phone number is available 24 hours per day, 7 days per week. In the unlikely event that he cannot be contact the second emergency number is the Administrator/Student Liaison, Sammi Yan whose cell

phone number is 022 0827 360. The third emergency contact is the Dean of Administration, Graham Norquay on 021 354 238. (The first two emergency contacts are fluent in Chinese)

All home stays are carefully selected, police vetted, and frequently visited by us or our accommodation agents, Kelly Fung or International Student Care Limited staff to ensure a safe and comfortable living environment. You will be treated as a member of the home stay's family and expected to participate in this role. This may require you to help with light housework and go on family outings.

All students under 18 years of age must accept the home stay accommodation arranged by us or our accommodation agents. IGQ Golf College provides confirmation that the accommodation is compliant with the Education (Pastoral Care of International Students) Code of Practice 2016. Residential caregivers have written agreements with IGQ Golf College which specifies the role and responsibilities of each party in relation to the care of the student, and the basis of hand-over for each transfer during the period of enrolment and/or the end of the enrolment with appropriate notification to the parent or legal guardian on each occasion of transfer.

If you are over the 18 years of age and accept the home stay accommodation arranged by us, Kelly Fung or International Student Care Ltd, then the minimum period of home stay is 8 weeks.

If you are unhappy with the home stay, you should inform the Student Care Coordinator, Kelly Fung or International Student Care Limited and a new home stay may be arranged.

If you wish to leave the home stay, you must give a minimum of 2 weeks' notice to IGQ Golf College, Kelly Fung or International Student Care Limited and to the home stay. If you are under the age of 18, written permission from a parent or guardian is also required.

If you leave a home stay, any unused portion of home stay fees will continue to be managed by IGQ Golf College.

The home stay fees will not be refunded to you in one amount, but will be paid fortnightly while you are studying at IGQ Golf College. Any remaining fees will be refunded at the end of your course.

International Student Care Limited can also help you arrange hostel or apartment accommodation.

HOME STAY RULES AND REGULATIONS

The following items are a brief description only and should be read in conjunction with the NZQA website information "Studying in New Zealand"

- Inform your home stay family by 4.00 pm if you are going to be late home for a meal.
- Be helpful and offer to wash or dry the dishes or help with other household chores.
- Keep your room neat and tidy and make your bed in the mornings.
- Be friendly and polite at all times.
- Use English language in the house as much as possible.
- Always ask your home stay for permission before inviting a friend to come and visit you.
- Your friends should leave the home stay by 8.30 pm unless agreed otherwise by your home stay.
- Your dress standard should be such that it does not cause embarrassment to your home stay or anyone else.
- Please ensure showering or baths take no longer than 10 minutes. Leave the bathroom and toilet clean after use.
- Ask permission from your home stay before using the telephone. Make any telephone calls to your home country 'collect' or use a phone card.
- Ask permission from your home stay before using any electrical appliances.
- Ensure that you do not overuse the telephone or internet. Many host families only have one line. Talking on the phone for long periods can annoy the host family as they may wish to make a phone call or be expecting a phone call. Ask your home stay about any rules they may have regarding your use of the phone line.
- The dining room is for eating meals.
- The living room is for relaxation and enjoying the company of one another, watching television or family activities.
- The wash house or laundry is for washing or ironing clothes.
- The toilet or bathroom is for your convenience to relieve yourself or to wash your body and teeth. Do not brush your teeth or wash clothes in the kitchen sink.
- The kitchen is used for preparing meals and washing dishes only.
- The bedroom is for study or sleeping, not to entertain friends.
- Never return to your home stay in a drunken state.

- The use of drugs not prescribed by a doctor will result in the student being asked to leave the home stay and the student being expelled from the college.
- If you are the last to leave the home stay house please ensure all windows and doors are locked.
- Junior students under 18 years of age must return to the home stay before 9pm on weekdays and 10pm on weekends.
- Senior students must return to the home stay before 10pm on weekdays and 12pm on weekends. If students wish to stay out later they must request permission and inform the Home stay where they are going and who they will be with.

LIVING IN A NEW ZEALAND HOME STAY

Your Host Family

- Try to remember that, just as you feel shy and strange with them, they will feel the same towards you. Their ways are strange to you and yours are strange to them. Here are a just a few things that past students have found hard to adjust to:-
- We do not have bars or grills on the windows of our houses as the crime rate is not high in New Zealand. However, always make sure that the house is secure at night and when you leave. This means all external doors are locked and all windows are closed.
- You may want to spend much of your time studying in your room. However, it is polite to spend a little time each evening with your hosts. When you go to your bedroom say “goodnight” to your host family – don’t just disappear! Saying “goodnight” is an important ritual in New Zealand. Going to bed without saying “goodnight” usually indicates that a person is angry or offended.
- Make sure you join your host family if invited to go on a trip or visit friends etc. You will get to know more of our country, you will make new friends and you can practice your English.
- Many New Zealanders spend time in the evening watching TV. Even through you may not understand what you are watching, it is often good for you to watch with your host family. This will help with your English and help you feel part of the family.
- In our culture it is considered very bad manners to eat noisily. Please make sure you don’t make noises while you chew or drink.
- If your host family arranges to go somewhere that involves expenses (e.g. dinner at a restaurant) offer to pay your share. They may not accept but will feel pleased that you offered. If your host family invites you to go away for the weekend with them, they will inform you of any costs you may be expected to pay.
- Always let your host know if you are going out and what time you expect to be back. If you are going to be late, make sure you telephone and let them know. Your hosts feel responsibility for your safety and welfare and they worry if they do not know where you are.
- If you are going to be away overnight or for the weekend, tell your family where you are going and when you will be back.
- New Zealanders are quite private people and adults do not ask each other questions like “How old are you?” and “Are you married?” or “How much do you earn?”
- Beckoning with the finger with the palm up or down is also not very polite, and when we order food in a restaurant we always say “please” and “thank you”. Clicking your fingers at a person is also very rude.
- Sniffing loudly is also very offensive. You should ensure you have a cotton handkerchief or paper tissues with you and use these to clear your nose, quietly. Never clear your nose into a sink.
- If you are with friends from your own country and there are New Zealanders close by, it is courteous to speak to each other in English as much as possible.
- New Zealanders like to keep a lot of space around themselves except with very intimate friends or members of the family. If you find a Kiwi is moving away from you as you speak, it is because you have moved too close to him/her.

Using the Bathroom

In New Zealand we wash and rinse ourselves once a day in the bath or shower. Remember that everyone in New Zealand has a limited supply of water. Be careful not to spend too long in the shower – 10 minutes should be enough time.

You should also provide your own toothbrush. If you do not wish to use the host family’s toothpaste, shampoo, or soap, you are required to purchase your own. Girls – please remember not to clutter the bathroom with your cosmetics.

Caring for your Bedroom

It is the New Zealand custom to sleep between two sheets and under blankets or a duvet. Sleep between the sheets, not with the blankets/duvet next to your skin. Your sheets will be changed every week (or as required).

You are expected to make your bed each day before you go to school and keep your room tidy. Take all food and rubbish out of your room.

If you do not know how to make your bed, ask your home stay to show you how.

Never stick posters or anything to your bedroom walls without asking your host family.

Many students may be shocked to find that there is no lock on their bedroom door. If you feel very insecure about not being able to lock your bedroom door, tell the Student Care Coordinator and they will discuss it with your host parents. It is better not to ask them yourself as they may feel offended that you do not trust their family. The Student Care Coordinator can discuss this tactfully with them.

Electricity

You may want to bring electrical appliances to New Zealand with you. New Zealand's electricity supply is 230 volts, single phase and 50 hertz. Please use a transformer.

Keeping warm

The first principle is to wear warm clothing. New Zealand houses are heated in winter but sometimes not every room is heated. The cost of power for heating is considerable so we try to use as little as possible. Your hosts will not be pleased if you turn on an electric heater while you are wearing light cotton clothes and perhaps have bare feet. When you feel cold you should wear warm clothing in the house and add more layers when you go outside. Buy yourself some warm pyjamas to wear in bed. Ask your hosts if you need more blankets on your bed.

Your hosts may supply you with an electric blanket or allow you to buy one for yourself. Electric blankets are for warming the bed before you get into it, and should be turned off when you go to bed. Many house fires in New Zealand are caused by electric blankets overheating when they have been left on for long periods.

NEVER try to dry clothes or towels by putting them on or very close to an electric or gas heater.

You should also try to keep dry. Make sure you have waterproof outer clothing; it is probably a good idea to buy these clothes in New Zealand. You will need shoes that keep out the rain and an umbrella.

Food

You may find our food hard to get used to. However, we always ask your hosts to cook lots of rice and noodles, especially when you first arrive. New Zealanders eat a lot of meat, which is very cheap here, but we do not eat as much seafood as you do because it is quite expensive in New Zealand.

You will usually find New Zealanders eat large meals. Please don't be afraid to tell your host family if your meals are too big. Your home stay will probably have gone to a great deal of trouble to prepare your meals, so please always remember to say "thank you".

Sometimes your host family will allow you to cook. Often host families enjoy learning how to cook different food from other countries.

Don't keep food in your bedroom unless you have asked with your hosts and don't get up in the middle of the night and cook food in the kitchen.

If you feel hungry please tell your home stay parents.

If you have any problems please talk to the Student Care Coordinator who will help you to sort the problem out.

Meal Times

Usually meals in New Zealand are eaten at the following times:

Breakfast:	7.00am – 8.00am
Lunch:	12.00 pm – 2.00 pm
Dinner:	5.30pm – 7.30pm

New Zealanders also enjoy short snack breaks called morning tea (10.30am) afternoon tea (3.00pm) and supper (8.30pm).

Typical Foods

Breakfast: cereal and toast, juice, tea or coffee
Lunch: sandwiches, fruit, juice, tea or coffee
Dinner: meat, potatoes, and vegetables

Some host families will eat their meals together at the table. However, some may simply sit on the sofa and eat their meal. Students should eat their meals with their host family. Meal times are often the time when New Zealanders have a chance to exchange information about their day.

Helping around the house

You are not expected to help around the house but it is very polite to do simple tasks such as washing the dishes, making your bed, light cleaning or setting the table. Your hosts may not accept but they will be very appreciative that you made the offer.

Friends

New Zealanders entertain friends and guests by inviting them home. Most hosts will be very happy for you to invite your friends' home, but please be considerate. Ask first, do not invite more than one or two people and make sure they do not stay after 9.30 pm. Never hold parties without your home stay's knowledge and permission.

New Zealanders go to bed much earlier than you have probably been used to. Therefore, please ask your friends not to telephone after 9.30 pm.

Make sure you and your friends abide by the smoking rule of your home stay family. In most cases you will be expected to smoke outside. Don't forget to remind your friends to obey the rules during their visit.

Using the Telephone

In New Zealand it does not cost any money to make a phone call to a friend who is in the same city. However, if you make a call overseas or to another city it does cost money. To make a national or international call you will need to buy a phone card.

You can use a phone card from any payphone or from the phone at your home stay. Make sure that you ask your home stay for permission before you use the phone. When you arrive in New Zealand be sure to ring your parents at home to tell them that you have arrived safely. You can also email them from IGQ Golf College.

In emergencies the phone number to call is 111. They will ask you what your problem is and where you are. These calls are free and can be made from any phone including cell phones.

The phone number for Telecom International Operator is 0170.

Calls made from public telephones: It is recommended that students purchase telephone calling cards. Local calls costs a minimum of 50 cents

025, 027 and 021 prefix numbers: These are cell phone numbers and are very expensive
0800 and 0508 numbers: Calls made to these numbers are free
0900 numbers: Calls made to these numbers are charged separately to the owner of the telephone where the call was made. These appear on the monthly account.

Laundry

If you are under the age of 18 your host family will do your laundry. If you are over the age of 18 the host will decide whether it is convenient for them to do your laundry or not.

Postage

New Zealand Post shops are very useful shops. You can purchase stamps, stationery, and send letters.

Sending mail around New Zealand Standard letters – \$1.70
A4 size - \$3.60

Sending mail overseas Postcard - \$2.40 Letter – between \$2.40 - \$4.40

Bus Passes

You can pay cash when you enter the bus. However, if you are taking the same bus frequently such as to and from school, it is recommended you purchase either a 10 bus Card or a monthly bus pass.

LIFE IN NEW ZEALAND

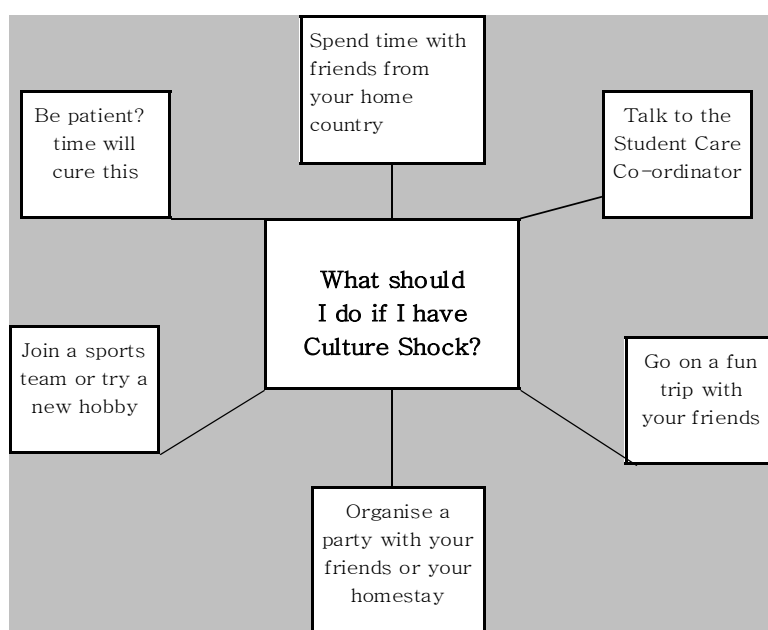
Culture Shock

Culture shock comes from being surrounded by people who are different from the people you are used to. They may speak a different language, look different, eat different food and have customs different to yours. You will probably worry about whether you are behaving in an acceptable way and you will see people doing things in ways which are strange to you.

What are the symptoms?

There are many different symptoms of culture shock, however, you may only experience a few of these. These symptoms include:

- Feeling very tired and always wanting to sleep.
- Feeling that you can't cope with all the new experiences.
- Wanting to spend most of your time in your room.
- Feeling very angry all the time.
- Feeling depressed and sad.
- Homesickness and wanting to go back to your home country.



Culture shock is very common and happens to most people when they go to live in a different country – it is a natural feeling so please do not feel ashamed of it. Homesickness is a natural feeling and usually goes away in a short time.

NEW ZEALAND LAWS

The laws of New Zealand apply to all international students. If you break the law you will be treated the same as a New Zealand citizen. However, you can be deported for some offences. You can also view many of New Zealand laws in the publication “community law manual” on line at www.communitylaw.org.nz

Cigarettes

In New Zealand no person under the age of 18 is allowed to smoke or purchase cigarettes.

Alcohol

Alcohol is available at many social occasions in New Zealand. Many New Zealanders drink alcohol – but not all. If you do not drink alcohol, do not worry. Tell your friends and home stay family and they will respect your decision.

In New Zealand no person under the age of 18 years may purchase alcohol or visit public places which serve alcohol, even if you are not drinking.

Drugs

In New Zealand the possession use and selling of non-prescribed drugs is illegal. International students are treated exactly the same as New Zealand citizens if caught in possession of even small amounts of illegal drugs.

Cycling

Cycling is a great way to get around. In New Zealand you must wear a helmet at all times when riding a bicycle. At night you must use a cycle light on your bicycle.

Driving

If your home country is part of the 1949 Driver's Convention, you may drive in New Zealand with the driver's licence from your home country for up to 12 months. After 12 months you must obtain a New Zealand driver's licence. The driver and all passengers must wear seatbelts.

IGQ GOLF COLLEGE - STUDENT DRIVER APPLICATION FORM

- International students must have parents' **and** caregivers written permission to purchase and drive a vehicle or motorcycle
- Students are not permitted to carry passengers without the written permission of their parents or caregiver
- Cars and motorcycles must be parked in the designated car park to the east of the portacom
- The college reserves the right to withdraw permission for a student to bring a vehicle to the college if the privilege is abused in any way (i.e. driving recklessly or speeding)

Complete the details below and return this form to the Dean of Administration.

APPLICATION FORM FOR STUDENT DRIVER

Dear Caregiver/Parent,

Please complete and return this permission form if you wish your student to drive a vehicle to school. A driver contract is also to be signed before permission will be granted.

Name of Student	
Age of Student	
Course Code	
Make and Model of vehicle	
Registration number	
Colour	
Legal owner	
WOF expiry date	
Type of licence (Full or Restricted)	

Caregiver's/Parent signature _____ Date _____

INTERNATIONAL STUDENT DRIVER CONTRACT

This contract is between International Golf Qualifications and the international fee-paying student studying in New Zealand on a student Visa.

Name of Student _____

IGQ Golf College retains the right to have a student tested locally if he has an international licence before granting permission for the student to drive in New Zealand. Before being granted permission you will need to show evidence of:

- New Zealand Driver's Licence or an international licence.
- Permission from parents and your caregiver to own and/or drive a vehicle in New Zealand.

In consideration of the above and subject to signing the following declaration with IGQ Golf College and your caregiver and parent.

- I hold a current New Zealand Driver's Licence and/or an International Drivers Licence and have permission to own and/or drive a vehicle in New Zealand.
- I agree to abide by the laws of New Zealand and obey the road rules.
- I will ensure that any person who drives my vehicle has a current New Zealand Driver's Licence.
- I agree to IGQ Golf College having the right to withhold or withdraw permission to own and/or drive a vehicle if the conditions of this contract are not met.

Student's Signature _____ Date _____

Caregiver's/parent's signature _____ Date _____

NEW ZEALAND DRIVERS LICENCE

LEARNER LICENCE

- You must pass a written and oral test.
- You must not drive on your own – a supervisor (someone who has held a current full car licence for at least **2 years**) must sit in the front passenger seat beside you **at all times**.
- You must display **L Learner** plates at all times when driving and carry your licence at all times.
- When driving everyone must carry their driver's licence.

RESTRICTED LICENCE

After holding a learner licence for at least 6 months you can sit a practical test to gain your restricted licence. This allows you to:

- Drive on your own but not between **10pm and 5am**, when a supervisor must accompany you.
- If you sit your practical test in an automatic you are only licensed to drive automatic cars. You can drive a manual vehicle with supervision.

FULL LICENCE

You sit a practical test for your full licence after **18 months**, on the restricted licence if you are under 25, **6 months** if you are aged 25 years or over. If you complete an approved driving course these times can be cut to **12 months** and **3 months** respectively.

HOLIDAYS AND OVERSEAS TRAVEL AND OVERNIGHT ABSENCES

During your study with the IGQ Golf College, any travel outside of the Christchurch City Boundary must be approved by the IGQ Golf College and the student's parents, so even if your home stay is taking you to the Picton Sounds you must seek approval in order that emergency contact numbers can be maintained.

If your home stay family offers to take you on a holiday, they may ask for a contribution for any increased costs, e.g. travel, accommodation, meals out. These costs should be discussed with you before you go, if you have any questions ask your caregiver.

If your home stay caregivers are going away, but not taking you, your caregiver will make other home stay arrangements for you and the school must be advised.

The form listed on the following page is to be completed by all international students when they are going to be away from their home stay for one night or more. This also applies if they are travelling overseas during college holiday periods. A copy of this form should be given to the college for approval and then a copy given to your home stay prior to your trip.

IGQ Golf College (IGQ College)
Overnight Absence and/or Overseas Travel
From Home stay Details

It is important that you let us know if you are travelling away from your home stay. Your parents must give permission for you to travel. It is your responsibility to tell them about your travel plans. For all absences from your home stay please seek your parent's approval. However, for overnight absences your guardian can sign on their behalf.

Name: _____ Course Code _____

Destination (Where I am going) _____

Dates: Leave Home stay on _____

Returning on _____

Contact details of where I am going to stay – provide an itinerary with all contact details

Name: _____

Address: _____

Phone: _____

People I am travelling with: _____

Method of transport: (bus, plane, car etc. If car, please give name of driver. Remember that this driver must have a full driver's licence).

- I have told my parents about my travel plans and they have given me permission to be absent from my home stay. (You must provide the college with a copy of the permission granted by your parents and guardian if you plan to be absent for more than 2 nights. Absences of 1 night may be approved by your guardian and the college.
- I have also informed my home stay family and they are happy with my arrangement.

Student Signature _____ Date _____

Guardian Signature _____ Date _____

Parent Signature _____ Date _____

(If letter of permission from parents not attached)

School approval _____ Date _____

INTERNATIONAL STUDENTS WORKING IN NEW ZEALAND

Students studying at International Golf Qualifications a registered PTE and who are studying for two years or more can apply to the immigration department for a variation to their student visa allowing them to work for up to twenty hours per week in any given week during the academic year. They may also work full time during vacation periods. IGQ College, however does not recommend that diploma students undertake part time work as the course is 45 weeks per year and 40 hours per week. If you think you can handle additional hours working, please discuss this with our principal and/or deputy principal for guidance.

To find out more on working in New Zealand refer to the New Zealand Immigration website www.immigration.govt.nz under “study” then explore “NZ Study + Work”.

STAYING SAFE IN NEW ZEALAND

New Zealand is a safe and friendly country. Here are some helpful hints to make it even safer for you.

Money and Valuables

Do's

- Keep your wallet in your pocket at all times.
- Keep your ATM card in a safe place.
- Pay large bills (e.g. school fees, home stay fees) by bank cheque, not cash.
- Ask your teacher to help you if you need advice about managing your finances.
- Take care of your valuables e.g. electronic dictionary, Walkman, and mobile phone.
- Report all lost property to reception.

Don'ts

- DON'T carry large amounts of money around.
- DON'T show your ATM card or pin number to anyone.
- DON'T withdraw large amounts of money.
- DON'T lend money to your friends.
- DON'T leave person valuables lying around for everyone to see.

Going Out

Do's

- Always go out with your friends, not on your own.
- Always arrange to meet your friends in a public place e.g. Café, McDonalds.
- Take a taxi home if you are out late at night.
- Always tell your home stay where you are.
- Ring your home stay if you are going to be late.
- Tell your teacher, your home stay parents or the police if you are frightened.
- Remember the emergency phone number is 111 for Police, Fire, and Ambulance.

Don'ts

- DON'T go out alone at night.
- DON'T walk home alone at night.
- DON'T walk in lonely or dark streets, parks, etc. at night.
- DON'T go anywhere with strangers you meet on the street.
- DON'T try to be brave! Run to the nearest safe place if you are frightened by someone.

- DON'T spend your time or money in game parlours.
- DON'T hitchhike.

If you have a problem with the New Zealand Police you can ask for an interpreter who speaks your language.

THINGS TO SEE AND DO IN CHRISTCHURCH

Christchurch was established as a city nearly 150 years ago and is renowned as the “Garden City of the World”. It is the South Island’s largest city, located on the East Coast and is an ideal educational base and a thriving business centre.

Christchurch is an extremely cosmopolitan city with many scenic attractions, exciting adventures and upbeat nightlife venues.

Population: Approximately 375,000 (at June 2016)

Climate: Christchurch has a dry, temperate climate, with mean daily maximum air temperatures of 22.5 degrees Celsius (72.5 °Fahrenheit) in January, and 11.3 °C (52.3 °F) in July. In winter it is common for the temperature to fall below 0 °C (32 °F) at night.

Universities: Canterbury University
Lincoln University

Things to do in Christchurch and surrounding areas:-

- Restaurants and cafes.
- Jet boating.
- Boat cruises.
- Skiing.
- Hanmer Springs Thermal Reserve.
- Bungee Jumping.
- White Water Rafting.
- Gondola.
- Rafting.
- Antarctic Centre.
- Wild Life Park.
- Beaches.
- Lyttleton Port.
- Akaroa.
- Kaikoura – Whale watching.

APPENDIX 1: SUMMARY OF EDUCATION (PASTORAL CARE OF TERTIARY AND INTERNATIONAL STUDENTS) CODE OF PRACTICE 2021 (the code)

Section 1

What is the Code?

The Code sets out the requirements that providers must meet for the wellbeing and safety of their tertiary and international learners.

Under the Code, your tertiary education provider must help you to be:

- Safe (physically and mentally)
- Respected and accepted for who you are
- Supported in your learning and wellbeing
- Connected with your social and cultural networks and
- Able to have a say in decisions about student services.

Who is the Code for?

The Code covers all learners enrolled at Te Pūkenga, Wānanga, Universities and Private Training Establishments (PTEs) including learners studying online, offshore, and/or in workplace-based settings.

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand Government. NZQA monitors and supports providers to meet the Code. In New Zealand, only education providers who are signatories to the Code can enrol international learners. You can check if an education provider is a signatory on the NZQA website at: <https://www.nzqa.govt.nz/providers/index.do>.

How do I get a copy of the Code?

The Code is available on the NZQA website. For more information and advice about the Code, contact a member of our team via email at: code.enquiries@nzqa.govt.nz See the Code for learner wellbeing and safety (PDF, 925KB).

What can you expect of your education provider?

Your education provider must:

- enable you to make informed choices about your education
- support you to prepare and adjust to your studies
- provide a safe, supportive, and accessible environment for study
- ensure you can raise your concerns when you need to
- connect you quickly to appropriate support services
- have plans for helping you in an emergency – whether on campus or your student accommodation. To find out more, see our website Know the Code – videos » NZQA

Section 2

Student accommodation

The Code also sets out requirements for tertiary education providers to support learners in student accommodation.

What is student accommodation?

Student accommodation is a special category of accommodation in the Residential Tenancies Act 1986 (RTA). This type of accommodation is exempt from the requirements of the RTA. This means that the rules that apply to student accommodation are different to most other rental agreements. Being student accommodation is an important legal distinction and not all accommodation for students qualifies for this exemption.

What can you expect of your student accommodation provider?

Under the Code, you can expect your student accommodation to:

- provide a safe and inclusive residential community
- have facilities and services that meet your needs
- be secure, clean, dry, warm, comfortable, accessible, and conducive to study
- conduct any building work in a timely manner that does not unduly disturb you
- ensure staff are fit and proper persons and trained and supported to do their jobs
- provide contracts, house rules, and policies that are fair and easy to understand
- have appropriate ratios of live-in accommodation staff
- have systems to regularly check on you in student accommodation
- have plans to support you in a critical incident or emergency
- disclose who owns and operates the student accommodation.

Section 3

International tertiary learners

What can international learners expect?

Under the Code, international tertiary learners are entitled to the same kind of care and support as domestic tertiary learners.

Your education provider must acknowledge and consider that international learners have different support needs. They must seek to identify your needs and respond appropriately.

Your education provider must also ensure that:

- you are safe and well while living and studying in New Zealand
- you have a full and realistic picture of what it will be like to live and study in New Zealand
- you get reliable advice and support from your education agent
- they have good systems and documentation set up to manage your:
 - offer of study
 - enrolment process
 - contract of enrolment
 - your visa and insurance status and records.
- you are clear on your likely educational outcomes, and your rights and responsibilities as an international learner before signing an enrolment contract
- you understand your rights and obligations if you withdraw from study, do not attend, or your education provider cancels a programme or closes for any reason.
- you can participate in an orientation programme and get ongoing information and support to help you settle into life and study in New Zealand

Section 4

What if something goes wrong?

If you have concerns about your education provider, your agent, or your student accommodation, contact your provider in the first instance and follow their complaints procedure.

Under the Code, education providers must have a clear and fair internal procedure for listening and responding to complaints.

Your provider will have a designated person you can talk to about your complaint. This may be the Head of School, International Director, Student Advocate or other specialist staff member.

If you are unhappy with your provider's complaints process or the outcome of your complaint, you can contact:

- NZQA (for complaints about a provider not following the Code)
- Tertiary Education Disputes Resolution (for complaints about financial or contractual issues, if you are a domestic learner)
- Student Complaints (for complaints about financial or contractual issues, if you are an international learner).

Do you have a complaint about a provider not following the Code?

As the Code Administrator, NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if a complaint is valid and if a provider has not followed the Code. This includes getting information from both the student who has raised the complaint and the education provider.

To find out how to make a complaint, see the NZQA website www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/

Do you have a complaint about a financial or contractual issue?

Tertiary Education Dispute Resolution and iStudent Complaints are independent services provided by the New Zealand Government that can help you resolve disputes about financial or contractual issue with an education provider. Their services are free.

Tertiary Education Dispute Resolution Service

Website	https://tedr.org.nz/
Email	contact@tedr.org.nz
Freephone (within New Zealand)	0800 00 8337

iStudent Complaints Service

Website	www.istudent.org.nz
Email	complaints@istudent.org.nz
International phone number	64 4 918 4975
Freephone (within New Zealand)	0800 00 66 75
On social media	Facebook – www.facebook.com/istudent.complaints WeChat – (search for 'NZ iStudent Complaints' Chinese language only)
Post	iStudent Complaints P O Box 2272, Wellington 6014 New Zealand