

2021

STUDENT
HANDBOOK

Offshore Online ESOL Training Scheme



Talent
International
Institute

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Message from Principal

Dear Students,

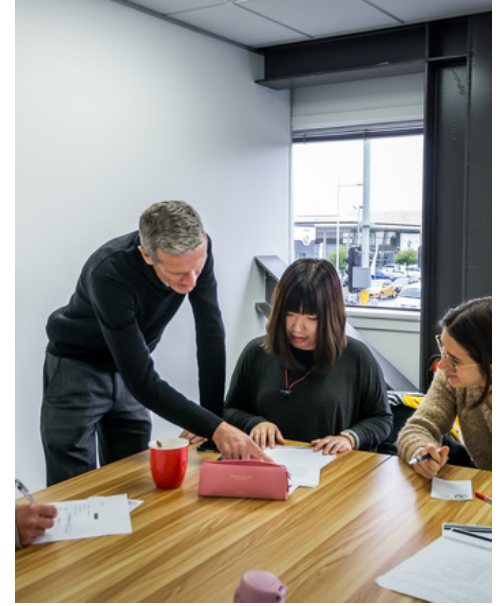
Welcome to Talent International Institute!

We are committed to helping you achieve your learning goals. Learning online is different from being in a regular classroom. There are benefits like being able to work at your own pace at a time that suits you but also challenges as well. Throughout your learning journey we are on your team and will make your experience as smooth as possible. Be positive and outgoing when you interact with the teachers and other students when you are attending your classes. True learning is as much about giving as receiving. Together, Talent International and you will set new horizons!

Logon and let's get started!

Welcome to Talent International Institute.

Qaiser Rashid
Principal / CEO



About Talent International Institute



We are a Private Training Establishment (PTE), Ever since 2003, Talent International Institute, abbreviated as TII, has established a reputation for excellent in the field of English language teaching and we are sure that you will be a part of that continuing success.

The policy of TII fulfils the requirements of the New Zealand Qualifications Authority and the Code of Practice for the Pastoral Care of International Students.

Our school sites, located in the hearts of Christchurch and Dunedin, provide a welcoming atmosphere for students from all around the world. The school has classrooms with latest technology, an administration office, staff room, wireless computer access facilities, student common room with kitchen, and free Wi-Fi throughout the building.

The teaching staff is an enthusiastic group who have high professional standards, having been chosen for their ability and interest in the philosophy of Talent International Institute. We expect students to perform to their highest potential and regard pastoral care as an important aspect of our jobs. Well qualified and experienced lectures are assisted by talented, hardworking support staff.

Talent International Institute has guidance/care procedures designed to assist students, both academically and socially, since the classroom is only one part of the life of a Talent International Institute student.

Our courses range consist of English Programme and New Zealand Certificate in English Language (NZCEL) Programme. We currently offer English Language courses suited to students of all skill levels and NZCEL with an aim to increase our programme range in future.



Contact Information

Support for offshore online learners is available immediately 24/7 around the clock with multiple languages via different communication channels, such as; WeChat, Facebook Messenger, Zoom, Microsoft Teams, e-mail. Learners get assigned a dedicated student e-mail addresses to communicate with TII staff in addition to info@tii.ac.nz and support@tii.ac.nz

First point of contact

Marcelo Ferreira Botega (Portuguese)	+64 27 512 0075	marcelo@tii.ac.nz
Sharon Sun (Chinese – Mandarin)	+64 22 199 4661	sharon.sun@tii.ac.nz
Yasser Abdelsalam (Arabic)	+64 21 08463423	yasser@tii.ac.nz
Angie Meng (Chinese – Mandarin)	+64 21 173 5355	angie@tii.ac.nz
Dr Gursharan (Hindi/Punjabi)	+64 22 161 5575	gursharan@tii.ac.nz
Margaret Fowler (English NZ)	+64 27 332 3913	margaret@tii.ac.nz

Campus: Christchurch
Phone: +64 3 3660797
Street address: 282 Durham Street North, Christchurch, New Zealand
Email: info@tii.ac.nz
Website: www.tii.ac.nz or www.tiixperience.com

John Williamson (English NZ)	+64 21 028 42359	john@tii.ac.nz
Autumn Wang (Chinese – Mandarin)	+64 225691955	autumn@tii.ac.nz

Campus: Dunedin
Phone: +64 3 477 3345
Street address: 95 Hanover Street, Dunedin, New Zealand
Email: info@tii.ac.nz
Website: www.tii.ac.nz or www.tiixperience.com

Training Scheme Description and Assessments

TII teaches general English language courses from Beginner level through to Advanced (depending on numbers) and IELTS.

The goals and content of the courses differ for each level and for each group of students. Since our classes are small, there will be many opportunities to interact with your teacher. Your needs will be discussed and reviewed, on a regular basis. Entry and exit testing are conducted online via e-mail and Microsoft Forms. Each student sits an entry exam on enrolment to determine their levels and join the class allocated to them by the head teacher. Once the students finish their courses, they will be having access to exit test to measure their accomplished progress with certification and final report. Students may opt to join flexible online sessions as per their schedules. A minimum of 2 hours session is required for enrolment to the offshore online training scheme.

• Teaching and Learning

Some teaching methods may be different from those in your country. Our teachers are well qualified and very experienced and will help you to feel comfortable in the class. Sometimes you will listen to the teacher, sometimes you will work by yourself and sometimes you will work with another student, in a small group or with the whole class.

It is important to be enthusiastic and to participate, and always be prepared to ask and answer questions.



• Testing

Testing is another way of learning. It is an opportunity for you to find out what is correct. It is also a way of checking that you are making progress and that what we teach is useful to you.

There are also ways you can test yourself. Your teacher will give you regular tests, usually every six weeks, and will give you the results of these tests the following day. Your teacher will also give you information and advice on how to best improve your English. You will receive this advice on a written report as well as in regular conversations with your teacher.

• Course Evaluation

You will be asked to complete online course evaluations at the end of your first week, every 6 weeks during class/session, and at the end of the course. You may also place informal concerns or suggestions for review in the Digital Suggestion Box through via QR code below:



Resource Requirements

The texts and related material detailed in the resource section show an up-to-date and comprehensive resource to facilitate course delivery.

In addition, the following resources are available:

- Computer Screen/Whiteboard
- Computer Suite with a microphone and HD camera for audio/video communication with the teachers and facilitators.

Students are required to provide their own devices and reliable internet connection for the purpose of joining the online sessions/classes with below minimum technical requirements for education:

System requirements for Windows, macOS, and Linux

https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux#h_d278c327-e03d-4896-b19a-96a8f3c0c69c

System Requirements for Zoom Rooms

<https://support.zoom.us/hc/en-us/articles/204003179-System-Requirements-for-Zoom-Rooms>





TII emphasises the individual student.

Individual date of student entry

Students may start school on any Monday of the school year depending on individual circumstances. In the case of some students, this flexibility is essential as exact dates of arrival cannot always be given or adhered to. It is also very convenient for students who are taking short courses.

Individual rate of progress

Some students advance more quickly than others, depending on many factors. Some of these include:

- natural linguistic aptitude
- degree of application
- motivation and reasons for studying
- previous English study before coming to New Zealand
- length of time which has elapsed since last studying English
- ability to adapt to a different culture
- personality factors
- their first language
- age

The “individual study” system caters best for the individual objectives of each student. Students who enrol at our school have a wide diversity of reasons for learning English. Our flexible system is able to fulfil widely differing student objectives.

Individual length of stay

Students may study for any length of time from a minimum of one week onwards. This flexibility again suits individual circumstances and finances.

Small Classes

We encourage a maximum of ten students per class but realise that flexibility of classroom number is required depending on human resources. A 10-student classroom represents the ideal English language classroom size. This allows for greater individual attention than does a large class. Without a small class, it would be very difficult, if not impossible, to give each student enough individual attention to enable the “continuous study” system to work.

Beginner / Elementary

The Beginner level introduces students who have little or no knowledge of English to the alphabet, the English sound/spelling system and basic communication strategies.

Pre-Intermediate / Intermediate

Pre-Intermediate to Intermediate levels is for students who can communicate in written and spoken English.

Upper Intermediate / Advanced

Upper Intermediate to Advanced levels are for students who are more fluent in English and wish to improve their reading, writing, listening and speaking skills.

Focus on IELTS (Academic and General)

General IELTS is suited to Intermediate and above students wishing to gain residency or entrance to some tertiary courses. Academic IELTS is designed for Upper Intermediate/Advanced students wishing to gain entrance into a university or polytechnic. The Focus on IELTS afternoon class is dependent upon demand.

The aim of the Focus on IELTS Class is to help students achieve a level of listening, reading, writing and speaking, so that they will be adequately prepared to take the external IELTS exam at the local IELTS Testing Centre and hopefully be eligible to study further tertiary level courses in New Zealand, Australia or other institutions around the world. Students may also need an IELTS score for their visa application. Students need to check with their course provider or immigration advisor about their requirements.



As a general rule, it is recommended that someone has studied General English to higher Intermediate level prior to studying for Academic IELTS, if university study is the goal.

Placement at TII

Online Class/session sizes are kept to a maximum of 10 students (unless part of an organised group). Private one-on-one sessions/classes are also available.

Initial Placement

Upon application, students take a Placement Test in Grammar, Writing and Speaking.

The test results are discussed, and a level placement made by the Head Teacher.

The Student joins the suggested class. The teachers give feedback on the placement and changes may be made for the next day of study if necessary.

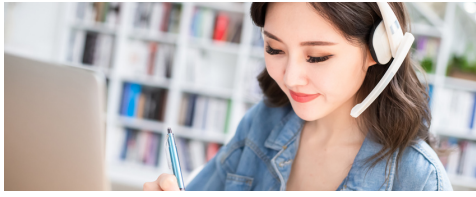


Class Movement

Normally, class promotions are recommended after the 6-weekly Progress Test. Generally, students should attain around 80% and should also be deemed ready by the teacher. Repeating students with particular “sticking” issues may sometimes be promoted without attaining 80%, on the grounds that a morale boost can often free them up to resume progressing normally.

If students wish to move down a level, the Head teacher will discuss this with the teachers concerned and if there is room and the teachers are in agreement, the change will normally be approved. Students who wish to go up a level will normally be asked to wait till the next Progress Test, but if the student is particularly strong, a move may be permitted.

TII Voluntarily Code of Practice and Other Information



Talent International Institute is committed to providing you with a high degree of support. We are here to help you with any of your problems, whether it is difficulty adapting with the online learning environment or difficulty practicing with your fellow peers and members of your community.

Students' safety and comfort is of great importance to us.

Talent International Institute has agreed to be bound by the voluntary TII Code of Practice for the Offshore Online Delivery. This code ensures that high professional standards are maintained in the institute, that the institute behaves ethically and responsibly, that the institute provides complete and up-to-date information to the students, that the needs of offshore online learners are recognised and addressed, and that procedures are in place for resolving student grievances. The TII Code of Practice for Offshore Online Delivery protects your rights as an international student and you are encouraged to read and understand those rights. A summary of the TII Code of Practice for Offshore Online Delivery in English is provided in Appendix A of this Handbook. Talent International Institute has a copy of the complete Code of Practice available for students to read in English. Please ask the Administration and Student Services Manager for a copy.

A full copy of the TII Code in your own language can also be accessed on the web at

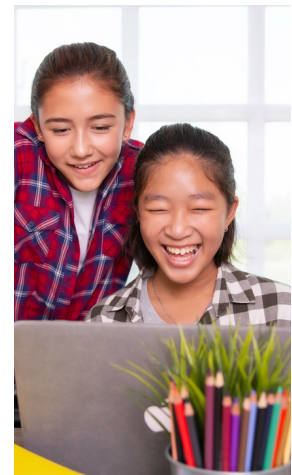
<https://tiinz.sharepoint.com/:b:/s/QMS/EQewS72TTQVikOI5zqXB6GcBAUGNVRNP5GA8SmGDFXT1Kg?e=beUxNC>

Administration and Student Services Manager

The Administration and Student Services Manager are there for students to discuss problems of digital and technical literacy, Cyber-safety and security, settling into a safe online learning environment, cultural questions on how to fit into New Zealand learning methods, culture shock, and planning for future job or academic training. They can also help with other problems within the school.

The Student Services Manager is available to help you with any problems relating to :

- Technical literacy
- Cyber-safety and security
- Fitting in to New Zealand learning methods
- Planning for future study with us.



TII Student Holidays / Leave

There is an expectation that students attending Talent International Institute (TII) offshore courses will follow the New Zealand holiday schedule. If students are unable to attend classes due to their countries holiday schedule, they must inform TII administrator either at enrolment or at the earliest opportunity.

Students make all reasonable attempt to attend class at the designated times. Failure to do so may increase your chance of falling behind or failing.

TII is closed on New Zealand public holidays ([NZ Government Website](#))

New Zealand National and Canterbury Regional Public Holidays 2021:

- New Year's Day — Friday 1 January
- Day after New Year's Day — Saturday 2 January
- New Year Holiday — Monday 4 January
- Waitangi Day — Saturday 6 February
- Otago anniversary day — Monday 22 March
- Good Friday — Friday 2 April
- Easter Monday — Monday 5 April
- Southland Anniversary Day — Tuesday 6 April
- Anzac Day — Sunday 25 April
- Anzac Day Holiday — Monday 26 April
- Queen's Birthday — Monday 7 June
- Canterbury (South) anniversary day — Monday 27 September
- Labour Day — Monday 25 October
- Canterbury anniversary day — Friday 12 November
- Christmas Day — Saturday 25 December
- Boxing Day — Sunday 26 December
- Christmas Holiday — Monday 27 December
- Boxing Day Holiday — Tuesday 28 December

Talent International Institute is also closed over the Christmas and New Year break for a period of three weeks.

TERMINATION OF COURSE

An offshore online student of Talent International Institute can be terminated from his/her course and might be expelled from the online course under some circumstances. If a student is terminated or expelled, his/her fees would not be refunded.

The following circumstances may result in termination or dismissal if the student:

- has poor online session/course attendance.
- has poor participation/performance during the online sessions/classes.
- who cannot meet the conditions of their offer of place or any other agreed conditions?
- harasses either staff or students verbally or sexually.
- knowingly provides incorrect information when enrolling.
- breaks online delivery rules and regulations.
- does not comply with Cyber Safety and Security policy and other offshore online delivery policies.

At Talent International Institute, we ensure that we provide all students with a safe and protective environment. A student can complete an appeal form for their termination and submit it within 7 working days to the Institute CEO (qaiser@tii.ac.nz).



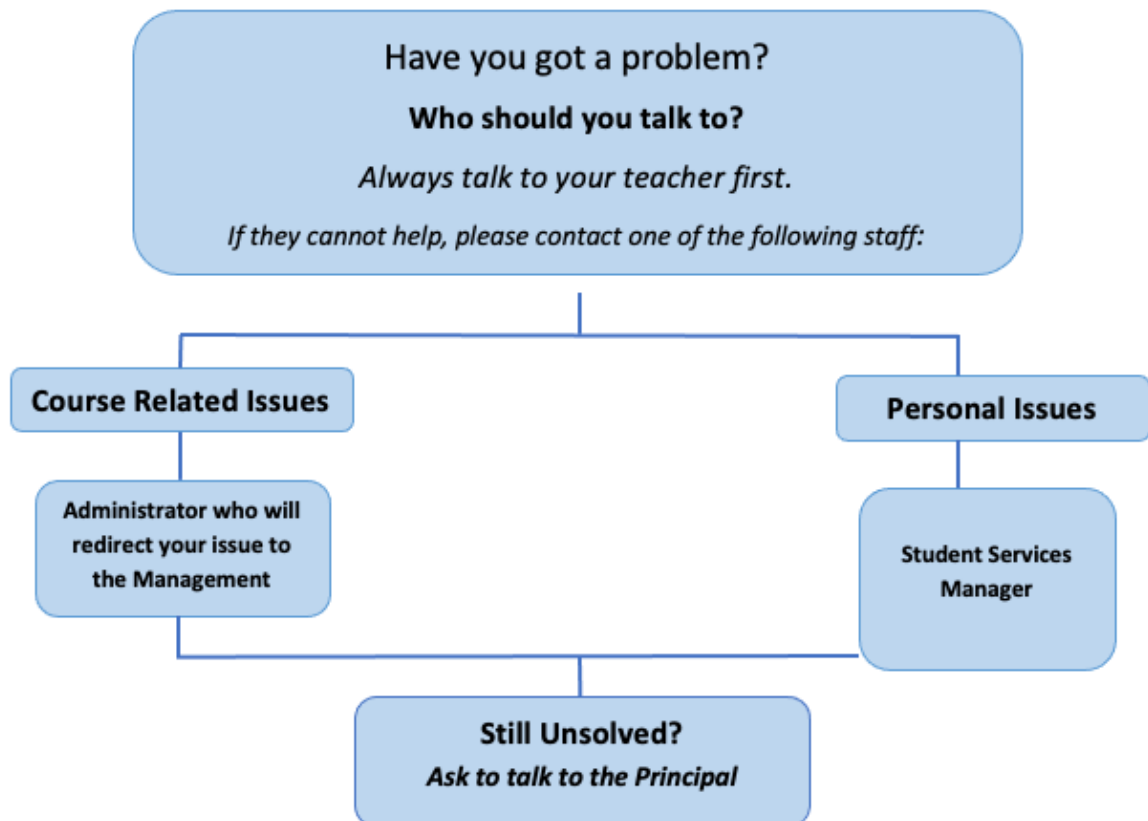
Student Concerns / Conflict Resolution

Students may address concerns or seek resolution to conflict by the following means:

1. A student may discuss concerns with their Lecturer, Administration and Student Services Manager or the Programme Leader. If necessary, the agent may be contacted to facilitate a resolution. If the issue is not resolved by their Lecturer, Administration and Student Services Manager or the Programme Leader, students should contact the College Principle. If students cannot resolve their concerns within the institute, they may do so through external means. For academic concerns, they may submit a complaint to the New Zealand Qualifications Authority. For settlement of contractual and financial disputes, they may contact Fairways Resolutions LTD (iStudent). For all other concerns they should contact NZQA. The contact information for these institutions is listed in the Contacts section of this Handbook and on a "Have you got a problem" chart on the student notice board. All records of formal complaints and resolutions are kept on file by the Administration and Student Services Manager.

2. A student also can place informal concerns or suggestions for review through the below link:
<https://forms.office.com/Pages/ResponsePage.aspx?id=04oBYOK5SU2zMvt1lc7tIRNatZqL795BgdUYbVKzct5URDc2QkpCU0dHOTZXRjBSSjJHV09EV0owMy4u>

TII's Concern / Conflict Resolution Process



What is Harassment?

Talent International Institute does not tolerate verbal or sexual harassment online.

Online sexual harassment is defined as unwanted verbal or physical conduct, including misuse of visual or written material, of a sexual nature by one person towards another. Online verbal Harassment is speaking in a way which demeans the listener or causes them discomfort. We strive to make our classes supportive and positive.

All complaints are taken seriously and investigated by the student Services.

Note: Any cyber-criminal behaviour will be reported to the authorities, with no warning.

Withdrawal and Refund Policies

Any student who requests a withdrawal or refund should submit a completed withdrawal / refund application to Talent International Institute and make sure it is acknowledged immediately by the branch Student Service Manager. Once the withdrawal or refund of the student has been processed completely, Talent International Institute will terminate his or her online course enrolment and inform the Public Trust where applicable.

The refund policies are as below based on length of your course:

Course Length	Refund Policy
Courses three months or more	<ul style="list-style-type: none">• If the course is of three months duration or more and you cancel part or your entire course during the first 14 days of your enrolment you are entitled to receive a full refund less a deduction for costs incurred by the school, up to a maximum of 25% of fees paid. If you cancel or change your course after you have completed the first 14 days of your enrolment, or finish your course early, no refund will be given.
Courses five weeks or more but less than three months	<ul style="list-style-type: none">• If the course is of five weeks or more but less than three months, and you cancel part or your entire course during the first 7 days of your enrolment you are entitled to receive a fund of at least 75% of any amount paid. If you cancel after the 7th day of your enrolment, no refund will be given.
Courses under five weeks	<ul style="list-style-type: none">• If the course is of more than two days but under five weeks and you cancel part or your entire course by the end of second day of your enrolment you will receive a fund of at least 50% of any amount paid. If you cancel after the 2nd day of your enrolment, no refund will be given.

****The course start date is the date specified on the Student Offer of Place Letter**



Other withdrawal and refund information

1. If a student chooses to withdraw from a course prior to its commencement, we will refund all course fees received, less the Enrolment fees.
2. No refund will be given to students taking time off during the course, unless by prior arrangement and recorded and signed by the students and Talent International Institute at least two (2) weeks in advance.
3. If a student withdraws from a course for medical or family reasons, Talent International Institute may refund a portion of the course fees at their own discretion, and upon application by the student.
4. If a student's enrolment in a course proves unsatisfactory, Talent International Institute may, at their own discretion, refund a portion of the course fees upon the application by the student.
5. If the school has to cancel a course you are specifically enrolled for, you will receive a full refund of fees received by the school, including the Enrolment fees.
6. No refund will be made to a student who is expelled from his online enrolment. 1. Public Trust must also be informed.
7. The student can bring a support person with him/her when applying for a refund/withdrawal.
8. In the occurrence of a course Closure Event and the student transfers to an Alternative Provider with the approval of NZQA, then the balance of student fees held in trust will be transferred to the Alternative Provider.
9. If the student withdraws from a course or a Closure Event occurs, and the Trustee refunds the balance of the funds directly to the student, this will be carried out in accordance with the provisions of the Education Act 1989 and Talent International Institute's Refund Policy.
10. No refund will be given for the enrolment in the course of two days or less - this will also apply to the students taking sessions.
11. If the school cancels a course you are specifically enrolled for, you will receive a full refund of fees received by the school.
12. If you withdraw from your course for medical or family reasons, we, in our sole discretion, may or may not refund to you a portion of your course fees upon application by you.



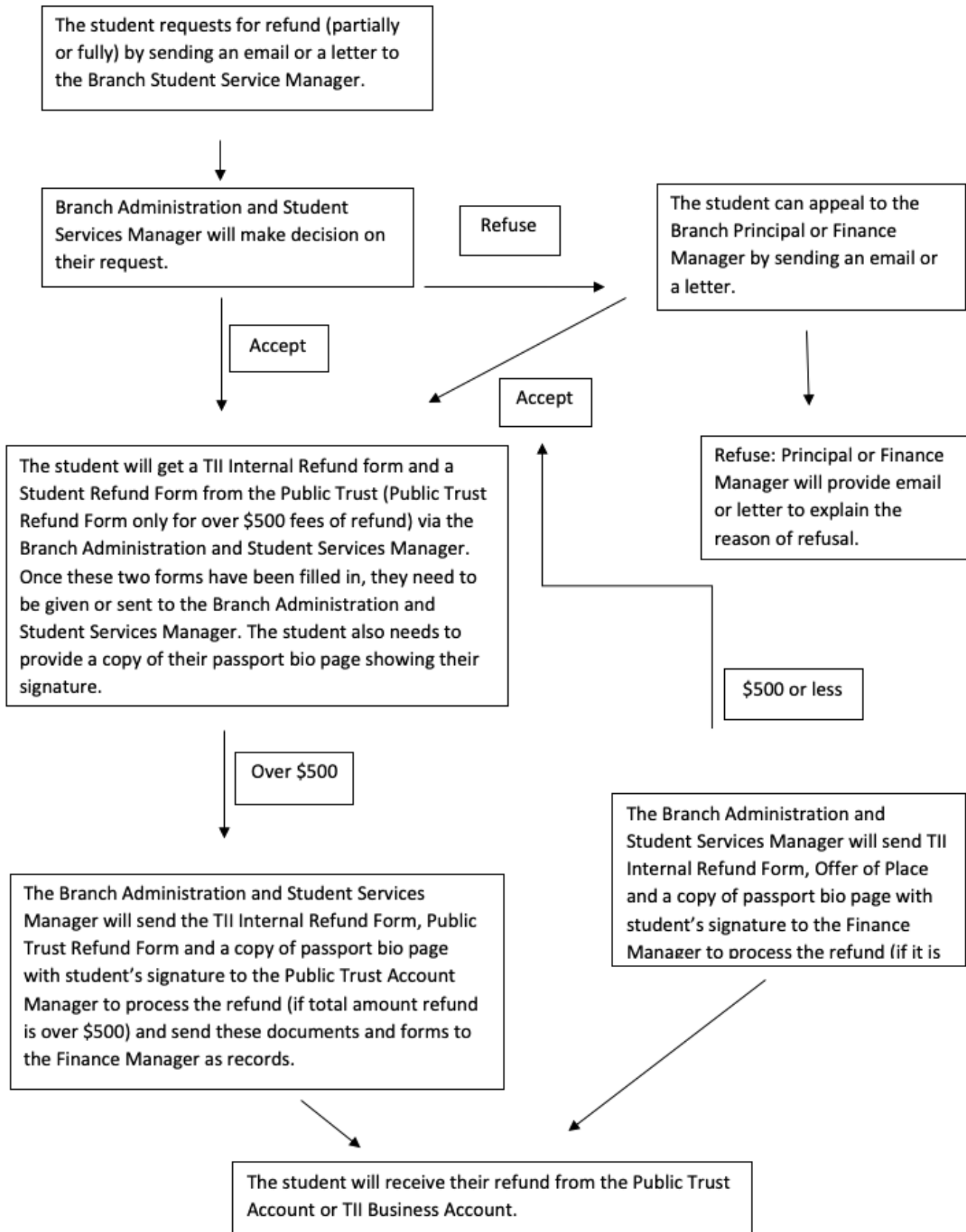
Other withdrawal and refund information

13. In the event where the above terms occur, the TII refund policy shall apply. However, TII may decide on a case-by-case basis and consider partial refund of fees solely on TII discretion.

14. All fees will be held in accordance with our Fee Protection policy.

15. No refund shall be provided for the classes / sessions where student is unable to attend due to absence.

Refund Procedure



Fee Protection Policy



Fee Protect.



Talent International Institute has established a Student Fees Protection Trust Fund held by the Public Trust. All fees paid by students are protected from any wrongdoing by, or insolvency of, the Institute. Talent International Institute agrees to comply with Section 253 of the Education Act 1989 and the Student Fee Protection Rules 2013 with regard to the protection of student fees:

1. All student fees \$500 or less (GST Inclusive) are required to be deposited in the business account of Talent International Institute.
2. All student fees more than \$500 (GST Inclusive) are required to be deposited in the Student Fees Trust Account of the Institute in advance. Fees are drawn down after commencement in stages as the course is completed.
3. Funds held in this trust account can only be released after the student has been at the Institute for:
 - A. 5 calendar days for all courses under 13 weeks and after the Trustee has given his/her permission for the funds to be so released.
 - B. 8 calendar days for domestic students on courses of 13 weeks or more.
 - C. 10 working days for international students on courses of 13 weeks or more, and after the Trustee has given his/her permission for the funds to be so released.
4. The Student will pay their fees into the Public Trust account and authorises the Trustee to administer the Student Fee and any accumulated interest according to the Trust's provisions and terms and in accordance with the payment schedule produced by the Institute. The student should also understand that after signing this document this authorisation cannot be revoked.

Please visit the Public Trust website for more information:

Public Trust
www.publictrust.co.nz

Phone: 0800 494 733
E-mail: feeprotect@publictrust.co.nz
Address: PO Box 31543 Lower Hutt

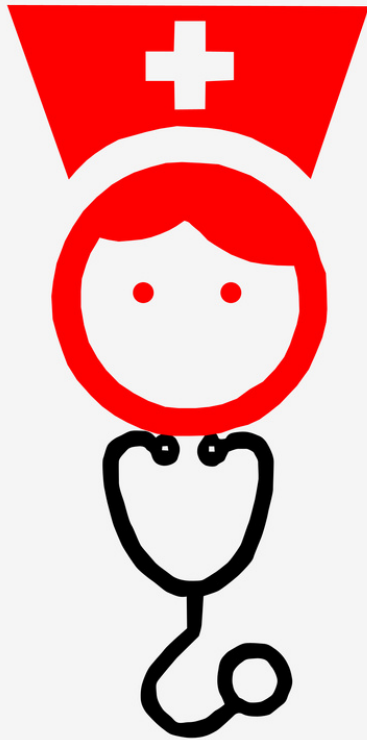
Healthcare

If you are in need of medical attention during your online course with TII, your teacher or online course facilitator will provide assisting information. Your teacher or online course facilitator will inform the Administration and Student Services office and we will advise your emergency contact or Next of Kin identified by you upon your enrolment.

You are highly recommended to contact your local medical practitioner and/or health insurance provider.

Emergency Contact

In an emergency, contact (Sharon Sun) on **022 199 4661** or (Yasser) on **021 084 63423** in the first instance in Christchurch, or (John) on **027 534 3837** in Dunedin.



A hand holding a black marker, writing the word "ONLINE" in black capital letters on a white surface. A red horizontal line is drawn underneath the word.

Appendix A: Summary Code of Practice for the Offshore Online Delivery

Introduction

When offshore/overseas students from other countries enrol to study online with TII, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

What is the Code of Practice?

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

When does the Code apply?

TII has developed the voluntary TII code of Practice for Offshore Online Delivery 2020. The Code applies to all offshore online students enrolled at TII in June 2020 onwards.

Who does the Code apply to?

The Code applies to TII as an approved provider by NZQA with students enrolled on offshore online programmes. The Code is voluntary to these providers and must be signed by them.

How can I get a copy of the Code?

You can request a copy of the Code from Administration and Student Services Manager.

The Code is also available online from:

<https://tiinz.sharepoint.com/:b:/s/QMS/EQewS72TTQVikOI5zqXB6GcBAUGNVRNP5GA8SmGDFXT1Kg?e=beUxNC>

How do I know if an educational provider has signed the Code?

NZQA is the Chief Administrator of the Code of Practice. NZQA maintains a list of all education providers that are approved signatories to the Code of Practice. You can obtain this information online in different language translations on:

www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/

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, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures related to the online learning environment for offshore students and you need to go through these internal processes before you can take the complaint any further.

The Voluntary Overseas Code recognises that internal complaint and appeals processes play a role in ensuring that grievances are appropriately heard and addressed for both the student and TII.

For information about how to make a complaint see the NZQA website:
www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/

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



Christchurch Campus:
282 Durham Street, North Central City, 8013
Phone: 64-3366-0797

Dunedin Campus:
Level 1, 95 Hanover Street, 9016
Phone: 64-3477-3345



<https://www.tiiexperience.com>
<https://www.tii.co.nz>



info@tii.ac.nz or holidayprogramme@tii.ac.nz



Talent International Institute
TII School Holiday Programme

