

The Professional Bar and Restaurant School



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International Student Handbook 2008

Preface

Kia Ora! Welcome to The Professional Bar and Restaurant School! We are pleased that you have chosen to study with us and we look forward to meeting you over the coming months. During the orientation programme you will be introduced to the staff here at PBRS and to our exceptional training facilities. We will also provide you with information about Auckland, introduce our English language support system, discuss employment with you and explain the ways in which our Student Services Department can aid you during your stay in New Zealand.

This booklet has been produced for your guidelines for pre-enrolment, enrolment and continuation of your course. If you have any queries, please do not hesitate to ask your tutor, or come to Annaleis Shearer- The International Student Liaison Officer.

About The Professional Bar and Restaurant School

Our Mission Statement

“The Professional Bar and Restaurant School is committed to supporting and providing quality education in a professional manner to achieve excellence in all our learners: creating graduates that are appropriately skilled to fulfill industry needs.”

The Professional Bar and Restaurant School was established in 1993 under the provisions of the Education Act 1989 as a Private Training Establishment. The school is accredited by the New Zealand Qualifications Authority, which is the governing body of New Zealand Private Education Providers.

We specialize in training our students into industry standard hospitality professionals. The Professional Bar and Restaurant School is New Zealand’s longest running and most popular hospitality training establishment: we have approximately 400 students on our Auckland campus undergoing training daily.

We are certain that your experience here in beautiful New Zealand will be a positive one, and that we will be able to assist you in successfully achieving your educational as well as professional goals.

We hope you enjoy your stay both at The Professional Bar and Restaurant School and in New Zealand.

Staff

General Manager
National Training Manager
Site Manager Wellington
International Student Liaison Offer
Administration Team Leader
Administration

Tasha Jeffries
Leilana Murphy
Richard Campbell
Annaleis Shearer
Mary Churchward
Jamie McPhee
Deb Whitehead
Monique Lloyd
Tina Viskovich
Kirsty Myron
Nigel Stewart
Mikey O'Brien
Fiona Sewell
Jeff Young
Shane D'Souza
Kylie Heere
Jim McKendry
Tim Waite
Lee Brennan
Frank Soldner
Mohinder Sawroop

Auckland Tutors:

Wellington Tutors

Annika Markkula
Heidi Steele
Lisandro Walfisch
Cassandra Wilson
Antoinette Lathbury-Axford

General Guidelines

Registration and Enrolment

You can get up to date information about our courses by visiting our website at pbrs.co.nz, visiting us, or alternatively by emailing us to request a brochure: annaleis@barcourse.co.nz

Entry Requirements

- 1) International Students must be aged 18 or over with no criminal convictions
- 2) Students must hold a student visa/permit to study at The Professional Bar and Restaurant School.
- 3) You must hold valid and current medical/travel insurance.
- 4) All non-native speakers of English are required to sit the English Language Placement test as part of the application process. While students are not required to have an International English Language Testing System (IELTS) test score, an IELTS result of 5.0 is preferable. (Please see www.ielts.org)

You **must** supply both your passport with a valid visa/permit to study in New Zealand as well as evidence of your medical/travel insurance to reception on your **course start date**.

Interview & Enrolment

Before you can be accepted onto any course at The Professional Bar and Restaurant School, you will be interviewed to discuss your career goals, your reason for study and course entry requirements.

If this cannot be undertaken in the case of a student enrolling whilst overseas, we require the following documentation

- 1) a signed enrolment form **must** be returned with **all sections completed**
- 2) a notarized english translation of your academic records from your highest level of academic study
- 3) details of any relevant work experience you would like us to consider

All applications will be responded to. Assessment of an application usually takes approximately 2-3 working days, but at busy times, it may take 5 working days.

Initially you will be offered a “Conditional Offer of Place,” and a letter detailing what you must provide to gain an “Unconditional Offer of Place.” You will also be sent an invoice for tuition fees in New Zealand dollars. Once you have supplied all the documentation required and paid your tuition fees as per the following guidelines, you will be granted an “Unconditional Offer of Place”. You will also receive a receipt of your tuition fees.

The Unconditional Offer of place states our accommodation guarantee, the total amount of fees received, your course dates, any holiday breaks.

PLEASE NOTE: You must pay your tuition fees for your first year in full to receive an Unconditional Offer of Place

Payment Process

The Professional Bar and Restaurant School requires full payment of your first year’s tuition fees within 7 days of your course starting.

To pay for your tuition fees, we suggest you use one of the following methods:

- 1) Bank Draft or cheque in New Zealand dollars**
- 2) Telegraphic transfer in New Zealand dollars**

1) Bank Draft or cheque: only if you are in New Zealand

Payments made by bank draft must be in New Zealand dollars, and for the total amount stated on your conditional letter of acceptance. Please make sure that your full name, programme and student I.D number are written on the back of the bank draft.

Payments made by cheque: must be in New Zealand dollars, and for the total amount stated on your Conditional Offer of Acceptance. All cheques must be made payable to:

Public Trust A/C The Professional Bar and Restaurant School

Alternatively, if you are currently in New Zealand, you can bring your Conditional Offer of Acceptance into the school and make payment in person.

2)Telegraphic Transfer: The quickest method of payment if you are outside New Zealand.

Please contact your bank for details on this type of payment. The Professional Bar and Restaurant's bank details are as follows:

Account name: Public Trust – Employment Focus Limited t/a The Professional Bar and Restaurant School
Bank name: Bank of New Zealand
Branch: North End Branch, Pastoral House, 100 Lambton Quay, Wellington 6001
Bank Account: 02 0536 0305865 01
Ref: 6924859
Swift: BKNZNZ22
Details: Family Name & Initials (e.g. BROWN S) & Student ID number (e.g. A2931)

It is very important that your family name and initials and your student ID number are clearly stated on the bank transfer document. Once a transfer has been arranged, please advise The Professional Bar and Restaurant School by faxing a copy of the bank transfer document, or the payment advice slip attached to your invoice to +64 9 920 3935 or alternatively send an email to annaleis@barcourse.co.nz

You will receive a receipt from The Professional Bar and Restaurant School promptly. This receipt forms part of the documentation for applying for your student visa – it is therefore **essential** that it is kept in a safe place.

Public Trust

The New Zealand Government requires that all Private Training Establishments registered with New Zealand Qualifications Authority (NZQA) protect student fees paid to them in advance. To ensure the protection of students' investment in their education, all student fees are held in a trust account until eight days after the commencement of the course. Once this time period has elapsed, fees will be released by the trustee to the Professional Bar and Restaurant School on a regular basis in arrears of the

tuition being delivered. In the unlikely event, therefore, that The Professional Bar and Restaurant School is unable to deliver tuition for any reason, the unused portion of your fees will be protected. For more information, please see: www.publictrust.co.nz

Refunds

A full refund of course fees will be available up to eight days after the first day of course commencement. An administration fee of \$500.00 will be charged. After this time has elapsed no refund will be provided. Full details are provided in your enrolment forms that you sign when you join us. Please read these carefully and if you have any questions please ask your tutor.

Student Visa Application Procedure

The PBRS have supplied a general guide to applying for student visa's below. Please note that this is no way comprehensive, and that requirements may vary between students and the countries from which they apply. These requirements may also change from time to time, so it is best to go directly to the New Zealand Immigration Service Website at www.immigration.govt.nz/study or alternatively to contact one of The PBRS' authorized education agents to assist you in your application. The school is happy to supply you with details as to the nearest authorized education agent to you. You must also appreciate the fact that Student Visas usually take some time to process. To ensure that you are not disappointed, please leave an ample amount of time to apply for your student visa before your course start date.

If you are from China, India or Vietnam:

- Apply to The PBRS for a place on one of our courses
- Based on your application form The PBRS will decide whether to offer you a Conditional Offer of Acceptance
- If you are issued with a Conditional Letter of Acceptance, take this, alongside your invoice and all the documentation required for your student visa application to your nearest embassy for approval
- If your visa is approved in principle, then you can pay your tuition fees as per the instructions on your invoice.
- You will then be issued with an Unconditional Letter of Acceptance as well as a receipt.
- Take this documentation, alongside your letter stating that your visa has been approved in principle, along to your embassy.

- At this stage you should be issued with a Student Visa that is valid for the duration of your course directly into your passport.

If you are from any other country:

- Apply to The PBRs for a place on one of our courses
- Based on your application form The PBRs will decide whether to offer you a Conditional Offer of Acceptance
- If you are issued with a Conditional Letter of Acceptance, you can proceed to make payment to the school as per the instructions provided on your invoice.
- You will then be issued with a receipt and an Unconditional Letter of Acceptance
- Take these documents, along with your student visa application to your nearest New Zealand Embassy for processing.
- At this stage you should be issued with a Student Visa that is valid for the duration of your course directly into your passport.

Documents Required for Student Visa Processing

1) Completed student visa application form

Available from the New Zealand Immigration Service, New Zealand Embassies, High Commissions, or from The Professional Bar and Restaurant School. You can find details as to your closest New Zealand Embassy at: <http://www.nzembassy.com>

2) Current passport

Check that it does not expire whilst you are in New Zealand

3) Student visa application fee

This fee differs between countries, and will be indicated within the documentation you receive alongside your visa application form.

4) Final Offer of Place

You will receive this from The PBRs when you have enrolled and paid your tuition fees in full.

5) Tuition Fees Receipt

This will be provided by The PBRs when your tuition fees have been paid.

6) Evidence of sufficient funds

This refers to evidence that must be supplied to NZ Immigration that you or a sponsor (usually a family member) have at least NZ\$10,000.00 per year to support you while you are living in New Zealand. You should provide your personal bank statement, passbook, or a traveller's cheques as well as a completed "Financial Undertaking of Student" form if a sponsor will be supporting you.

7) Guarantee of Accommodation

This is a letter stating that you will have somewhere to live whilst you are in Auckland or Wellington. The PBRS automatically includes this in your offer of place. If you require the PBRS to assist in finding accommodation for you, you must notify us as soon as possible.

8) Evidence of onward travel arrangements

You must have an airline ticket to leave New Zealand, or be able to provide evidence that you have extra funds available to pay for such a ticket.

Travelling to New Zealand

Carrying cash

If you bring more than NZ\$10,000 or the equivalent amount in foreign currency, you'll need to declare it to a customs officer.

Quarantine regulations

To protect New Zealand's agricultural, horticultural and forestry industries, the Ministry of Agriculture and Forestry enforces very strict quarantine requirements. Many animal and plant products are banned.

On the incoming flight you'll be given a declaration form. Declare any items you have or put them in the special bin at the airport. It's a good idea to pack everything you think may be inspected near the top of your suitcase. Clean all outdoor footwear and equipment, including farm, camping and sports gear, before you pack.

Arriving in New Zealand

Climate

New Zealand is in the southern hemisphere, so January and February are the warmest months, autumn is from March to May, winter is from June to August, and spring runs from September to November.

The climate is temperate with relatively mild, wet winters and warm, dry summers. The weather varies a lot between different regions – the far north is subtropical while the south gets icy wind straight from Antarctica.

Outdoor lifestyle

The mild climate means outdoor recreation is an important part of the Kiwi way of life. Water sports and tramping (hiking) are very popular. In summer, people are encouraged to ‘slip, slop, slap’ - slip on a long-sleeved shirt, slop on some sunblock, and slap on a hat - to protect them from cancer-causing sunburn. It’s easy to get sunburnt here, even on cool or cloudy days, as the sun in New Zealand has strong UV rays.

In winter you'll need:

- warm footwear for wet weather
- woollen sweaters or other warm garments
- a windproof jacket and waterproof coat.

In summer you'll need:

- a sunhat or cap
- a long-sleeved shirt or blouse made of cool fabric
- suitable footwear for outings to the beach and the bush.

Food and drink

You’ll love New Zealand’s affordable fresh cuisine and world-class wines and beers. We’re a major producer of pasture-fed lamb, venison and beef. Dairy products, fruit and vegetables are abundant and inexpensive.

Eating out

Food outlets range from casual cafes to formal, more expensive, restaurants. You’re never far from a ‘takeaway’ shop for fish and chips – an enduring national favourite.

Alcohol

The legal age for drinking or buying alcohol is 18. Supermarkets sell alcohol 7 days a week, and may ask to see your passport or drivers licence as proof of age. Drunk driving is a serious offence and police do random breath tests.

Wine

New Zealand wines are highly regarded internationally. Restaurants may have a full liquor licence or a BYO licence so you can bring your own bottle of wine, for a small corkage fee.

Ethnic cuisine

New Zealand's multi-cultural society is reflected in the wide range of ethnic restaurants in our cities. Suburban shopping malls have food courts - areas where you can try different dishes for a very reasonable price. Weekend markets are a good place to find Asian vegetables and other ethnic ingredients.

Eating in

Supermarkets are the cheapest places to buy groceries. Most supermarkets provide plastic bags but some are 'pack your own'. Most supermarkets have an organic section. There are also specialist stores that stock a large range of Demeter, Bio Gro and other organic brands. Weekend fruit and vege markets are held in most towns and cities.

Shopping

New Zealand has an excellent range of shops including award-winning fashion boutiques and big-name international chain stores.

Shopping hours

Shops and offices are generally open Monday to Friday from 9am to 5pm. In cities, most shops are open 7 days. Supermarkets are open daily until late.

Where to go for what

Shops aren't necessarily grouped together in the way you might expect, and you might find some names confusing.

Food – supermarket and grocery stores

Prescription medicine – chemists

Health and beauty products – chemists, department stores and some supermarkets

Postage stamps – Post Shops, 'dairies', bookshops

Fresh fruit and vegetables – weekend outdoor markets or farm-gate sales

Clothing – department stores, malls and boutiques

Fashion

New Zealand has a thriving fashion industry and internationally successful designers. You'll find fresh and original designs in inner city boutiques.

The dairy - a New Zealand icon

Every suburb has at least one dairy – the New Zealand version of the corner store. They stock groceries and are a handy place to pick up fresh milk, bread, ice-cream, stamps and newspapers

Culture – social & cultural activities

New Zealanders – or ‘Kiwis’ – are famous for their warm hospitality. We're friendly, welcoming, enjoy meeting people from other cultures and love sharing food and conversation. In daily life, we're relatively informal. First names are used, even in business.

Rich cultural mix

New Zealand's multi-cultural society is a result of migration from many parts of the world, beginning over 1,000 years ago with the arrival of the Maori. The British began to colonise New Zealand from the mid-19th century.

New Zealanders today come from many ethnic backgrounds, including European, Pacific Island, Asian and African. Multi-cultural influences are very much part of our fashion, art and music.

Maori and biculturalism

Maori are known as 'tangata whenua' or 'people of the land'. In 2006, 1 in 7 New Zealanders identified as Maori. A resurgence of Maori culture and language in recent times has resulted in a new sense of national identity based on the idea of biculturalism - joint responsibility for achieving the ideals of the Treaty of Waitangi, which was signed in 1840.

Three official languages

English, Maori and sign language (for the deaf) are New Zealand's official languages.

Cultural freedom

There are laws prohibiting discrimination based on gender, race or disability. If anybody's behaviour makes you feel uncomfortable, talk immediately to the

staff at your institution. They are committed to providing a safe environment for you and are trained to deal with any difficulties.

Sexual harassment and gender discrimination are unlawful and unacceptable in New Zealand. Workplaces and education institutions have clear guidelines to prevent and deal with sexual

Religion

New Zealand is a truly multicultural society that offers an environment where people of all beliefs feel comfortable.

About 10% of the population is actively Christian and many of our public holidays are from the Christian calendar.

Religious freedom

Religion is seen as a matter of personal choice and human rights law guarantees freedom from discrimination. Major cities have churches, temples, mosques, synagogues and other centres of worship.

Studying at The PBRB

Assessment

The Role of NZQA and the NQF

NZQA: The New Zealand Qualifications Authority

The New Zealand Qualifications Authority was established in 1990 to provide an overarching role in quality assured qualifications and to coordinate national qualifications in New Zealand. The Qualifications Authority deals with the provision and quality of qualifications. It works in partnership with all education providers and national groups representing education and training in industry and business. The Authority does not deal with the school curriculum or funding for education and training. To find out more, please go to

www.nzqa.govt.nz

The NQF – National Qualification Framework

In consultation with specialists from education and industry, the NZQA have developed the NQF. Unit and achievement standards, National Certificates and National Diplomas are registered on the Framework. Framework qualifications are quality assured and nationally recognised. Every learner being assessed for Framework qualifications receives a Record of Learning (ROL).

Gaining Credits

When you have mastered all the elements and have been assessed as competent, you will be awarded with the credit value for the unit standard. Number of credits reflects time for an “average student” to achieve the standard. One credit stands for 10 hours of learning. However, students can progress at any speed

Recognition of Prior Learning/Credit Transfer

As an international student, you may be eligible for Recognition of Prior Learning/credit transfer. The PBRS will accept credits gained by the student in any other recognized institution locally or overseas. At the time of enrolment we assess each application on an individual basis and the relevance of any qualifications achieved by the student is taken into consideration when awarding RPL. To obtain RPL you must supply The PBRS with

- 1) A certified copy of your academic record
- 2) A certified copy of a portfolio you have compiled (this may include a Curriculum Vitae, references from any employment experience you have etc..)
- 3) Evaluation by NZQA of your overseas qualifications (if available). In order to obtain this, you must contact the NZQA and submit your academic record to them. Please note, the NZQA charge a qualification fee- this is payable by the student. To find out more, go to <http://www.nzqa.govt.nz/for-learners/prior-learning.html>

After an extensive assessment has been completed, and it is evident that the student has already achieved the credits for certain components of the course, then the student will be awarded RPL for that part of the course. The student will be required to successfully complete the remaining course in the prescribed time to earn the complete qualification.

Assessment

While studying for a national qualification at The PBRS you will be assessed against unit standards. An assessment can take the form of 1) practical tasks, 2) open-book tests or assignment, and 3) closed-book tests (also called UPK – Underpinning Knowledge).

If you do not provide the appropriate answer to a question or don't perform the task to the required standard, then further evidence is required to show your competence in that area. If you are not yet competent after three FERs, you will be marked NOT YET COMPETENT (NYC) You then get two more chances to pass after being deemed NYC. PBRS offers all students the option to a full resit of a paper that has been confirmed as NYC after 3 resits, although please note a fee will apply.

All NYC and competent paper submissions will be uploaded to our student management system towards your record of learning (ROL).

Self Directed Learning

In some cases, students will be given self-directed learning activities to complete. These activities are completed away from classes.

Assessment Appeals Procedure

If the student considers the assessment process has been unfair, the learner requests the tutor to review the assessment process.

If the student is still dissatisfied, the learner can request the Training Manager to review the assessment process.

If the learner is dissatisfied with the Training Managers decision, the assistance of the Hospitality Standards Institute will be used and the decision from this will be final.

Moderation

In order to ensure The PBRS meets/exceeds NZQA requirements, from time to time the School may use your incomplete/complete material for moderation purposes. Your tutor will discuss this process with you if it becomes applicable to you.

Course and Tutor Evaluations

During the course, students will be given the opportunity to evaluate their tutor. You will be able to identify your level of satisfaction and provide written comments and feedback. The data and comments from these evaluation forms are analysed and the results provide the PBRS with

invaluable information which we then use to improve the level of education and standard of delivery at the school.

General Rules and Regulations

Attendance

You are required to attend your course every day on time. Hours of attendance are generally 9.00am to 1.00pm, although your tutors will be on hand between the hours of 1.30pm and 4pm to help with any problems or questions you may have. Your tutor will advise you of your start and finish times.

If you are unable to attend class on any given day, please telephone your tutor before 9.00am with the reason for your absence. If you are absent for four days or more, you are required to bring a medical certificate from your doctor.

If your attendance is unsatisfactory, which includes regular lateness or non-notification of absence you could be withdrawn from the programme.

Please talk to your tutor or alternatively the International Student Liaison Officer if you are having any problems that are affecting your attendance.

As a requirement by Immigration New Zealand, you are required to attend 80% of your programme. If your attendance is less than 80%, we are required to advise Immigration NZ who are likely to revoke your visa and you will be sent home.

Behaviour

You are asked to respect the rights of fellow students to participate in a non-disruptive atmosphere.

Any student involved in misconduct will be given formal warnings and then withdrawn from the programme.

Standards of behaviour apply to all training activities and work experience conducted by The Professional Bar and Restaurant School beyond its premises.

Dress Standards

Students are expected to wear suitable clothing and footwear appropriate for the training programme

Some programmes may have specific dress standards and these will be discussed at enrolment. A high level of personal hygiene is required.

Smoking

The Professional Bar and Restaurant School has a smoke free policy. Your Tutor will advise on designated smoking areas at your training venue.

Care of Equipment

Tools and equipment must not be used outside designated training areas.

Tools and equipment are to be used only as directed by your tutor.

If tools or equipment are damaged through misuse the student responsible may be required to pay for the damage..

Tools and equipment must not be taken off the property under any circumstances

Personal Belongings

Do not bring any valuables with you while on training.

While we make every effort to protect your property, student belongings are not covered by insurance and we cannot accept responsibility for them.

Eating and Drinking

Food and drink must be consumed in allocated areas only.

Food and drink are not permitted in the classroom.

Tea and coffee are provided for morning and lunch breaks.

Duty List

All students are expected to keep their classroom and lunchroom clean and tidy. Your tutor will give you a duty roster and you are expected to contribute.

Drugs

You are not permitted to bring or be under the influence of drugs or substances at The Professional Bar and Restaurant School or on external training with us.

You could be terminated from the programme and the Police involved.

Discipline Procedures

A system of recorded warnings is used in cases of absenteeism, failing to meet minimum standards or misconduct.

The tutor will discuss the problem or offence with the student and clearly explain what actions or behaviour by the students unacceptable.

The student will be given the opportunity to explain his actions or behaviour.

If the explanation is not an acceptable one, the student will be warned that any repetition of a similar nature could result in a Final Warning which could lead to dismissal from the Programme

The tutor will record details and discuss with the Training Manager.

The Training Manager will discuss the issues with the student.

If a student similarity re-offends, the tutor will take the matter to the Training Manager who will review the situation.

If the student's explanation is not satisfactory a Final Warning will be issued.

Dismissal From Course

In instances of misconduct for which instant dismissal applies, or a student on a Final Warning re-offends:-

The student will be put on standby.

A conference will be held with Training Manager, tutor, student and support person and/or whanau representatives.

The Professional Bar and Restaurant School reserves the right to dismiss the student or impose a lesser penalty as it seems fit, taking into account the rehabilitation of the student and the interests and well being of the other students.

Serious misconduct includes the following :-

- Unauthorised possession of property belonging to The Professional Bar and Restaurant School, fellow trainees or staff members,
- Use or possession of drugs or alcohol.
- Abuse or harassment of a physical, sexual or racial nature,
- Wilful damage of equipment and property.
- Continual absenteeism

- False fire alarms
- Unsafe acts affecting the safety of other students, staff or members of the public.

The Professional Bar and Restaurant School will notify the New Zealand immigration department if a student withdraws or is dismissed from the course.

Health & Safety/ Medical & Health Insurance

Health & Safety

Health and safety is a responsibility of all staff and students.

Your tutor will go through the health and safety guidelines of The Professional Bar and Restaurant school on the first day of your course.

Please ensure your regular doctors number is held in your student records in case of an emergency. The Professional Bar and Restaurant School, carries a first aid kit to treat all minor injuries. The Professional Bar and Restaurant School promotes safe practises and a safe environment. All accidents and injuries have to be reported, so that the Professional Bar and Restaurant School can take steps to prevent this happening again.

Emergencies

If you have a serious health emergency or accident, dial 111 and ask for an ambulance. The call is free - you don't need coins or a phone card if you are calling from a public phone box. This is also the emergency number for police and fire services

Medical & Health Insurance

New Zealand has an excellent healthcare system with a combination of public and private providers. There is usually a charge for international students to access health services. In cities there is a wide range of treatment available, including chiropractic, osteopathy, acupuncture, naturopathy, homeopathy and Chinese medicine.

Most international students are not entitled to publicly funded health services whilst in New Zealand. If you receive medical treatment whilst in New Zealand, you may be liable for the full costs of the treatment. Full details on

entitlements to publicly funded health services can be viewed at:
www.moh.govt.nz

According to the requirements of the Code of Practice by the Ministry of Education, it is **mandatory for every international student to purchase travel and medical insurance that covers the duration of their course in New Zealand.**

As an administrator of the Code, The PBRS requires all of its international students to purchase a suitable insurance policy and to present evidence of their insurance policy. This also includes renewing any policy when/if it is due to expire.

The school is able to assist you in organizing cover for the duration of your course. You will then be invoiced appropriately.

Student Services/Student Welfare

Code of Practice for the Pastoral Care of International Students

As an international student, The Professional Bar and Restaurant School recognises and appreciates that we have an important and additional responsibility for your welfare.

Living in a foreign country can sometimes be difficult, and for that reason we have a number of measures and procedures in place to help ease this transition.

The Code of Practice is a document that provides a framework for service delivery by Educational Providers and their Agent to International Students. The Code sets out the minimum standards of advice and care that are expected of Education providers with respect to International Students. The Code applies to pastoral care and provision of information only: not to academic standards.

The Professional Bar and Restaurant School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students, published by The Ministry of Education. Copies of the code are either available on request from The Professional Bar and Restaurant School reception or the Ministry of Education's website: <http://www.minedu.govt.nz/educationSectors/InternationalEducation/ForInternationalStudentsAndParents.aspx>

Internal Support

We offer an extensive support system for students in the classroom, and in the workplace. We are also a strong supporter and advocate of the Citizens Advice Bureau International Student Centre in Queen St, Auckland

We have extremely skilled teaching and management staff who offer students their extensive experience and knowledge base as well as a huge amount of support to allow students to achieve success.

Requests for support and advice can be made first to your tutor. If this does not meet with a satisfactory outcome, or you need further support relating to

- Learning Problems
- Queries relating to school operations
- A grievance or complaint,

Please see the Training Manager, who will seek to assist you.

If you have any problems relating to

- Accommodation
- Finance
- Insurance
- Personal Issues/ Welfare
- Immigration
- Getting an IRD number
- Illness: finding a doctor or counsellor
- Visas
- Opening a bank account

Please see the International Student Liaison Officer.

If you need to communicate with someone in your own language to resolve a problem, we will be able to put you in touch with an appropriate welfare organization.

Employment whilst Studying

At the Professional Bar and Restaurant School we appreciate the importance, and, indeed, the necessity of practical industry experience in the competitive atmosphere of today's world. We have a dedicated staff member who works with our students from the first week of the course to ensure that you are

placed in fully paid work experience to gain practical New Zealand experience.

Our Employment co-ordinator has the resources to place students in bar, café and restaurant positions in both Auckland and Wellington that can fit around their studies.

Labour laws

Strict laws set out the responsibilities of workers and employers.

Employers must not take advantage of or mistreat employees

There is a minimum adult wage, and regulations for holiday pay and health and safety in the workplace

No gender discrimination is allowed - men and women receive equal pay for doing the same job

New Zealand's Tax system

You must pay tax if you stay in New Zealand for more than 6 months (183 days) in any 12-month period, even if you're a student. Employers will deduct PAYE (pay as you earn) tax from your wages or salary.

You may be entitled to tax rebates. For full tax information see the [Inland Revenue website](#).

The financial year

The financial year runs from 1 April to 31 March. Tax is payable by 7 February, or 7 March if an accountant or tax agent helps you with your tax return.

Getting an IRD number

When you start a job your employer will ask for your IRD number. This is your individual tax number supplied by the Inland Revenue Department (IRD). You can phone IRD from within New Zealand on 0800 227 774, 8am to 8pm Monday to Friday, and 9am to 1pm on Saturdays.

Resident Withholding Tax (RWT)

If you have money in a New Zealand bank, the bank will deduct RWT from any interest you earn. If you don't provide an IRD number, RWT will be deducted at the relatively high 'non-declaration rate', so it's a good idea to get your own IRD number even if you're not working.

Goods and Services Tax (GST)

The price of all goods and services in New Zealand includes 12.5 % GST.

Staying for less than 6 months?

If you stay for less than 6 months you are a 'non-resident' for tax purposes, but you may still be liable for tax on income earned in New Zealand. Find out if you qualify for an exemption by contacting the Non-Resident Centre at Inland Revenue, phone +64 3 467 7020, 9am to 4.30pm Monday to Friday, fax 03 467 7083 or email nonres@ird.govt.nz

Additional Language Support

Additional language support can be arranged for every student on request. Please see the International Student Liaison Officer to organize this. Additional fees are payable for English language tuition.

Grievance Procedure

1. Talk to your tutor yourself, you may like to bring a friend or family member with you. All students will have access to their tutors on an individual basis whereby any complaints or problems can be resolved.
2. If the problem has not been resolved satisfactorily, the Training Manager has an open door policy to students and tutors and will mediate a solution.
3. If the student is dissatisfied with the outcome, a representative of the New Zealand Qualifications Authority or the International Education Appeal Authority to review the process and decision affecting the student. You can contact the International Education Appeal Authority (IEAA) either c/- Ministry of Education, PO Box 47-911, Ponsonby, Auckland, Phone (09) 374 5481, Fax (09) 374 5403 or email info.ieaa@minedu.govt.nz.

The Professional Bar and Restaurant school will be guided by the New Zealand Qualifications Authority and/or the International Education Appeal Authority recommendations in resolving the issue and their decision or recommendations in resolving the issue will be final.

Living in New Zealand

The Cost of Living

The cost of living in Auckland is considerably cheaper than the cost of living in London or Sydney, and according to Mercer's 2008 survey, Auckland ranks number 5 in the world in terms of quality of living - after cities like Zurich and Vienna. You should expect to budget about \$350 to \$450 a week on accommodation, transport and living costs with about \$100 inclusive of that amount being spent on groceries. This mounts up to being between \$15,000 to \$18,000 per year.

If you intend to rent accommodation privately, you will need to consider advance payment of a bond: usually two to four weeks rent in advance.

Monthly bills for water rates, gas, power, a phone connection and any internet charges will need to be factored in. The cost of renting a room in the CBD is in the region of \$150-230 per week. A studio flat close to PBRs will cost about \$300 pw. Please see our accommodation profiles.

Student ID cards are available at PBRs that will entitle you to student discounts on transport.

If you are thinking of buying a car, you will need to consider road tax, vehicle insurance and a Warrant of Fitness. Second hand cars can be found on www.trademe.co.nz and in New Zealand Herald publications.

New Zealand Law and Road Safety

Don't drive a car without the correct licence. Although you can use your overseas driving licence for up to a year, we strongly recommend that you learn the NZ road rules and obtain a **NZ driver's licence**. A copy of the road code is available from the office.

Be careful when buying a car, ask for advice, and get full car insurance

Pedestrian safety: When walking across the road, look right, look left, then right again for traffic, before crossing.

Cycling safety: it is mandatory to wear a helmet while cycling.

Please refer to Land Transport NZ's "New resident drivers' handbook" for further information about road safety.

Don't carry lots of cash with you or keep it where you live. Open a bank account.

You must be 18 to buy alcohol and cigarettes.

Induction Checklist

Tick the box when you have completed each item

1.	Supplied a copy of Passport and Insurance to reception.	<input type="checkbox"/>
2.	Received my copy of the Student Handbook	<input type="checkbox"/>
3.	Met my Tutor and the Training Manager	<input type="checkbox"/>
4.	Been shown the Emergency Exits and Assembly points	<input type="checkbox"/>
5.	Been shown where the common areas and toilets are	<input type="checkbox"/>
6.	Been shown where the nearest bus stop and shops are	<input type="checkbox"/>
7.	Been shown where the reception area is.	<input type="checkbox"/>
8.	Received my copy of the summary code	<input type="checkbox"/>

External Support Agencies

General information

Your local Citizens' Advice Bureau is a good one-stop-shop for information about budgeting, employment, tenancy, personal and family issues. The service is free and some staff speak languages other than English. Freephone 0800 367 222 (0800 FORCAB).

Most institutions offer the following services or can help you find them.

EMERGENCY SERVICES

111

Work and Income (WINZ), General Enquiries	0800 559 009
Work and Income (WINZ), Student Services	0800 899 900
Careers Services	(09) 262 4250
Citizens Advice Bureau	(09) 266 5729
Awhiniatia Health (Community Mental Health Centre)	(09) 2996128
Community Drug and Alcohol Services South	(09) 277 8080

Youthline – crisis support	(09) 376 6633
Victim Support Centre	(09) 276 1919
Aids Hotline	0800 802 437
Auckland Help Foundation/Sexual Abuse Centre	(09) 631 7000
Pregnancy Counselling Services & Support	(09) 307 6745
Public Health – Auckland Health Centre	(09) 262 1855
Workbridge	(09) 263 6665
NZQA	0800 QAHELP
Citizens Advice Bureau International Student Centre 450 Queen St, Auckland	
Gambling Helpline – www.gamblingproblem.co.nz	0800 654 655
Maxx	0800 10 30 80
Health Line	0800 611 116
Chinese Life Line	0800 888 880
Shakti Asian Women’s Centre	Crisis phone: 0800 742 584.
New Zealand Chinese Students Association	021-359 330
Asian Health Support Service	09 4831483