

Welcome to
**Duke Institute
of Studies**



MISSION STATEMENT

"To provide quality education in a stimulating environment where every student will feel safe physically, emotionally and psychologically."





Our Directors
Youngsuk Lee and Seyoun Kim

Location

The Duke Institute of Studies (DIOS) has been established since 2001 and is located in the beautiful seaside suburb of Takapuna beach on the North Shore of Auckland city at 12 Huron Street. We are close to a shopping mall, cafes, restaurants and the bus stop is only minutes away. We are also only 10 minutes bus ride from downtown Auckland.

Legal Status

The Duke Institute of Studies (DIOS) is a private training establishment that has been granted registration by the New Zealand Qualifications Authority (NZQA) under Part 18 of the Education Act 1989. We have an NZQA External Evaluation and Review rating of Category 2, with NZQA being Confident in the educational performance and Confident in self-assessment capability of DIOS.

Our student population

We have students from all over the world, our students meet people from many cultures and enjoy learning about their lives and customs. At Duke we look upon the diversity of our students as asset.

Special characteristics:

The tuition at our school is “quality” driven. Our courses equip students with the skills they need to be fluent in English.

- We have small class numbers. There are never more than 10 students in any class.
- We have pathways with top High Schools in the North Shore area.
- When students complete their course at Duke and want to move to a High School, we can assist them to do this.
- Our Holiday English Programme is popular because of the content and quality of delivery and allows students an opportunity to learn English and enjoy some outdoor activities. The programme caters also for children from 11 years of age.

Hours of study

The School's daily timetable is set out below:

School starts at 9:00a.m.

Morning tea break 10:30a.m - 10:45a.m.

Lunch time 12.15p.m. - 1.00p.m.

School finishes at: 2:30p.m.

Classes available

General English Proficiency Beginner to Upper Intermediate

Suitable for adults and young learners.

Start any Monday (Full-time: Mon ~ Fri. 9.00am - 2.30pm or Part-time: Mon ~ Fri. 9.00am - 12.15pm)

Apart from public holidays

These classes cover the main language skills in English. You will study reading, writing, listening, speaking and vocabulary. On completion of all the levels you will be able to use English confidently at school and in professional and social settings.

Courses are run at several levels, from Beginner to Upper Intermediate. You will sit a placement test when you arrive, and join a class at your level. Please note - classes are run according to student demand.

Academic IELTS preparation

Suitable for 16 years and older.

Start any Monday (Full-time: Mon ~ Fri. 9.00am - 2.30pm or Part-time: Mon ~ Fri. 9.00am - 12.15pm)

Apart from public holidays

This class is for advanced students, and prepares them to sit the IELTS examination. This programme is for the IELTS (Academic) examination.

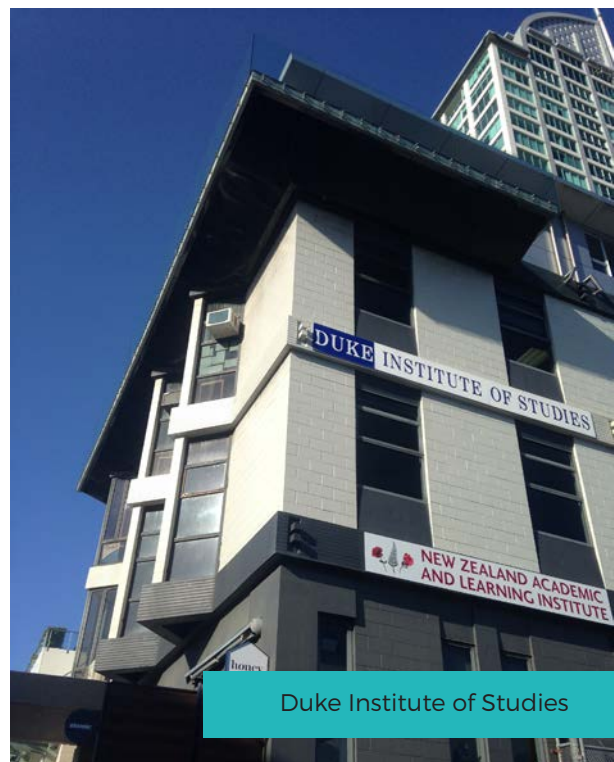
Holiday Programme - Study & Activity

These programmes are run every holiday, a minimum of 2 weeks and run according to demand for young learners 12 years-17 years old.

In addition:

All our courses are designed to enable students to learn the theory (or expand existing knowledge) and simultaneously implement this into general conversation in any given situation. We offer after-school personalised revision upon request.

As DIOS expands the number and range of courses and programmes it has to offer, these will appear on the website (www.duke.ac.nz).



Introduction

The Duke Institute of Studies is situated on the beautiful seaside suburb of Takapuna Beach on the North Shore of Auckland City. We are in close proximity to our pathway High Schools. These schools are some of the top schools in Auckland.

Our courses will assist you to adapt to the expectations and culture of New Zealand high schools. As language is central to learning and English is the medium for most learning in the NZ curriculum, the focus is literacy in English.

Our courses emphasise:

- Group work
- Enquiry learning
- How to communicate knowledge and ideas in appropriate ways.
- How to listen and read critically.
- Creative thinking

A progress report is prepared for each student at 2 weekly intervals and at the end of the course you will be presented with a certificate and a final report will be sent to your chosen school.

You can choose your period of study – anywhere from two weeks to up to 1 year – and you can start any time (classes begin each Monday)

Levels: Beginner to Intermediate



Birkenhead College



Carmel College



Rosmini College



Northcote College



Takapuna Grammar



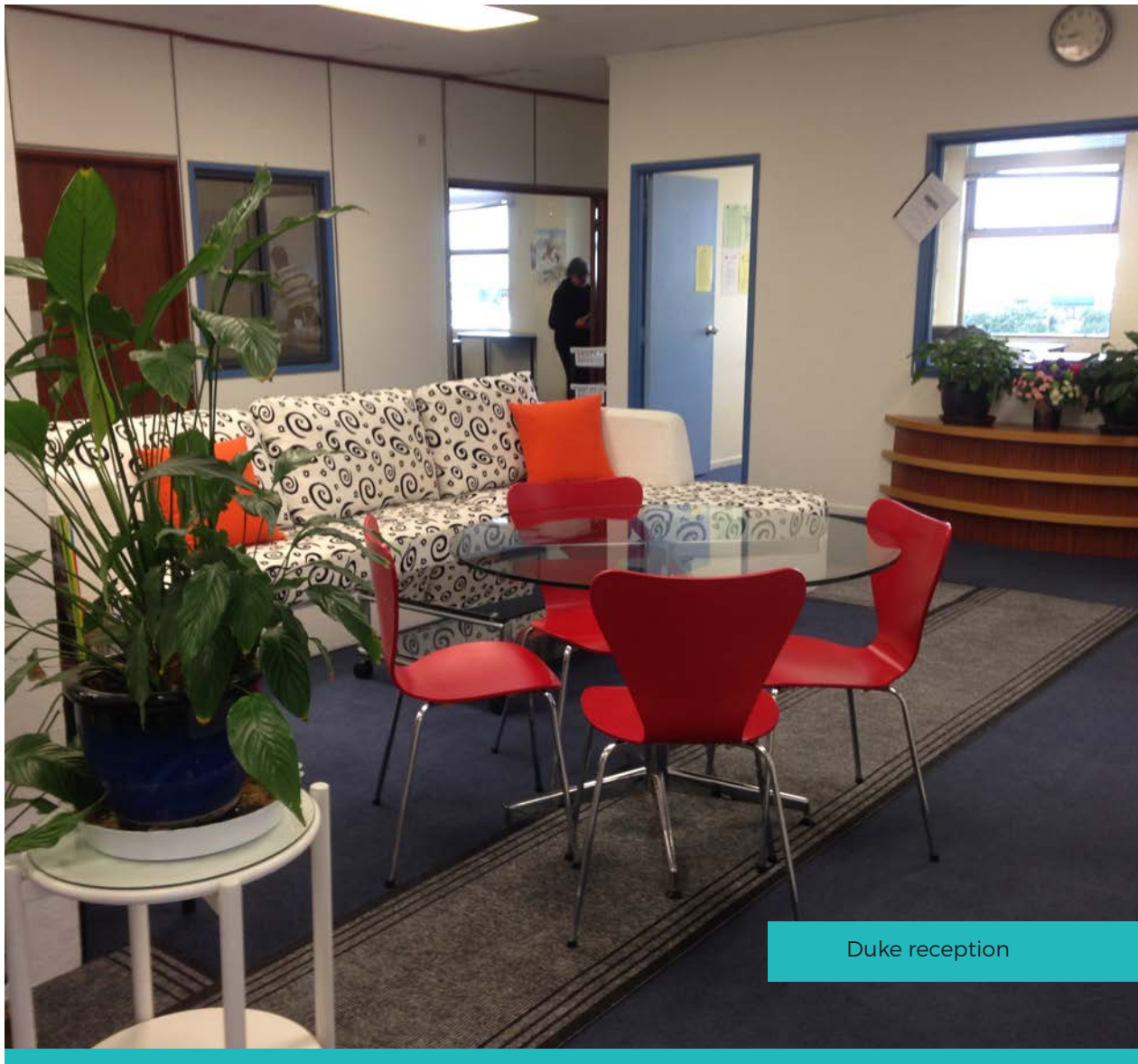
Glenfield College



Westlake Boys High School &
Westlake Girls High School

Duke Institute of Studies also has links with the following:

- The University of Auckland
- Auckland University of Technology
- Massey University
- UNITEC New Zealand
- The School of Creative and Performing Arts
- North Shore International Academy
- NZMA



Duke reception

Getting started

We are excited you chose to study at Duke Institute. We hope your time with us is an enjoyable experience.



Student orientation:

- Upon arrival you will be given a placement test if you have not already completed one.
- A photocopy of your passport will be taken
- A photo will be taken of you and we will make a student ID card for you.
- Students who study for 12 plus can get student discount on the bus - a sticker will be put on your ID card
- You will be given orientation around Takapuna - shops, library, buses, banks post office etc
- The DIOS Handbook is summarized and an Orientation Booklet is given to the you this includes: School Rules, Grievance Procedures, School times, Student Attendance policy, the Code of Practice for the Pastoral Care of International Students, DIOS policy on textbooks, and contact details for NZQA and the International Educational Appeal Authority are explained.
- A full copy of the Student Handbook is found in every classroom or is available at the office, or from the Director of Studies.

Accommodation and The Code of Practice for the Pastoral Care of International Students

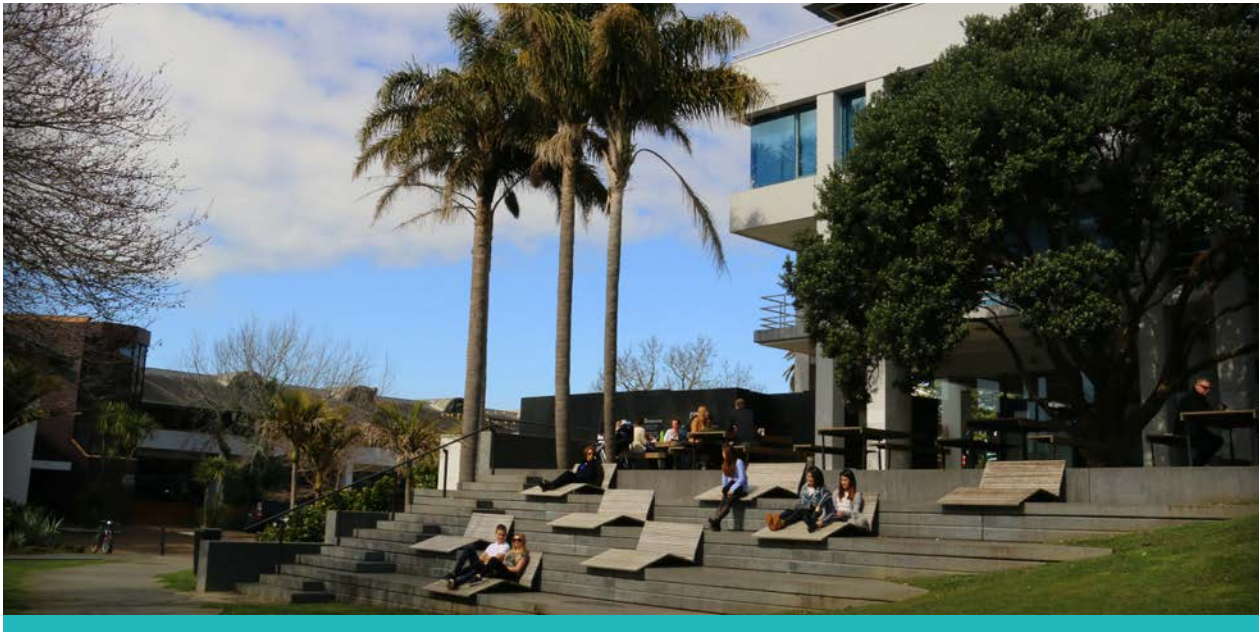


Homestay Accommodation

- Homestay accommodation is full board which includes breakfast and evening meals 7 days a week and lunch on weekends.
- Cancellations and early withdrawals - refer to Refund Policy.
- DIOS has a registered Homestay Agent to make arrangements for students' accommodation requirements when needed.
- Homestay accommodation is arranged for the period the student is enrolled at the Institute. Students must leave the homestay at the end of their course of study.
- Duke Institute of Studies is not responsible for any accident or illness of a student, or loss or damage to their personal possessions during their stay with a host family. Travel and medical insurance is compulsory. This is available through Southern Cross Insurance if required.
- Homestay fees deposited in the Trust Account are protected by the Public Trustee.
- The School's Homestay Co-ordinators are Seyoun Kim, the Liaison Manager (Betty Wright) and our Homestay Contractors.

Attendance requirements

- The school policy conforms to the requirements of the New Zealand Immigration Services. Students must achieve a minimum 80% attendance rate.
- If a student is late for three consecutive mornings they will be advised in writing of their attendance requirements.
- When a student knows in advance he/she will be absent, he/she must give his/her teacher a completed Student Absence Form the day before.
- If a student is sick or unable to attend school, he/she must notify the school (Ph: 488 0101) as early as possible on the day.
- If a student's attendance record indicates they are below the 80% attendance rate, the school will notify the New Zealand Immigration Service. An attendance rate below the required minimum may jeopardize any study in New Zealand.



The Code of Practice for the Pastoral Care of International Students

- Duke Institute of Studies has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published and administered by the New Zealand Qualifications Authority.
- Copies of the Code are available on request from the school or from the New Zealand Qualifications Authority website at www.nzqa.govt.nz.

Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at www.moh.govt.nz. Note: A medical and travel insurance package is available as part of your enrolment procedure at DIOS.

Accident Insurance:

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz.

Homestay cancellation or early withdrawal

Cancellation of homestay will result in a full refund LESS the homestay placement fee.

If a student decides to withdraw early from their homestay, during the homestay period, they will receive a full refund of remaining homestay fees, provided two weeks' notice is given.

Relocation by a student into another homestay is not subject to additional fees unless a complaint by the homestay provider is made in which case an additional homestay placement fee is payable.

Code

Duke Institute of Studies is a signatory to the Code of Practice for the Pastoral Care of International Students published on the New Zealand Qualifications Authority website (www.nzqa.govt.nz).

Terms and conditions of enrolment

Enrolment

- Enrolment is subject to the following conditions which are legally binding under New Zealand law.
- Enrolment is completed after an Offer of Place has been accepted by the student and fees have been paid in full to the Duke Institute of Studies.
- The School must be advised of any changes to the information provided on the Duke Institute enrolment form regarding contact information for the student or their family.
- The student fees will be paid into the Public Trust Account in accordance to NZQA requirements and fees must be paid before enrolment is confirmed.
- Class placement depends on a student's tested level of ability and attainment

Course Dates and Fees

- Duke Institute of Studies is open all year except on Public Holidays.
- Course fees are worked out in calendar weeks, including Public Holidays. No reimbursement of fees or extra tuition is provided to cater for public holidays.
- Public Holidays are: Christmas Day, Boxing Day, New Year's Day, Second of January, Auckland Anniversary Day, Waitangi Day, Good Friday, Easter Monday, Anzac Day, Queen's Birthday, Labour Day.

School Rules

- Students must obey the school rules and laws of New Zealand.
- A copy of the school rules may be found on the Institute's website (www.duke.ac.nz) or as requested.

Medical and Travel Insurance

All students must have medical and travel insurance. The DIOS can provide medical and travel insurance through Southern Cross as part of its enrolment procedure. The Institute is not liable for any damage, loss or injury to students or their property.

Refund of Tuition Fees

The Institute's refund policy complies with Ministry of Education policy and NZQA regulations.

a. Effective before the start date

- Cancellations made in writing before the course start date will result in a full refund LESS 10% or \$500 whichever is the lesser. If a student's visa application is declined, the school will refund all tuition fees Less 10% or \$500 whichever is the lesser.

b. Effective after the start date

- For courses of 3 months or longer, students withdrawing within the first ten working days of the course must be refunded in full less a deduction for costs incurred by the PTE, up to a maximum of 25% of the fee total paid or \$3,000 whichever is the lesser. Cancellations must be made in writing. If a student's visa is declined, the school will refund all unused tuition fees LESS costs up to a maximum of 25% of the fee total paid. We, the Duke Institute of Studies, will provide to you, the student, details of the cost components for the purpose of working out the maximum deductible percentage. In the event of a dispute over the cost component deducted, you can refer the matter to The Complaints Office of the New Zealand Qualifications Authority (NZQA).

- Regardless of the course duration, any student who cancels their enrolment after the first ten working days of course commencement will not be entitled to a refund. (See compassionate grounds below).
- A refund may be given after ten working days of course commencement on compassionate grounds at the sole discretion of the Principal. A 30% administration fee will be deducted from unused tuition fees.

Early withdrawal and refund requirement

Where a foreign student enrolled at a PTE on a course of study or training, that is less than three months' duration, withdraws from such a course, the following minimum refund entitlement will apply.

a. For courses of up to and including four weeks and six days:

- Where a foreign student withdraws within the first two days of the course for which attendance of students at the PTE is required, the PTE may retain up to 50% of the full amount of any payments made by the student to the PTE in respect of the course; and must refund the balance to the student; unless
- Two days constitutes the full amount of tuition paid for by the student, in which case the provider may retain 100% of the payment made in respect of the course.

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

- Where a foreign student withdraws within the first five days of the course for which attendance of students at the PTE is required, the PTE may retain up to 25% of the full amount of any payments made by the student to the PTE in respect of the course; and must refund the balance to the student. We remind PTEs that the ten working day period (that is, ten working days, including the first day of the course) still applies to courses of three months or more.

Health and/or Special Needs

If you have any health issues or special needs that the school may need to be aware of for any reason, you must advise the school on enrolment.

Protection of student fees

- As soon as your fees are deposited with the Public Trust they are guaranteed by the New Zealand Government so that in the event of closure (due to insolvency, regulatory closure or withdrawal of accreditation) of DIOS any unrealised tuition fees will be refunded to you. You can contact the Public Trust direct at www.publictrust.co.nz or by e-mail on feeprotect@publictrust.co.nz.

Payment of fees should be made:

- (1) in person at the Duke Institute of Studies Limited in NZ\$, or
- (2) by Bank Draft to Duke Institute of Studies Limited in NZ\$, or
- (3) by Telegraphic Transfer in NZ\$ to:

Account Name: The Public Trust (Duke Institute of Studies)
Bank Account Number: 020536 0305865 01
PTE (Duke Institute of Studies) Reference Number: 8711097
Swift Code: BKNZ NZ22
Bank Name: Bank of New Zealand
Address: North End Branch, 100 Lambton Quay, Wellington, New Zealand

- (4) Please add extra \$30 to cover bank charges.