



**Student Handbook**

**CANIC 2016**

**Christchurch NZ**

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## Contact Details

**Principal: Mr. Bruce Henley**

62 Ferry Rd, Christchurch, New Zealand

POBOX 80045, Riccarton CHCH 8440

Ph: (03)

Mobile: 021 861974

E-mail: [brucehenleynz@icloud.com](mailto:brucehenleynz@icloud.com)

Email: [admin@canic.ac.nz](mailto:admin@canic.ac.nz)

Marketing Staff

Wei Fang 021 2880202

Director of Study

Annie Xia 021 105 5452

Homestay Liaison

Eve Xiao 021 117 9186 / 0275 880202

**External:**

International Educational Appeal Authority  
(IEAA)

Ministry of Education

Private Bag 47911

Ponsonby

Auckland

Ph: (64 9) 374 5481 Fax: (64 9) 374 5403

E-mail: [info.ieaa@minedu.govt.nz](mailto:info.ieaa@minedu.govt.nz)

NZQA

Complaints Section

P.O.BOX 160

Wellington [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

- Ministry of Education, P.O.BOX 1666 Wellington [www.minedu.govt.nz](http://www.minedu.govt.nz)
- NZ Immigration Service [www.immigration.govt.nz](http://www.immigration.govt.nz)
- NZQA [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

## Introduction

Canterbury International College (CANIC) is acting as the international department of Catholic Cathedral College (CCC), it registered and Accredited with the New Zealand Qualifications Authority (NZQA), and the courses are approved by NZQA. CANIC is, also, a Signatory to the Code of Practice as set out under the Ministry of Education guidelines for the Pastoral Care of International students.

We aim to offer international students educational pathways to university level degrees. Our focus is on the specific needs of each individual student, and how they can most effectively achieve their educational goals.

The college provides care and support for each student right through their term of study. Tutoring will be available in the academic subjects offered.

We have very understanding and helpful staffs who have years of experience in teaching language programmes as well as the other subjects we provide. The college situated in the center of Christchurch city, the City transport service stops right outside the front door, and less than 3 minutes walk from Christchurch Polytechnic.

Our sincere hope is that you will enjoy your time of study with us and you achieve your educational goals.

## Orientation

- a. Policy
  - Each term will begin with an orientation day.
  - It provides an opportunity to formally welcome and inform students about the policies and aims of CANIC.
  
- b. Guidelines
  - Orientation Day will begin at 9:00am.
  - Only new students will take part, with the exception of an existing student to assist with translation and further information from the students' point of view.
  - Homestay parents will be invited to attend. Activities will be conducted by the Principal or delegated to a teacher.
  
- c. Agenda
  - All students will be issued with the Student Handbook.
  - Explanation of curriculum: - NCEA courses.
  - Expectations of CANIC regarding academic standards, texts, resources, assessments reporting and guidance.
  - Transport information and distribution of bus timetables.

- Cultural information to assist students in adjusting to NZ lifestyle.
- Practical information about clothing, food, “what to do in case of trouble”, emergency services and contact numbers, and how to use the phone.
- Question and answer session with use of interpreters and participation of homestay parents.
- Separate meeting between Manager and homestay parents where the CANIC form, “Expectations of Homestay Parents” is explained.
- Manager will ensure all homestay records are complete.
- Social gathering, eg: barbeque and non – alcoholic drinks for everyone provided by CANIC.

### **First Day Plan**

1. Pick up the student from airport or homestay accommodation.
2. After arriving school office, the student needs to sign the following documents:
  - a) Enrolment form
  - b) Tuition Agreement
  - c) Homestay Agreement
  - d) Public Trust form
  - e) All other required documents
3. Student passport and visa need to be copied and filed under the student name with all signed documents.
4. School tour by office staff.
5. Director of Study will help the student choose the subjects and tutorials.
6. City tour with office staff.
7. Help the student open an Bank account.
8. Help the student arrange the bus card.
9. Help the student arrange the Catholic Cathedral College’s uniform.
10. Return to campus, and wait for homestay caregiver to pick up the student, if arranged.
11. Taking the bus with the student and homestay caregiver, if needed.
12. Taking the bus with the student for at least 2 times, if needed.

## Refund Policy (International Student only)

### Course less than three months:

- Course less than five weeks: the student may withdraw up until the end of the **second day** and receive a refund of at least 50 per cent of any fees paid.
- Course more than five weeks: the student may withdraw up until the end of the **fifth day** and receive a refund of at least 75 per cent of any fees paid.

### Course more than three months:

The student may withdraw up until the end of the **tenth working day**. The student is entitled to receive a full refund less a deduction for costs incurred by the PTE, up to a maximum of 25 per cent of fees paid. The PTE must be able to justify the deduction, and the student has the right to lodge a complaint with the IEAA if they believe the amount deducted was not justified.

### PTE Refund Policy

Requests for withdrawals must be made in written form, stating the special circumstances of the claim. In arriving at its decision, the principal will take into consideration any special circumstances of the student and:

- Costs already incurred by the Directors of the College.
- The salaries of the teachers and support staff and any components of the fee already committed for the duration of the course.
- An amount, which covers use of the facilities and resources to date of withdrawal.

Information and procedures about refunds are available in the Prospectus and website.

## Public Trust

CANIC operates a Trust Fund as required by NZQA and has fees protection with the Public Trust. These procedures exist to protect the money paid by international students for their tuition fees

- The College guarantees the safety of each student's fees which are deposited in the College's accounts, through a Trust Account administered by the Public Trust. These are audited annually by an external auditor who is approved by the Auditor General.
- Receipts are issued for all fees paid to the College. Each receipt shows the purpose of the payment. A duplicate of each receipt will be retained by the College. The Principal keeps a record of all fees paid and by whom.
- Students can pay tuition fees in advance of the course starting date.
- Reports on College finances will be examined by the Principal and Directors.

## **College Rules**

All international students must obey the College rules.

They can be summarized as follows:

- a) Each student must be reasonably dressed with Catholic Cathedral College's uniform.
- b) Students must attend all classes
- c) Theft, damage or interference with property is unacceptable.
- d) Hurting other people physically or verbally or using offensive language is unacceptable.
- e) Possessing or using alcohol or harmful drugs or substances is prohibited.
- f) To drive a car a student must have a current NZ Driver's license and abide by the conditions of that license.
- g) Students are not to be intoxicated.

If a student breaks these rules, then College disciplinary procedures will occur. If continued disobedience occurs, the student will be asked to leave CANIC. The NZIS will also be informed.

### **In General**

- All students will be expected to fully obey all College rules and will receive this Student Handbook.
- All students are expected to abide by the conditions set out by their homestay parents and Designated Caregivers.
- Canterbury International College - CANIC is acting as the international college of Catholic Cathedral College, Christchurch, New Zealand.

## Timetables

- Classes are held all year.
- A written report awarded at the end of each school term.
- A NZQA or UE certificate are awarded at the end of the course, if the student met the requirement set by NZCVV.

Term	Date	Year
Term 1	02 Feb	2017
Term 2	01 May	2017
Term 3	24 Jul	2017
Term 4	09 Oct	2017

### Daily Class Timetable – Monday to Friday

1. 9:10 am – 10:00 am
2. 10:10 am – 11:00 am
3. 11:00 am – 12:00 am

#### Lunch time: 12: 00 pm – 1:15 pm

4. 1:15 pm – 2:05 pm
5. 2:10 pm – 3:00 pm

### Personal Timetable

	Monday	Tuesday	Wednesday	Thursday	Friday
<b>9:10 – 10:00</b>					
<b>10:10 – 11:00</b>					
<b>11:10– 12:00</b>					
<b>12:00 – 1:15</b>	<b>Lunch Break</b>				
<b>1:15 – 2:05</b>					
<b>2:10 – 3:00</b>					

### Note:

## **NCEA & General English**

### **General English**

The course is designed for Non – English Speaking Background students for whom the existing English Course are not suitable or need for improvement. It aims to improve listening, speaking, reading, and writing skills. Help for the subject essay writing and vocabulary extension are also included. It also aims to help the students to do the IELTS examination for further University studying.

The structure of the course is based on the four skills of reading, writing, listening and speaking. Within these four skills, emphasis is put on grammar and vocabulary in the first two semesters. In the first semester there is an equal allocation of classroom time for each of the four skills. In the last semester, specific exam techniques are taught in addition to the four skills. At least 2 hours per day is available and this can be increased according to a student's need.

### **University entrance standard:**

You will be qualified for entrance to a university in New Zealand if you have obtained:

- NCEA Level 3
- Three subjects – at **Level 3**, made up of:
  - 14 credits each, in three approved subjects
- Literacy – 10 credits at **Level 2 or above**, made up of:
  - 5 credits in reading
  - 5 credits in writing
- Numeracy – 10 credits at **Level 1 or above**, made up of:
  - Achievement standards – specified achievement standards available through a range of subjects, or
  - Unit standards – package of three numeracy unit standards (26623, 26626, 26627 – **all three required**).

Once you have met the requirements for University Entrance it will appear on your Record of Achievement.

### ***Entry to UCIC***

English level requirement

- NCEA **Level 2** English or above
  - 4 credits in reading
  - 4 credits in writing

If the class space is available, canic's student will be able to choose any subjects that Catholic Cathedral College has offered to local students

## Attendance Requirements

All students: make sure you are on time for the class to avoid disruption to other students and the teacher. If you are sick you should telephone the office between 9:30am to 10:00am on the morning of your absence and your teacher will be informed.

If you are sick for 3 or more days you should bring a note from your doctor confirming that you have been sick.

CANIC is obliged to ensure visa conditions are complied with and must report repeated, unexplained absences to NZIS. Students are required to attend at least **80%** of the days scheduled for the duration of the course.

## Homestay Information

**Accommodation Agent:** New Zealand Homestay Service LTD (NZHS)

- a) Homes are carefully selected to ensure a comfortable and friendly living environment. Host families provide all meals every day and the usual comforts of a western – style home.
- b) Students are not permitted to live in flats or apartments without supervision of an adult approved by College.
- c) CANIC also provides homestay services to the student under the COP.

The Homestay hosts provide accommodation and meals but do not accept total responsibility for the welfare of the student.

### Fees:

Arrangement Fee	<b>\$250.00</b>
Weekly Charge	<b>\$260.00</b>

For international student only: NZIS requires that all international students need to pay a minimum accommodation fee NZD15,000, and this fund will be held at CANIC Public Trust account along with the tuition fee.

## Accommodation Policy

- Except with the permission of the Principal all international students must reside with or be under the responsibility of:
  - Either a) a parent who resides permanently in Christchurch
  - Or b) a relative over 25 years of age who resides permanently in CHCH and has signed a Designated Caregiver Agreement.
  - Or c) a homestay parent who is approved by the College.

- Students under 18 years of age are not allowed to go flatting.
- The school may arrange homestay through an approved agency if this is required.
- Where this is not possible students 18 years or older are allowed to go flatting. The approximate cost per week of a 3-bedroom house used for flatting is about \$225 / student, the cost includes rental, power, internet and food.

**Code of Behaviour**

- All students will be expected to fully obey all school rules and law of NZ.
- All students are expected to abide by the conditions set out by their homestay parents.

## **Division of Responsibility**

### **CANIC**

- To provide appropriate academic tuition for each student.
- To provide English language and curriculum subject support for each student
- To ensure that the needs of each student are being met and to meet with each student regularly to monitor that his needs are being met.
- To provide reports on each student as appropriate
- To keep appropriate records as required by the Code of Practice and relevant laws of New Zealand.
- To make final decisions on matters concerning students or homestay carers.
- To recruit students in such a way that the requirements of the Code of Practice are being complied with.
- To develop appropriate written policies and procedures.
- To arrange legal documentation and insurance as necessary.
- To sign appropriate agreements with parents /homestay providers /designated caregivers.
- To provide an orientation programme.
- To report regularly to the parents of each student.
- To ensure that parents can be contacted quickly.
- To select and arrange suitable homestay accommodation that meets legal requirements.
- To regularly monitor and assess homestay carers.
- To provide appropriate support and training for homestay carers.
- Document changes in the situation of students or homestay carers.
- To regularly monitor and assess homestay providers and designated caregivers.
- To provide appropriate support and training for homestay providers and designated caregivers.
- To document changes in the situation of students or homestay providers or designated caregivers.
- To meet with the students at least once a term to discuss their accommodation situation.
- To visit the home with designated car to ensure the suitability of the home.

### **Accommodation Agents or CANIC Homestay Liaison staff**

- To provide an orientation programme.
- To keep up-to-date files containing relevant information on residential caregiver/s parents, and the international students.
- To have developed and abide by policies regarding fee refunds and fee protection
- To ensure residential caregivers fully understand their obligations under the Code
- To monitor student attendance and progress continually

- To advise international students of the accommodation options available to them
- To have robust procedures in place for the selection and monitoring of homestay caregivers
- To have support infrastructures in place for homestay caregivers
- To select and arrange suitable homestay accommodation that meets legal requirements.
- To carefully select and thoroughly assess homestay carers
- To provide on going training for homestay carers
- To meet with students at least once a term to discuss their accommodation situation

### **Homestay Caregivers**

- Provide an orientation programme
- Provide grieving and homesick support
- Provide (personal) social and psychological
- To treat each student as a member of the family so that they can have a rewarding experience of the New Zealand way of life.
- To met the day-to-day needs of the student recognizing that each student has particular needs.
- To monitor the students' behaviour so that they are obeying the law of NZ and the rules of the College.
- Have processes in place to support and assist international student
- Are aware of taking responsibility for international students' whereabouts at all times
- Act in accordance with the privacy act
- Act in accordance with Children, Young Persons and Families Act
- Establish and maintain contact/communication with international students' parents.

## Grievance Procedure

In general the grievance procedure is as follows:

### a) Internal

- If a student has a grievance he will put it in writing in the first instance to the school office staff: Annie Xia or Wei Zheng.
- If a student is not happy with the resolution of the complaint he will then make a written formal complaint addressed to the Principal. The Principal will discuss the complaint with the student and anyone else concerned, taking details in writing.
- If a student is still not satisfied with the resolution of the complaint the student will refer the matter to the Counselor of the College.
- When making a complaint the student must make sure the complaint is genuine. He must be prepared to make a written statement. Other parties to the dispute will also have the opportunity to have their say.

### b) External

If the student is not satisfied with the resolution of the complaint within the College he can refer the complaint to the International Education Appeal Authority (IEAA). Please see the Code of Conduct for International Students for details of that process. Copies of the Code are available from the College or the Ministry of Education website at [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international)

### Contact Details:

#### Principal: Mr. Bruce Henley

62 Ferry Rd,

Christchurch, New Zealand

Ph: (03)

Mobile: 021 861 974

Email: [brucehenleynz@icloud.com](mailto:brucehenleynz@icloud.com)

Email: [admin@canic.ac.nz](mailto:admin@canic.ac.nz)

#### External:

International Educational Appeal Authority (IEAA)

Ministry of Education

Private Bag 47911

Ponsonby

Auckland

Ph: (64 9) 374 5481 Fax: (64 9) 374 5403

E-mail: [info.ieaa@inedu.govt.nz](mailto:info.ieaa@inedu.govt.nz)

NZQA

Complaints Section

P.O.BOX 160

Wellington [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

## **Driving / Owning a car while in New Zealand**

For safety reasons, we strongly recommend that student do not buy or drive a car while in NZ. Please be aware of the following

- Most students do not need a car. Public transport is available.
- Driving / road conditions in NZ are often very different to the student's home country.
- Most student drivers are young and inexperienced. They have a higher risk of being involved in a car accident.
- Homestay parents and CANIC cannot supervise students with cars for 24hrs a day.
- Some students do not obey NZ driving laws, putting themselves and others in danger.
- Some students use international licenses that are not genuine.
- Some students drive / buy cars but do not inform their parents or their College.

**To ensure the safety of your child as far as possible, CANIC driving rules are as follows.**

- Student attending CANIC, whose age is below 21 may not drive or own a car using an international license.
- If your child chooses to own a car he / she must.
  1. Provide the College with written permission from their parents / Designated Caregiver.
  2. Provide the College with a copy of their NZ Driver's License. (Restricted or full license)
  3. Obey all NZ driving laws.

### ***Please note***

- That the Homestay parents and CANIC do not take any responsibility for the safety of international students regarding driving cars.
- Parents and CANIC must ensure that the student and the car are insured.
- If the student breaks these rules he risks losing his/her place at CANIC.

### ***Gaining a NZ License***

*It is against the law to drive without a license. If you want to drive, you must be over 16 years old. There are three stages to getting a full NZ license.*

#### ***1. Learner License:***

*Pass two tests: eyesight test, a written rode code test. You can only drive if accompanied by a full license holder.*

#### ***2. Restricted License:***

*After you have held you Learner License for six months you can sit a practical driving test. (You cannot drive with passengers, or at night if you hold this license.)*

#### ***3. Full License:***

*After 18 months you can apply for a full license. If you take a defensive driving course, this time can be shortened to 12 months.*

## **Health and Safety**

### **Policies**

CANIC will take all necessary steps to provide a healthy safe environment for all on site. CANIC is required to ensure that all hazards on the site are identified and that the School environment is safe for all students, staff and visitors. When students are engaged in off – site training, the same Health and Safety provisions must be met. This policy aims to ensure the procedures are set up to ensure that the requirement of CANIC under the Health and Safety in Employment Act 1992 are met.

#### **I. Objectives:**

- 1) To ensure that CANIC is a safe place of work for staff, students and visitors.
- 2) To maintain correct procedures for the maintenance of equipment and materials to ensure that they are safe and properly handled.
- 3) To establish safe work practices and to implement procedures to ensure that these practices are followed
- 4) To provide supervision and training in both on – site and off – site situations.
- 5) To ensure that all students, staff and visitors understand the concept of a safe and healthy workplace.
- 6) To accept the need for delegating responsibility for promotion of a safe and healthy workplace to all involved at CANIC.

#### **II. Procedures:**

- 1) Staff and students will be made aware of the CANIC health and safety rules and the principal will ensure that they are aware of the Health and Safety Manual.
- 2) Staff and students will be encouraged to identify hazards and to bring forward issues concerning health and safety.
- 3) Hazards will be identified to all staff, students and visitors where possible.
- 4) On a continual basis, hazards will be identified and noted to enable action to be taken.
- 5) Staff and students will be made aware of emergency procedures for fire, storm, earthquake, explosion, and structure collapse, equipment failure.
- 6) Training needs for staff will become part of the Professional Development programme at the College.
- 7) Copies of CANIC Emergency Action and Fire Drill Procedures are displayed around the College.

CANIC premises are protected by hand held extinguishers, Smoke and Burglary Alarms, which are provided by Catholic Cathedral College.

# EVACUATION PROCEDURE

## FIRE

Treat all alarms seriously. (Teachers and Students)

Know your nearest emergency exit.  
Use emergency exit where possible.

### On continuous ringing of bell

#### Students:

- ◆ Leave all bags and other equipment in rooms.
- ◆ Walk directly to assembly area – **on open grassed area the playground.**
- ◆ If there is smoke in corridors cover mouth and nose with hanky or jersey and crawl to exit.
- ◆ Students to line up in alphabetical order. SEE EVACATION MAP.
- ◆ Teacher, reliever or class captain to call roll and mark form list with an “A” for absent.
- ◆ Students should wait QUIETLY and ANSWER ONLY THEIR NAME.
- ◆ Students should inform teacher of any student who has left school early.
- ◆ REMAIN in assembly area until bell stops ringing and all clear given.

#### Teachers

- ◆ Teachers to check all areas.
- ◆ Teacher should turn off lights, computers, and machines before leaving.
- ◆ Teacher to exit room last after closing windows and having checked for any remaining students.
- ◆ Teachers, reliever to call roll and mark form list with an “A” for absent.
- ◆ Ensure that if you are absent, relief teachers are left with your form roll.
- ◆ Take a form roll with you to assembly area.
- ◆ Be firm with Students who are not being quiet and still.
- ◆ Office staff to provide teachers with class rolls.

#### Assistant Staff

- ◆ Office Receptionist to bring the signing in/out book from office.
- ◆ Executive Director to check roll of office ancillary staff.

**24 hour contact numbers: 021 288 0202 or 021 199 8585**

In the event of any emergency outside school hours you may use the above number to obtain help from the rostered staff member.

# **Code of Practice for the Pastoral Care of International Students Summary**

## **Introduction**

When students from other countries come to study in NZ, it is important that those students are well informed, safe and properly cared for. NZ educational providers have an important responsibility for international students' welfare.

This pamphlet provides an over view of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

## **What is the Code?**

The code is a document, which provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

## **When does the Code apply?**

The Code commences on the 31<sup>st</sup> of March 2002. Educational providers then have six months to sign the Code. Between the 31<sup>st</sup> of March and the 30<sup>th</sup> of September 2002 you will need to check with the Ministry of Education if your provider is a signatory to the Code.

## **Who does the Code apply to?**

The Code applies to all education providers in New Zealand with students enrolled on international study permits. The Code is mandatory for those provider who are signatory to the Code.

## **What is an 'international students'?**

An 'international student' is a foreign student studying in New Zealand on a student permit from the New Zealand Immigration Service.

## **How can I get a copy of the Code?**

You can request a copy of the Code from your educational provider. The Code is also available at [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international)

## **How do you know if my educational provider has sign the Code?**

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list is also available at [www.minedu.govt.nz/goto/international](http://www.minedu.govt.nz/goto/international). If the educational provider that you are seeking to enroll with is not signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not

able to study at that institution.

### **What do I do if something goes wrong?**

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the Principal, or any other person who has been identified to you as someone that you can approach about your complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

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

A summary of the Code of Practice for the Pastoral Care of International Students.

The Code sets out standards for educational providers to ensure that:

- High professional standards are maintained.
- The recruitment of international students is undertaken in an ethical and responsible manner.
- Information supplied to international students is comprehensive, accurate, and up-to-date.
- Students are provided with information prior to entering into any commitments.
- Contractual dealings with international students are conducted in an ethical and responsible manner.
- The particular needs of international students are recognized.
- International students under the age of 18 are in safe accommodation.
- All providers have fair and equitable internal procedures for the resolution of international student grievances.

Full details of what is covered can be found in the Code itself.

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

### **What will IEAA do?**

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

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

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

### **What can the Review Panel do?**

The Review Panel can remove or suspend an educational provider as signatory to the Code, meaning the provider would be prevented from taking any more international

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

**What is the International Educational Appeal Authority (IEAA)?**

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

**How can I contact the IEAA?**

The International Educational Appeal Authority

C/- Ministry of Education

P.O.BOX: 1666

Wellington, New Zealand