

# COURSE INFORMATION - 2003

## (1) REGISTRATION AND HOMESTAY INFORMATION

For registration and homestay information, please read the "Enrolment Conditions" on the back of the enrolment form and the "Questions and Answers" section of this booklet.

## (2) ENGLISH COURSES

### (a) General English (Standard Option - Mornings ONLY)

Course content	A communicative course in general English, covering the skills of speaking, listening, reading and writing.
Course start dates	You may begin your course on any Monday (except public holidays). Choose any length of course from 2-48 weeks.
Course times	9.00 am - 12.15 pm (Monday-Friday) 15 hours per week (3 hours each day)
Number of levels	8 levels (Beginner to Advanced)
Average class size	10-12 students
Minimum age	You should be 18 years of age or over, on the date you start your course.

### (b) General English (Intensive Option - Mornings PLUS Afternoons)

Intensive courses are Standard (morning) classes PLUS afternoon options. You do the Standard course (above) for 3 hours each morning (15 hours per week) and an afternoon option (see below) for 2 hours each day (Monday-Thursday). On Friday afternoon, you can choose 2 hours of self-access study or computer study with teacher supervision. Total study time is 25 hours per week.

#### Afternoon Options

If you study a full-time Intensive course, you can choose one of the following afternoon options (i) - (x). You can also change options during your course, if you wish. If you do not know which afternoon option you want to study, you can decide when you arrive at Crown. All afternoon options are from 1.15 pm - 3.30 pm (Monday-Thursday).

#### (i) English Skills

Course content	Develops reading, writing and listening skills, with an emphasis on grammar and accuracy. Uses a variety of classroom-based learning situations.
Course start dates	Courses begin every Monday of the year (except public holidays). You can choose any length of course from 4-48 weeks.
English entry level	Elementary to Advanced

#### (ii) Conversation

Course content	Develops listening and speaking skills, including pronunciation, with an emphasis on fluency and the use of practical spoken English.
Course start dates	Courses begin every Monday of the year (except public holidays). You can choose any length of course from 2-48 weeks.
English entry level	Any level (Beginner to Advanced)

#### (iii) Activities Programme

Course content	A combination of educational and cultural visits, sports activities, and a variety of classroom-based and out of school learning situations.
Course start dates	Courses begin every Monday of the year (except public holidays). You can choose any length of course from 1-48 weeks.
English entry level	Any level (Beginner to Advanced)

NOTE: A small additional charge of around NZD 50 is payable each week for entry to activities in this option. This fee will be collected at the school before each week's programme.

**(iv) Individual Study Programme (ISP)**

Course content	Personalised programme for your individual needs. The ISP uses Crown's multi-media centre and library, featuring audio, closed caption video, and computer equipment.
Course start dates	Courses begin every Monday of the year (except public holidays). You can choose any length of course from 1-48 weeks.
English entry level	Any level (Beginner to Advanced)

**(v) "X" Class**

Course content	Intensive study in all skill areas. Ideal for students who wish to take exams in the future or progress rapidly to further study. A high work-load course with additional homework.
Course start dates	Courses begin every six weeks during the year (except public holidays). The starting dates are: 20 Jan, 3 Mar, 14 Apr, 26 May, 7 Jul, 18 Aug, 29 Sep, 10 Nov 2003.
Course length	6 weeks
English entry level	Elementary, Lower Intermediate or Intermediate (3 levels)

NOTE: You can only take "X" classes as a full-time option (mornings plus afternoons)

**(vi) Academic English (EAP)**

Course content	Intensive study for students who plan to go on to tertiary study. Ideal as preparation for NZDipBus or university. Includes study techniques, note taking and academic writing.
Course start dates	Courses begin every six weeks during the year (except public holidays). The starting dates are: 20 Jan, 3 Mar, 14 Apr, 26 May, 7 Jul, 18 Aug, 29 Sep, 10 Nov 2003.
Course length	6 weeks
English entry level	Mid to High Intermediate and Upper Intermediate (2 levels)

NOTE: You can only take Academic English (EAP) as a full-time option (mornings plus afternoons)

**(vii) Pronunciation**

Course content	Covers all the sounds used in spoken English, with work on intonation, stress and linking. Highly interactive and enjoyable.
Course start dates	Courses begin every three weeks during the year (except public holidays). Courses are in three week modules.
Course length	3 weeks
English entry level	High Beginner to Upper Intermediate (2 levels)

**(viii) Writing Skills**

Course content	Includes letter writing and an introduction to essay writing. Recommended for students who wish to go on to an Exam Preparation Course or further studies taught in English.
Course start dates	Courses begin every six weeks during the year (except public holidays). The starting dates are: 20 Jan, 3 Mar, 14 Apr, 26 May, 7 Jul, 18 Aug, 29 Sep, 10 Nov 2003.
Course length	6 weeks (minimum study 4 weeks)
English entry level	Lower Intermediate, Intermediate (2 levels)

**(ix) Working in New Zealand**

Course content	A course for students planning to work in New Zealand. Includes preparing a c.v., job finding, telephone and interview techniques, and useful information about work in NZ.
Course start dates	Courses begin every three weeks during the year (except public holidays).
Course length	3 weeks
English entry level	Elementary and above

**(x) English for Business Purposes**

Course content	The vocabulary, structure and practical application of English for the business world.
Course start dates	Courses begin every six weeks during the year (except public holidays). The starting dates are: 20 Jan, 3 Mar, 14 Apr, 26 May, 7 Jul, 18 Aug, 29 Sep, 10 Nov 2003.
Course length	6 weeks (minimum study 4 weeks)
English entry level	Lower Intermediate, Upper Intermediate (2 levels)

## (c) Examination Courses

You can take Examination courses as part of a longer General English course. Fees for Examination courses are the same as fees for the equivalent number of Standard or Intensive course weeks. Examination fees are not included in the tuition fees for these courses. Please ask the college for examination entry procedures and examination fee details.

If you are studying a Cambridge or TOEFL class you must purchase your own textbook from the Student Services Dept. This textbook will cost approx. NZD 50. If you are taking Cambridge Exam classes you have to pay the examination fee of approx. NZD 260 to Crown. If you are taking IELTS, TOEFL and TOEIC courses, you are responsible for your own examination enrolments and examination fees. Please ask the school for the latest fees.

### (i) Cambridge Exams

#### First Certificate in English (FCE), Certificate in Advanced English (CAE), Certificate of Proficiency in English (CPE)

Course content	Preparation for the Cambridge FCE, CAE or CPE Exams. Includes review of exam techniques and study of sample exam papers.
Course dates	9 Dec 2002 - 14 Mar 2003 (FCE), 17 Mar - 6 Jun 2003 (FCE, CAE, CPE), 15 Sep - 5 Dec 2003 (FCE, CAE, CPE).
Exam dates	FCE, CAE and CPE exams are held after the course ends in June (last exam 12 Jun 2003) and December (last exam 11 Dec 2003).
Course length	12 weeks full time (FCE, CAE, CPE).
Course times	FCE, CAE, CPE: 9.00 am - 3.30 pm (Monday-Thursday), 9.00 am - 12.15 pm (Friday)
Entry level	Upper Intermediate (FCE), Advanced (CAE and CPE). Entrance test required. If you are below these levels you should follow an Intensive English course until you reach the right level.

### (ii) TOEFL

Course content	Preparation for the TOEFL. Includes review of exam techniques and study of sample exam papers.
Course dates	3 Mar - 24 April, 26 May - 18 Jul, 18 Aug - 10 Oct 2003
Exam dates	You can sit the exam in Auckland through Auckland University.
Course length	8 weeks Intensive
Course times	9.00 am - 3.30 pm (Monday-Thursday), 9.00 am - 12.15 pm (Friday)
Entry level	Minimum equivalent of TOEFL 450 on Pre-Test. If you are below this level you should follow an Intensive English course until you reach Upper Intermediate level.

### (iii) TOEIC

This class may be taken as an afternoon option, or as part of an Intensive (full-time) course.

Course content	Preparation for the TOEIC. Includes review of exam techniques and study of sample exam papers.
Course dates	20 Jan - 28 Feb, 3 Mar - 11 Apr, 14 Apr - 23 May, 26 May - 4 Jul, 7 Jul - 15 Aug, 18 Aug - 26 Sep, 29 Sep - 7 Nov, 10 Nov - 19 Dec 2003.
Exam dates	Crown is an official TOEIC test centre. You may take the TOEIC exam at the school following the course. Please ask the college for details of exam dates.
Course length	6 weeks
Course times	1.15 pm - 3.30 pm (Monday-Thursday)
Entry level	Intermediate. If you are below this level you should follow an Intensive English course until you reach Intermediate level.

### (iv) IELTS

This class may be taken as part of an Intensive (full-time) course, with an afternoon option from 2b(i) - (x) above. It may also be taken alone, as a Standard (part-time) course.

Course content	Preparation for the IELTS exam. Includes review of exam techniques and study of sample exam papers.
Course dates	20 Jan - 28 Feb, 3 Mar - 11 Apr, 14 Apr - 23 May, 26 May - 4 Jul, 7 Jul - 15 Aug, 18 Aug - 26 Sep, 29 Sep - 7 Nov, 10 Nov - 19 Dec 2003.
Exam dates	Exams are held regularly in Auckland. Please ask the college for details.
Course length	6 weeks
Course times	9:00 am - 12:15 pm (Monday - Friday)
Entry level	Students must pass a pre-test. Mid-Intermediate. If you are below this level you should follow an Intensive English course until you reach Mid-Intermediate level.

### (3) BUSINESS COURSES

#### CI 210 - Introductory Certificate of Business Studies (12 weeks full time)

You may take either the full course (CI 210) or any combination of the four morning or afternoon papers. You must complete all four papers to receive the Introductory Certificate of Business Studies (CI 210).

Course content	CI 210 (full course) - all of the following course content CI 201 - Communication skills: Global English, Oral communication, Business communication, Interview techniques, People skills CI 202 - Computer skills: Introduction to: Word processing (MS Word), Presentation software (MS Powerpoint), Spreadsheets (MS Excel), Databases, Internet CI 203 - Sales and marketing: Retail selling skills, Customer service, Advertising, Mailouts, Flyers, Sales promotion leaflets, Market research CI 204 - Office skills: Telephone, Office procedures, Basic accounting, Banking, Invoicing
Course achievement	Introductory Certificate of Business Studies
Course length	CI 210 (full course) - 12 weeks 9.00 am - 3.30 pm (Monday to Friday) 25 hours per week CI 201 & CI 203 - 6 weeks, 13 hours 45 mins per week (Mornings: 9.00 am - 12.00 pm) CI 202 & CI 204 - 6 weeks, 11 hours 15 mins per week (Afternoons: 1.00 pm - 3.30 pm)
Course dates	CI 210 (full course): 10 Feb - 2 May 2003, 19 May - 8 Aug 2003, 1 Sep - 21 Nov 2003 CI 201 & CI 202: 10 Feb - 21 Mar 2003, 19 May - 27 Jun 2003, 1 Sep - 10 Oct 2003 CI 203 & CI 204: 24 Mar - 2 May 2003, 30 Jun - 8 Aug 2003, 13 Oct - 21 Nov 2003
English entry level	Lower Intermediate, TOEFL 450 or IELTS Band 4.5 or Crown entry test

#### CI 212 - Certificate of Sales and Marketing (12 weeks full time)

Course content	Topics include: Marketing - concepts and strategies, Sales and advertising, Marketing plans - design and implementation, Public relations, Business communication, Oral communication and sales presentations, Database application - MS Access, Presentation software - MS Powerpoint, The Internet, cv and career preparation
Course achievement	Certificate of Sales and Marketing
Course length	12 weeks
Course dates	10 Feb - 2 May 2003, 19 May - 8 Aug 2003, 1 Sep - 21 Nov 2003
Course times	9.00 am - 3.30 pm (Monday to Friday), 25 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm
English entry level	Upper Intermediate, TOEFL 525 or IELTS Band 5.5 or Crown entry test
Further study	If you complete this course you may continue your studies and enter the Marketing and Management Studies Diploma (CI 220) or the Executive Secretarial and Marketing Diploma (CI 222) or the Crown Business and Management Studies Diploma (CI 233)

#### CI 213 - Certificate of Accounting Studies (12 weeks full time)

Course content	Topics include: Organisation and management, Accounting, Accounting for limited liability companies and partnerships, CBA accounts and introduction to MYOB, Spreadsheets - MS Excel, The Internet, cv and career preparation
Course achievement	Certificate of Accounting Studies
Course length	12 weeks
Course dates	10 Feb - 2 May 2003, 19 May - 8 Aug 2003, 1 Sep - 21 Nov 2003
Course times	9.00 am - 3.30 pm (Monday to Friday), 25 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm
English entry level	Intermediate, TOEFL 500 or IELTS Band 5.0 or Crown entry test
Further study	If you complete this course you may continue your studies and enter the Marketing and Management Studies Diploma (CI 220) or the Accounting and Business Skills Diploma (CI 221) or the Crown Business and Management Studies Diploma (CI 233)

#### CI 214 - Certificate of Business Skills (12 weeks full time)

Course content	Topics include: Business English, Global English, Audio typing, Keyboarding, Office procedures, Word processing - MS Word for Windows, Integrated computing, Customer Service, The Internet, cv and career preparation
Course achievement	Certificate of Business Skills, Pitman Institute Examinations Word Processing Certificate
Course length	12 weeks
Course dates	10 Feb - 2 May 2003, 19 May - 8 Aug 2003, 1 Sep - 21 Nov 2003
Course times	9.00 am - 3.30 pm (Monday to Friday), 25 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm
English entry level	Intermediate, TOEFL 500 or IELTS Band 5.0 or Crown entry test
Further study	If you complete this course you may continue your studies and enter the Accounting and Business Skills Diploma (CI 221) or the Executive Secretarial and Marketing Diploma (CI 222) or the Crown Business and Management Studies Diploma (CI 233)

## **CI 220 - Marketing and Management Studies Diploma (24 weeks full time)**

Course content	Topics include: Marketing - concepts and strategies, Sales and advertising, Marketing plans - design and implementation, Public relations, Business communication, Oral communication and sales presentations, Database application - MS Access, Presentation software - MS Powerpoint, Organisation and management, Accounting, Accounting for limited liability companies and partnerships, CBA accounts and introduction to MYOB, Spreadsheets - MS Excel, The Internet, cv and career preparation
Course achievement	Marketing and Management Studies Diploma
Course length	24 weeks (2 terms of 12 weeks, plus one holiday break)
Course dates	10 Feb - 8 Aug 2003, 19 May - 21 Nov 2003, 1 Sep 2003 - 30 Apr 2004
Course times	9.00 am - 3.30 pm (Monday to Friday), 25 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm
English entry level	Intermediate, TOEFL 500 or IELTS Band 5.0 or Crown entry test
Further study	If you complete this course you may continue your studies and enter the Crown Business and Management Studies Diploma (CI 233)

## **CI 221 - Accounting and Business Skills Diploma (24 weeks full time)**

Course content	Topics include: Organisation and management, Accounting, Accounting for limited liability companies and partnerships, CBA accounts and introduction to MYOB, Spreadsheets - MS Excel, Business English, Global English, Audio typing, Keyboarding, Office procedures, Word processing - MS Word for Windows, Integrated computing, Customer Service, The Internet, cv and career preparation
Course achievement	Accounting and Business Skills Diploma Pitman Institute Examinations Word Processing Certificate
Course length	24 weeks (2 terms of 12 weeks, plus one holiday break)
Course dates	10 Feb - 8 Aug 2003, 19 May - 21 Nov 2003, 1 Sep 2003 - 30 Apr 2004
Course times	9.00 am - 3.30 pm (Monday to Friday), 25 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm
English entry level	Intermediate, TOEFL 500 or IELTS Band 5.0 or Crown entry test
Further study	If you complete this course you may continue your studies and enter the Crown Business and Management Studies Diploma (CI 233)

## **CI 222 - Executive Secretarial and Marketing Diploma (24 weeks full time)**

Course content	Topics include: Business English, Global English, Audio typing, Keyboarding, Office procedures, Word processing - MS Word for Windows, Integrated computing, Customer Service, Marketing - concepts and strategies, Sales and advertising, Marketing plans - design and implementation, Public relations, Business communication, Oral communication and sales presentations, Database application - MS Access, Presentation software - MS Powerpoint, The Internet, cv and career preparation
Course achievement	Executive Secretarial and Marketing Diploma Pitman Institute Examinations Word Processing Certificate
Course length	24 weeks (2 terms of 12 weeks, plus one holiday break)
Course dates	10 Feb - 8 Aug 2003, 19 May - 21 Nov 2003, 1 Sep 2003 - 30 Apr 2004
Course times	9.00 am - 3.30 pm (Monday to Friday), 25 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm
English entry level	Intermediate, TOEFL 500 or IELTS Band 5.0 or Crown entry test
Further study	If you complete this course you may continue your studies and enter the Crown Business and Management Studies Diploma (CI 233)

## **CI 233 - Crown Business and Management Studies Diploma (36 weeks full time)**

Course content	Topics include: Marketing - concepts and strategies, Sales and advertising, Marketing plans - design and implementation, Public relations, Business communication, Oral communication and sales presentations, Database application - MS Access, Presentation software - MS Powerpoint, Organisation and management, Accounting, Accounting for limited liability companies and partnerships, CBA accounts and introduction to MYOB, Spreadsheets - MS Excel, Business English, Global English, Audio typing, Keyboarding, Office procedures, Word processing - MS Word for Windows, Integrated computing, Customer Service, The Internet, cv and career preparation
Course achievement	Crown Business and Management Studies Diploma Pitman Institute Examinations Word Processing Certificate
Course length	36 weeks (3 terms of 12 weeks, plus two holiday breaks)
Course dates	10 Feb - 21 Nov 2003, 19 May 2003 - 30 Apr 2004, 1 Sep 2003 - 6 Aug 2004
Course times	9.00 am - 3.30 pm (Monday to Friday), 25 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm
English entry level	Intermediate, TOEFL 500 or IELTS Band 5.0 or Crown entry test

### **CI 240 - Diploma of Management Studies (DMS) (36 weeks full time)**

Course content	9 Papers - Introduction to: Business communication, Organisation and management, Economics, Computing, Accounting, Marketing, Human resource management, Commercial law, Employment relations
Course achievement	Diploma of Management Studies
Course length	36 weeks (3 terms of 12 weeks, plus two holiday breaks)
Course dates	10 Feb - 21 Nov 2003, 19 May 2003 - 30 Apr 2004, 1 Sep 2003 - 6 Aug 2004
Course times	9.00 am - 3.30 pm (Monday to Friday), 25 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm
English entry level	Intermediate, TOEFL 500 or IELTS Band 5.0 or Crown entry test
Further study	If you complete this course with required grades, you may continue your studies and enter the NZ Diploma in Business Studies (CI 340), or the Uni-Link programme (CI 341)

### **CI 330 - New Zealand Diploma in Business (NZDipBus) Phase A**

Course content	Business communication, Computer concepts, Quantitative business methods
Course length	12 weeks
Course dates	10 Feb - 2 May 2003, 19 May - 8 Aug 2003, 1 Sep - 21 Nov 2003
Course times	9.00 am - 3.30 pm (Monday to Friday), 25 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm
English entry level	Advanced, TOEFL 550 or IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing or Crown entry test
Further study	If you complete this course with the required grades, you may choose Phase B, C or D and study towards your New Zealand Diploma in Business Studies (CI 340)

### **CI 331 - New Zealand Diploma in Business (NZDipBus) Phase B**

Course content	Economic environment, Introduction to commercial law, Marketing principles
Course length	12 weeks
Course dates	10 Feb - 2 May 2003, 19 May - 8 Aug 2003, 1 Sep - 21 Nov 2003
Course times	9.00 am - 3.30 pm (Monday to Friday), 25 hours per week
English entry level	Advanced, TOEFL 550 or IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing or Crown entry test
Further study	If you complete this course with the required grades, you may choose Phase A, C or D and study towards your New Zealand Diploma in Business Studies (CI 340)

### **CI 332 - New Zealand Diploma in Business (NZDipBus) Phase C**

Course content	Organisation & Management, Employment relations, Human resource management
Course length	12 weeks
Course dates	10 Feb - 2 May 2003, 19 May - 8 Aug 2003, 1 Sep - 21 Nov 2003
Course times	9.00 am - 3.30 pm (Monday to Friday), 25 hours per week
English entry level	Advanced, TOEFL 550 or IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing or Crown entry test
Further study	If you complete this course with the required grades, you may choose Phase A, B or D and study towards your New Zealand Diploma in Business Studies (CI 340)

### **CI 333 - New Zealand Diploma in Business (NZDipBus) Phase D**

Course content	Accounting principles, Accounting practices, Management accounting, Managerial economics
Course length	12 weeks
Course dates	10 Feb - 2 May 2003, 19 May - 8 Aug 2003, 1 Sep - 21 Nov 2003
Course times	9.00 am - 3.30 pm (Monday to Friday), 25 hours per week. Please note that Accounting Practices has additional class study from 4.00 - 6.00 pm Monday, Tuesday and Thursday
English entry level	Advanced, TOEFL 550 or IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing or Crown entry test
Further study	If you complete this course with the required grades, you may choose Phase A, B or C and study towards your New Zealand Diploma in Business Studies (CI 340)

## CI 340 - New Zealand Diploma in Business (NZDipBus) (48 weeks full time)

Course content	<i>You may study the following phases (A, B, C, D) in any order</i> Phase A: Business communication, Computer concepts, Quantitative business methods Phase B: Economic environment, Introduction to commercial law, Marketing Principles Phase C: Organisation & management, Employment relations, Human resource management Phase D: Accounting principles, Accounting practices, Management accounting, Managerial Economics
Course achievement	New Zealand Diploma in Business (NZDipBus)
Course length	48 weeks (4 terms of 12 weeks, plus three holiday breaks)
Course times	9.00 am - 3.30 pm (Monday to Friday), 25 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm. Accounting Practices has additional class study from 4.00 - 6.00 pm Monday, Tuesday and Thursday
Course dates	10 Feb 2003 - 30 Apr 2004, 19 May 2003 - 6 Aug 2004, 1 Sep 2003 - 19 Nov 2004
English entry level	Advanced, TOEFL 550 or IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing or Crown entry test
Further study	If you pass these phases with the required grades, you can cross-credit some papers to the Bachelor of Business Studies (BBS) degree at Massey University or the Bachelor of Business at Auckland University of Technology (see reference tables below)

## CI 341 - Uni-Link Programme (36 weeks full time)

Uni-Link is three of the four phases of the New Zealand Diploma in Business - NZDipBus (CI 340).

Course content	<i>Please select any three of the following four phases (A, B, C, D)</i> <i>You may study these phases in any order</i> Phase A: Business communication, Computer concepts, Quantitative business methods Phase B: Economic environment, Introduction to commercial law, Marketing Principles Phase C: Organisation & management, Employment relations, Human resource management Phase D: Accounting principles, Accounting practices, Management accounting, Managerial Economics
Course achievement	Entrance assessment for Massey University - Year I or Year II
Course length	36 weeks (3 terms of 12 weeks, plus two holiday breaks)
Course dates	10 Feb - 21 Nov 2003, 19 May 2003 - 30 Apr 2004, 1 Sep 2003 - 6 Aug 2004
Course times	9.00 am - 3.30 pm (Monday to Friday), 25 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm. Accounting Practices has additional class study from 4.00 - 6.00 pm Monday, Tuesday and Thursday
English entry level	Advanced, TOEFL 550 or IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing or Crown entry test
Further study	If you pass these phases with the required grades, you can cross-credit some papers to the Bachelor of Business Studies (BBS) degree at Massey University (see table below)

## Massey University - NZDipBus and Uni-Link Cross-credit Reference Guide (as at 30 Sep 2002)

New Zealand Diploma in Business (NZDipBus) Phases	Massey University Papers Cross-credited	Massey University Points Cross-credited
A, B, C	7	87.5
A, B, D	8	100
A, C, D	8	100
B, C, D	8	100
A, B, C, D (NZDipBus)	8	100

*Note: To cross credit a NZDipBus paper to your BBS degree you must reach the grade required by Massey University*

## Auckland University of Technology (AUT) - NZDipBus Cross-credit Reference Guide

Your NZDipBus papers also cross-credit to the Auckland University of Technology (AUT) Bachelor of Business Degree. You may be able to complete this degree in only two further years. Degree courses at AUT start in February and July each year. Available majors include: Accounting, Advertising, Business Economics, Commercial Law, eBusiness, Information Technology, International Business, Management, Marketing and Tourism.

- (1) Some pre-requisites and/or special conditions may apply to the major requirements
- (2) To be awarded the International Business major at least one semester must be obtained through approved overseas study, either through workplace training or study
- (3) To cross credit an NZDipBus paper to your BBS degree you must reach the grade required by AUT

## (4) TRAVEL AND TOURISM COURSES

### CI 110 - Certificate of Travel Studies (12 weeks full time, or part-time papers)

You may take either the full course (CI 110) or any combination of the four morning or afternoon papers. You must complete all four papers to receive the Certificate of Travel Studies (CI 110).

Course content	CI 110 (full course) - all of the following course content CI 101 - Introduction to the travel industry, Air travel, Travel advice CI 102 - Geography, Ground transport, Accommodation CI 103 - Customer service, Communication & Selling skills, Careers in travel, Leisure travel CI 104 - Computer reservations, Technology, Package holidays, Cruising
Course achievement	Certificate of Travel Studies Passport to Travel British Airways Certificate
Course length	CI 110 (full course) - 12 weeks 9.00 am - 3.30 pm (Monday to Friday) 25 hours per week CI 101 & CI 103 - 6 weeks, 15 hours per week (Mornings: 9:00 am - 12:15 pm) CI 102 & CI 104 - 6 weeks, 10 hours per week (Afternoons: 1:15 pm - 3:30 pm)
Course dates	CI 110 (full course): 10 Feb - 2 May 2003, 19 May - 8 Aug 2003, 1 Sep - 21 Nov 2003 CI 101 & CI 102: 10 Feb - 21 Mar 2003, 19 May - 27 Jun 2003, 1 Sep - 10 Oct 2003 CI 103 & CI 104: 24 Mar - 2 May 2003, 30 Jun - 8 Aug 2003, 13 Oct - 21 Nov 2003
English entry level	Lower Intermediate, TOEFL 450 or IELTS Band 4.5 or Crown entry test

### CI 122 - Crown International Travel and Tourism Diploma (24 weeks full time)

Course content	Topics Include: IATA/UFTAA Diploma papers, Study skills, World geography, Air transport, Travel formalities, Customer service and selling skills, Land and water transport, Hotel accommodation, Air fares and ticketing, Crown airfares and ticketing, Business / Technology, IATA/UFTAA External Exam Paper 1 (General knowledge), IATA/UFTAA External Exam Paper 2 (Fares/Ticketing), Galileo First Class & On Line, Flight attendant intro, NZ and imported wines, Marriott Hotel Excellence Certificate, Warner Village Theme Park training programme, Basic first aid and life support, Career preparation, cv and interview techniques, Travel industry guest speakers, Educational trip, Airport and industry visits, and other papers
Course achievement	Crown International Travel and Tourism Diploma IATA/UFTAA Level One Diploma (International qualification) Galileo Computerised Reservations Cert First Class and On-line, Crown Cert. for Air New Zealand Domestic Fares and Ticketing, Pitman Inst. Examinations Word Processing Cert. (optional), Credits towards National Certificates in Tourism Visitor Information Level Four; Adventure Tourism Level Four; Tourism (Guiding) Level Four; Tourism and Travel Core Skills Level Three; Travel Level Three; Hospitality Level Four; Marriott Hotel Excellence Cert., Warner Village Theme Park Cert. (Int'l qualifications); Red Cross Practical First Aid Cert.
Course length	24 weeks (2 terms of 12 weeks, plus one holiday break)
Course Dates	10 Feb - 8 Aug 2003, 19 May - 21 Nov 2003, 1 Sep 2003 - 30 Apr 2004
Exam Dates	11 Sep 2003, 11 Mar 2004
Course times	9.00 am - 4.30 pm (Monday to Friday), 30 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm
English entry level	Intermediate, TOEFL 500 or IELTS Band 5.0 or Crown entry test

### CI 135 - Diploma of Travel, Tourism and Business Studies (36 weeks full time)

Course content	Topics include: Aviation, Travel and Tourism Training Organisation (ATTTO) papers: Study skills, Communication and customer service skills, Cross-cultural communication skills, Foreign exchange, Knowledge of the NZ tourism industry, Develop personal plans for a career in the tourism and travel industry, Knowledge of legislation relating to the tourism and travel industry, Sell goods and/or services on a consultancy basis, Sell goods and/or services on a telephone call, Destination New Zealand, Destination Australia, Destination USA and Canada, Destination Pacific Islands, Produce and distribute a sales brochure, Coach and overland tours, International cruises, Sell tourism and travel products, Computing, Process travel requirements using computerised reservation system, Galileo and Amadeus, Travel administration and accounts, Domestic Air Travel, International Air Travel, IATA world geography, Domestic and international accommodation, Sell and process travel requests in a wholesale environment, Tourplan, Travel industry guest speakers, Educational trip, Airport and industry visits <i>PLUS one of the following nine one-week options:</i> (1) British Airways product and airfare construction course (2) Intro. Sales and marketing (3) Research and market a group tour (4) Intro. Hospitality (5) Intro. Flight Attendant (6) Intro. HR Mgmt. (7) Intro. Hotels (8) Intro. Event Management (9) Intro. Small Business
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Course achievement	Diploma of Travel, Tourism and Business Studies IATA/UFTAA Level One Diploma (International qualification); National Certificates in: Tourism and Travel Core Skills Level Three; Travel Level Three; Travel Level Four Credits towards: National Certificates in: Tourism Level Four including Tour Leadership; Visitor Information; Conventions and Incentives; and Guiding. Certificates in: IATA International Fares and Ticketing, Galileo Computerised Reservations First Class and On-line, Amadeus Computerised Reservations, Marriott Hotel Excellence (International qualification), Warner Theme Park (International qualification), Red Cross Practical First Aid, Pitman Institute Examinations Word Processing, Cruise Industry and Sales
Course length	36 weeks (3 terms of 12 weeks, plus two holiday breaks)
Course dates	10 Feb - 21 Nov 2003, 19 May 2003 - 30 Apr 2004, 1 Sep 2003 - 6 Aug 2004
Course times	9.00 am - 4.30 pm (Monday - Friday), 30 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm
English entry level	Advanced, TOEFL 550 or IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing or Crown entry test
Further study	If you successfully complete this course you may wish to continue your training and enter a course of degree level study. You may be eligible for credits towards further study. We have link programmes to Auckland University of Technology (AUT) Level Five Dip. of Travel and Tourism and AUT Bachelor of Bus. Degree - (Tourism Major). Please ask the college for details

## (5) HOSPITALITY COURSES

### CI 435 - Crown International Hospitality Diploma (36 weeks full time) (Food and Beverage Service)

Course content	Topics include: Career goals, Employment law, Advanced restaurant food service skills, Commercial food costs and portion control, Customer care in the hospitality industry, Customer complaints, Food safety, Alcoholic and non-alcoholic beverages, NZ and Imported wines, Evaluate wine, The Sale of Liquor Act, Liqueurs, Cocktails, Nutrition, Intro. to food and beverage management, Wine appreciation, Introduction to international menu knowledge, Barista course, Food service styles and menu types, Reservations for food and beverage service, Greet, seat and take initial orders, Hot and cold desserts, Demonstrate knowledge of fruit and vegetables, Art of dining, Computerised cashier system, Foreign exchange, Auckland as a visitor destination, Introduction to Computing, Excel and Powerpoint, Advanced selling and service skills, Red Cross Practical First Aid, Advanced Kiwihost, Career preparation, cv and interview techniques, Industry visits, Career development days, Industry guest speakers <i>PLUS one of the following three one-week introductory options:</i> (1) Marketing: Marketing principles, Event management, Public relations, Marketing in the hospitality industry, Industry publications, Promotions, Consumer behaviour, Marketing applications, Marketing communications, Creative marketing <i>or</i> (2) Flight Attendant: On-site airport visits & airline training facility, Safety demos, Special need passengers, Requirements for flight attendants, Aircraft types and seating, Staffing and cabin positions, Application forms and your cv, Airline interview panel procedures, Emergency procedures, Personal Grooming, Cabin preparations, Int'l Airlines <i>or</i> (3) Human Resource Management: Strategic importance of human resource, Recruitment and selection, Training and development, Nature and content of the Employment Agreement, Personal grievances, Conflict resolution, Managing change and diversity, Organisational culture and communication, Motivation and teamwork
Course achievement	Crown International Hospitality Diploma in Food and Beverage Service City and Guilds International Diploma of Food & Beverage Service (International qualification), National Certificate in Hospitality Food and Beverage Service Level Three including strands in Food Service, Beverage Service and Wine Service Credits towards National Certificates in: Hospitality Food and Beverage Service Level Three including Strands in Barista Service and Beer Service; Hospitality Advanced Food and Beverage Service Level Four with strands in Food Service, Beverage Service, Wine Service, Gaming, Gueridon and Silver Service, Function Supervision, and Core compulsory units, New Zealand Diploma in Hospitality Management Level Five; Adventure Tourism Level Four, Hospitality Front Office Level Three, PATA Japan or Korea Skills Certificate, Advanced Kiwihost Certificate, Red Cross Certificate: Practical First Aid, Barista Course Certificate
Course length	36 weeks (3 terms of 12 weeks, plus two holiday breaks)
Course dates	10 Feb - 21 Nov 2003, 19 May 2003 - 30 Apr 2004, 1 Sep 2003 - 6 Aug 2004
Course times	10.00 am - 4.30 pm (Monday - Friday), 25 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm
English entry level	Advanced, TOEFL 550 or IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing or Crown entry test

Further study If you successfully complete this course you may wish to continue your training and enter a course of degree level study. You may be eligible for credits towards further study. We link to Le Cordon Bleu Bachelor of Restaurant Business; Le Cordon Bleu MBA Master of Business Administration International Hospitality and Restaurant Business, Auckland University of Technology (AUT) Link programmes to: AUT Bachelor of Hospitality Management Degree, AUT Bachelor of Hospitality Management and Bachelor of Business Conjoint Degree; AUT Bachelor in Event Management. Please see the college for details of available courses

### **CI 436 - Crown International Hospitality Diploma (36 weeks full time) (Hotel Services and Reception Operations)**

Course content Marriott Hotel Excellence Training Certificate, Customer service, Cross cultural communication skills, Foreign cash and travellers cheques, Handle mail and written communications, Perform debtor control functions and reconcile balances, Receive and action payments, Provide customer care, Customer complaints, Book accommodation for customers, Maintain a safe and secure environment, Word processing, The Internet and email, Telephone systems, Demonstrate knowledge of the hospitality industry, Provide information about an establishment in the hospitality industry, Work in a diverse work place, Employment law, Participate in groups and teams to gather information, Perform calculations, Read text for practical purposes, Auckland and Queenstown as visitor destinations, Domestic air travel, International air travel, Respond in writing to enquiries and complaints in the tourism and travel industry, Domestic land transportation, Domestic and international accommodation, Demonstrate knowledge of International Air Transport Association (IATA) world geography, Galileo computerised reservations system, Tourplan computerised inbound reservations system, Process reservations for cruises outside New Zealand, Advise customers of requirements for international air travel, International reception services, Reservations procedures, Selling and marketing techniques, Guest accounting procedures, Barista introduction course, Excel and Powerpoint computing introduction, Fidelio international hotel reservation training, Advanced Kiwihost, Red Cross Practical First Aid, Career preparation, cv and interview techniques, Industry visits, Career development days, Industry guest speakers

*PLUS one of the following four one-week introductory options:*

(1) Marketing: Marketing principles, Event management, Public relations, Marketing in the hospitality industry, Industry publications, Promotions, Consumer behaviour, Marketing applications, Marketing communications, Creative marketing *or*

(2) Flight Attendant: On-site airport visits & airline training facility, Safety demos, Special need passengers, Requirements for flight attendants, Aircraft types and seating, Staffing and cabin positions, Application forms and your cv, Airline interview panel procedures, Emergency procedures, Personal Grooming, Cabin preparations, Int'l Airlines *or*

(3) Human Resource Management: Strategic importance of human resource, Recruitment and selection, Training and development, Nature and content of the Employment Agreement, Personal grievances, Conflict resolution, Managing change and diversity, Organisational culture and communication, Motivation and teamwork

(4) Beverage Knowledge: NZ and Imported wines, Cocktails, Liqueurs and hot alcoholic beverages, Non-alcoholic beverages, Wine appreciation course and The Art of Dining.

Course achievement Crown International Hospitality Diploma in Hotel Services and Reception Operations City and Guilds International Diploma of Reception Operations and Services (International qualification), Marriott Hotel Excellence Certificate (International qualification) Credits towards: National Diploma in Hospitality Management Level Five, National Certificates in: Hospitality Front Office Level Three; Tourism and Travel Core Skills Level Three; Travel Level Three; Tourism and Travel Core Skills Level Three; Business Administration and Computing Level Three; Hospitality Food and Beverage Service Level Three; Tourism (Guiding) Level Three; Tourism Visitor Information Level Four; Travel Level Four; Adventure Tourism Level Four Barista Course Cert. Galileo Computerised Reservations Cert First Class and On-line; Pitman Inst. International Word Processing Cert.; Red Cross Certificate: Practical First Aid, Advanced Kiwihost Certificate, PATA Japan or Korea Skills Certificate

Course length 36 weeks (3 terms of 12 weeks, plus two holiday breaks)

Course dates 10 Feb - 21 Nov 2003, 19 May 2003 - 30 Apr 2004, 1 Sep 2003 - 6 Aug 2004

Course times 10.00 am - 4.30 pm (Monday - Friday), 25 hours per week. Please note that some computer-based modules may be scheduled between 8.00 am and 8.00 pm

English entry level Advanced, TOEFL 550 or IELTS (Academic module) 6.0 overall with a minimum of 6.0 in writing or Crown entry test

# QUESTIONS and ANSWERS

## (1) Auckland

*What is Auckland like?*

Auckland is a clean, spacious city of around 1 million people, located between two natural harbours. There are beautiful parks, beaches, bush walks and islands. There is also an exciting city life, with restaurants, shops and entertainment. Auckland is considered to be one of the world's nicest places to live. In general, the cost of living is similar to that of Australia, and a little cheaper than the USA, Canada or Britain.

*What is the weather like in Auckland?*

Auckland has a mild climate, with four seasons, and no snow. Spring (September to November) is 10-22° C; Summer (December to February) is 14-26° C; Autumn (March to May) is 12-24° C; and Winter (June to August) is 7-16° C. Rain can fall at any time during the year.

## (2) The school

*What is Crown like?*

Crown is a friendly school, and our staff are very kind and caring. We take a personal interest in you - we want you to be happy, and we want you to enjoy your stay in New Zealand.

*Is Crown a quality school?*

Yes, Crown is considered to be one of the best schools in New Zealand. Established in 1972, we are registered as a private training establishment by the NZQA, and we are a founder member of FIELSNZ, the leading group of English language schools in New Zealand. Some courses are funded by the New Zealand Government Ministry of Education, and Crown is approved to teach courses from IATA/UFTAA, ATTTO, City and Guilds International and Pitman Institute. Crown is an official TOEIC test centre and an official IATA/UFTAA test centre.

*What are Crown's objectives and values?*

We aim to offer our students the best quality and value in English language, business, travel and tourism and hospitality training, and we believe in honesty, integrity and respect for our students and staff.

*Is Crown different from other schools?*

Yes, we have many English course options, and also business, travel and tourism, and hospitality studies. If you have Intermediate level English, it is easy to take these courses. You can meet New Zealand students at our business college, and some of our courses lead directly on to university, allowing you to gain your degree in less time.

*Where is Crown located?*

Crown English is located on six levels of a beautiful historic building at 10 Eden Crescent, a quiet, tree-lined street next to the University of Auckland Business School. Additional classrooms and student facilities are located on six levels of 80 Anzac Avenue, just two minutes walk from the main building. Crown Institute business college is located 10 minutes walk away, on nine levels of a modern building at 10-14 Lorne Street, near the Auckland University of Technology.

Both schools are only a few minutes walk from Auckland city centre, with its exciting cafes, restaurants, shops, movie theatres and entertainment. Banks, post offices, transportation (bus and taxi) and other facilities are all close by.

*How large is Crown?*

Crown is one of the largest and most reputable schools in New Zealand. Crown English has about 450-600 students, and Crown Institute has about 450-600 students. Over 31 years, we have trained thousands of students from many countries.

*Where do Crown's students come from?*

Many different countries! At any time, students from 20-30 countries are studying with us. Crown Institute also has many New Zealand students, so you have the chance to meet real "kiwis"!

*What are the school's teachers like?*

Crown's teachers are all qualified professionals, and they are also kind and friendly. They come from New Zealand, as well as from some other English-speaking countries.

*What are Crown's facilities like?*

Crown English has 62 spacious classrooms. There is a Tandberg language lab, two computer rooms, free Internet and e-mail (36 computers) with multi-language software, two multi-media self-study rooms with Supertext videos, computers,

CD-ROMs and audio equipment. There are library areas with newspapers, books, magazines and self-study packs for all levels and skill areas. Two large, friendly student lounges (one with an outdoor terrace), satellite TV and a student cafe enjoy panoramic views over Auckland's beautiful harbour.

Crown Institute has 28 spacious training rooms, all with natural light. There are five computer rooms for training on Fidelio, Amadeus, Sabre, Tour Plan, Galileo, MYOB, CBA, Microsoft Word, Access, Excel and PowerPoint. The study lounge has 72 computers (all with free internet and e-mail access), newspapers, books and magazines. There is a student lounge with satellite TV, snack and coffee machines and a lovely outdoor garden area. Also featured are the Crown Career Centre and Academic Services, aircraft training facility, hotel check in and Southern Cross Travel Agency training areas.

*What will happen on my first morning at Crown English?*

Your homestay family will help you come to school on your first morning. You should arrive at Crown around 8.45 am. You will need to bring paper and pens, and also NZD 30 for your text book deposit. Please pay this at Student Services Department (Level 1, 10 Eden Cres). This deposit is refunded when you return your text book in good condition at the end of your course. At 9.00 am you will sit a simple placement test - so that we can place you in the right class. After morning coffee, we will give you an orientation tour around the school, to meet our staff and see the facilities. Your counsellor will explain important points about the school to you in your own language.

*What if the other students are better than me?*

After you sit your placement test on your first morning at Crown, we will put you in a class that is just right. The other students in your class will all be at your level. We have about 50-60 different classes, from Beginner to Advanced. We also have regular tests to make sure that you always continue at the correct level, even as your English improves.

*How many students will there be in my class?*

Crown English language classes have an average of 10-12 students in a class, with a maximum of 12. Crown Institute of Studies business classes have an average of 20-24 students in a class, with a maximum of 30.

*Is Crown closed for public holidays and for Christmas holidays?*

Yes. Crown English is closed on the following dates: Public holidays: 1 Jan, 2 Jan, 3 Jan, 27 Jan, 6 Feb, 18 Apr, 21 Apr, 25 Apr, 2 Jun, 27 Oct, 25 Dec, 26 Dec 2003, 1 Jan, 2 Jan 2004. Our business college is closed at the end of each term. Please see the course information for details. There are no refunds for short study weeks.

*I may want to take a break during my course. Is this possible?*

Yes. If your attendance has been good, you can take authorised breaks or holidays from your studies. You can usually take up to 2 weeks holiday for each 12 weeks of your course. We will extend your course accordingly.

*Is it easy to make friends at Crown?*

Yes, Crown is a great place to make new friends! We have a range of activities and social events which will help you meet new people. We can also help if you want to do any special things while you are in New Zealand. It is natural to feel a bit nervous when you first start, but after a week or two you will settle in. By the end of your course, you may not want to leave us ... and we are happy if you wish to extend your stay!

*What activities does Crown offer?*

- (1) Afternoon activity course: If you can enrol on an Intensive English course you can choose the Activities afternoon option (iii). This course has activities each afternoon (Monday-Thursday).
- (2) Friday afternoon activities: There are usually optional activities each Friday afternoon.
- (3) Weekend activities: Crown organises regular weekend trips away from Auckland, to exciting places like the Coromandel, Rotorua, Taupo and the Bay of Islands. There are skiing trips in winter.
- (4) Parties: We arrange evening parties every couple of months - a great way to make new friends.

Activities include sports (tennis, golf, ten-pin bowling, beach, bush walking, ice skating, scuba-diving, roller-blading, kayaking, horse-riding), flying, sightseeing, shopping, visits to attractions in and around Auckland (Sky Tower, cinema, art gallery, gardens, parks, museums, zoo, aquarium) and many others. All activities are optional.

*How much do the activities cost?*

The afternoon activity option costs an extra NZD 50 per week. Friday afternoon activities range from just a few dollars for transportation up to NZD 70-80 for more expensive activities like horse riding. Weekend activities can involve one or two nights away from Auckland, and may cost up to NZD 100-300. School parties are NZD 5-10.

*What other costs will there be?*

Tuition, resource, registration and accommodation fees are listed on the back cover of this brochure. If you wish to buy your lunch at the Crown cafe, the cost will be around NZD 5-10. There are many reasonably priced cafes within five minutes walk of the school, and the cost for lunch will be around NZD 5-10.

You will usually travel to the school by bus. Bus fares vary according to your distance from the school. You can expect to pay up to around NZD 33 per week for the bus. If you are studying on a longer course, you can get a 3-stage bus pass for around NZD 69 per month. Bus passes for travelling all around Auckland are around NZD 115 per month.

*I can't speak English very well! Who can help me?*

Don't worry! We have friendly counsellors here at Crown who can speak your language! Their job is to make sure that you are happy during your stay with us. If you wish to get information about Crown in your own language, you can contact a Crown counsellor directly by calling, faxing or e-mailing the school.

*Can I continue my studies at Crown after I have finished my English course?*

Yes. If your English level reaches Lower Intermediate (TOEFL 450, IELTS 4.5) or above, you can take home more than just an English qualification. Many of our business, travel and tourism, and hospitality courses give you recognised national and international qualifications - your way to career success!

Crown can also refer you to the Auckland University of Technology, Massey University and the University of Auckland. These universities recognise Crown's New Zealand Diploma in Business Studies (CI 340) and Uni-link (CI 341) courses. With these Crown qualifications, you will be able to enter degree study and gain credit for some or all of your first year papers. Please see below for contact information for these universities, or ask Crown for further details.

*There are many other schools in New Zealand. Why should I choose Crown?*

Crown offers you a number of special benefits:

- (1) Crown is one of the largest schools in New Zealand. This means that we have many different course levels and options. You will have more variety in your studies, and your classmates will be at the same level as you are.
- (2) Crown's minimum age is 18 years. You will not have to study with children in the school, or in your class.
- (3) Crown only accepts individual enrolments. You will not have to study with large tour groups who come to the school for just a few weeks. All of our students enrol as individuals, just like you!
- (4) Crown offers further study options in business, travel and tourism and hospitality, where you can meet and study with students from New Zealand. We can also refer you on to university study, often with course credits.
- (5) Crown's fee levels are moderate, compared with many other New Zealand and international schools - we always try to offer you an excellent service for a reasonable price.

### **(3) Our partner schools and universities**

*I wish to go on to study for a degree in New Zealand. Can Crown help me?*

Yes. Crown can refer you to several universities, and we can help to place you in degree programmes after you complete the Crown Uni-Link or NZ Diploma in Business. You can receive university credits for your Crown papers, which can save you time in completing your degree. Please contact our partner institutions directly, or ask Crown for more details.

Auckland University of Technology  
Wellesley Street  
Private Bag 92006  
AUCKLAND

Contact: International Office  
Phone: +64-9-302-9537  
Fax: +64-9-307-9925  
E-mail: international.centre@aut.ac.nz

Massey University  
Albany Campus  
Private Bag 102-904, N.S.M.C.  
AUCKLAND

Contact: Ms Dianne Bailey - International  
Phone: +64-9-414-0838  
Fax: +64-9-414-0810  
E-mail: d.p.bailey@massey.ac.nz

University of Auckland  
Princes Street  
Private Bag 92019  
AUCKLAND

Contact: International Office  
Phone: +64-9-373-7513  
Fax: +64-9-373-7405  
E-mail: international@auckland.ac.nz

*I am under 18 years of age. Can I study at Crown?*

We do not accept young students. You must be at least 18 years old at the date of starting your course. However, Crown works closely with Oceania International College, our partner English language school for young students. We recommend this school for younger students, from 12-18 years of age. Oceania also works with many quality high schools in Auckland and throughout New Zealand. Please contact them directly, or ask Crown for more details:

Oceania International College  
Heard Park Building,  
178 Parnell Road, Private Bag 93-239,  
Parnell, AUCKLAND

Contact: Mr Martin Wall - Director  
Phone: +64-9-307-2127  
Fax: +64-9-307-2128  
E-mail: mwall@oceania.co.nz

*I wish to study away from a big city. Can Crown help me?*

Yes. Crown works closely with Aoraki International, our partner school in the South Island, located on the Aoraki Polytechnic campus in Timaru. You can meet many New Zealand students at Aoraki. You can study English language, as well as government-accredited certificates and diplomas in business, events management, computing, hospitality and tourism, catering, fashion, arts, design, fiction writing, automotive, complementary therapies and outdoor recreation. You can then progress to degree programmes at New Zealand universities. Tuition fees are the same as those at Crown.

Timaru is a safe, quiet town (pop. 26,000) in South Canterbury. It is ideal for students seeking a change from big city life. It is located mid-way between the two university cities of Christchurch and Dunedin, about 2 hours drive from each. The climate is warm in summer and cool in winter, with low rainfall. There are beautiful beach and ski areas nearby. Please contact Aoraki directly, or ask Crown for more details. We can enrol you directly into these courses.

Aoraki International College  
On Aoraki Polytechnic Campus  
P.O. Box 504, Grey Road  
TIMARU

Contact: Mr Adrian Kerr - Director  
Phone: +64-3-684-8240  
Fax: +64-3-684-0834  
E-mail: ackerr@att.global.net

#### **(4) Enrolment**

*How do I enrol at Crown?*

You should enrol through one of our authorised representatives or educational consultants. They provide an excellent service, and they can be found in many countries. They can help you with your enrolment, visa processing, flight details and many other useful services.

You can find out about our representatives from the telephone book, study abroad guides, from your newspaper or from friends who may have studied at Crown. Your New Zealand Embassy or consulate may also have information about them. Please ask Crown for details of our representatives in your area.

*I have some more questions about Crown. Who can help me?*

Please ask your local agent for help. Or you can write, fax or e-mail Crown or a friendly Crown counsellor. You will find our contact details in the "Enrolment Conditions" section. We are here to help you and we welcome your enquiries!

#### **(5) At the airport**

*What will happen at the Airport?*

Before you arrive in Auckland, your representative will send us your flight arrival information. We will meet you at the airport. When you arrive at Auckland airport, you collect your baggage and go through Passport and Customs checks. When you come out of the Customs area, look right in front of you for a person holding a sign with your name on it. Our staff member or host family will be there to meet you. We will then take you to your homestay, where you can rest after your trip. Our airport meeting and transfer to your homestay is free of charge.

#### **(6) Homestay**

*How far is my homestay from the school?*

You will usually take the bus to school, and the trip takes about 20-40 minutes. The bus stop is located a short distance from the school. On your first morning at Crown, your homestay family will bring you to school to show you the way.

*What if I don't like my host family?*

When you first arrive in Auckland, one of Crown's native-speaking counsellors will call you and welcome you to New Zealand. You can mention any concerns to them. It is normal for you to feel a little nervous when you first live with a family in another country. We can usually solve any concerns you have about your homestay family. And we can find you another homestay at no extra charge if you really do wish to move.

*How should I behave with my host family?*

Crown homestays are very experienced and friendly, so you should not worry about cultural differences between your own country and New Zealand. We only allow one student of the same country in a homestay, unless requested. Please treat your new home with respect. You should be polite, friendly and helpful at all times. Our friendly staff, and your native-speaking counsellor, are always available to help you.

*What is provided with a Crown homestay?*

You will have your own comfortable room, with a bed, linen and towels, your own desk for study, and a reading light. You will also have a closet or wardrobe to hang up your clothes. You will receive breakfast and dinner each day, and also lunch on the weekend. Laundry facilities are available in all homes.

*I want to travel with my husband, wife or partner, or a child. How much does homestay cost in these cases?*

If you wish to stay in the same room as another adult, each person pays the normal weekly homestay fee. Children under 13 years of age at date of starting the homestay pay NZD 110 per week - just over half the normal weekly homestay fee. Please note that if you wish to book a homestay for two or more people, you must give us as much notice as possible. It may be difficult to meet special homestay requests if your booking is delayed or late.

*What if I wish to take a holiday during my course? Can I leave my homestay for a short time and return?*

Yes. You can leave your homestay for a short time, if you need to return to your home country or take a holiday. To reserve your room while you are away, you must pay a reservation fee of NZD 84 per week (or part week). You can then safely leave your belongings in your room while you are away.

*Can I stay longer with my homestay (before or after I finish my course)?*

You should plan to arrive a few days before your course begins. You are welcome to stay with your host family from your arrival date to a few days after your course ends. However, if you wish to stay in Auckland for a longer time (either before or after your course), you should plan to find other accommodation for this time.

*What about other accommodation in Auckland?*

If you are taking a long course, you may wish to find your own accommodation. If you do wish to move out of your homestay, you must give the school at least two weeks notice of moving. We will then refund all of your remaining homestay fees. There are hostels, backpackers lodges, apartments and rooms available, and we can help you to arrange these. Please ask the school for details on how you can reserve different types of accommodation.

Accommodation cost depends on location and quality, but ranges from about NZD 150 per week to NZD 350 per week. We advise you to spend at least four weeks in homestay before moving to other accommodation.

## **(7) Code of Practice**

Crown Institute of Studies has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz>"

HEALTH AND TRAVEL INSURANCE: "Most students are not entitled to publicly funded health services while in New Zealand unless they are:

- \* A resident or citizen of Australia; or
- \* A national of the United Kingdom in New Zealand; or
- \* The holder of a temporary permit that is valid for two years or more.

If you do not belong to one of these special categories and you receive medical treatment during your visit, you will be liable for the full costs of that treatment. We strongly recommend that you have insurance that will cover the cost of medical treatment in New Zealand for the duration of your stay in New Zealand. We also strongly recommend that you obtain insurance to cover your travel to and from New Zealand."

IMMIGRATION: "Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>."

*We look forward to seeing you here at Crown!*

# FEES - 2003

*All Fees are in NZ Dollars (NZD) and include all government taxes (GST)*

## (1) Registration and Homestay Fees

Registration Fee ( <i>paid once only</i> )	200.00
Homestay Finding Fee ( <i>paid once only</i> )	160.00
Homestay Fee ( <i>per week</i> )	205.00

## (2) General English Course Fees

Length	Standard Courses	Intensive Courses
2 weeks	540.00	680.00
3 weeks	810.00	1,020.00
4 weeks	1,080.00	1,360.00
6 weeks	1,620.00	2,040.00
8 weeks	2,160.00	2,720.00
12 weeks	3,240.00	4,080.00
16 weeks	4,160.00	5,280.00
20 weeks	5,200.00	6,600.00
24 weeks	6,240.00	7,920.00
36 weeks	9,000.00	11,520.00
40 weeks	9,600.00	12,400.00
48 weeks	11,520.00	14,880.00

## (3) Business Course Fees

Length	Code	Course Description	Tuition	* Resource
12 wks	CI 210	Introductory Certificate of Business Studies **	4,080.00	400.00
12 wks	CI 212	Certificate of Sales & Marketing	4,080.00	400.00
12 wks	CI 213	Certificate of Accounting Studies	4,080.00	400.00
12 wks	CI 214	Certificate of Business Skills	4,080.00	400.00
24 wks	CI 220	Marketing & Management Studies Diploma	7,920.00	800.00
24 wks	CI 221	Accounting & Business Skills Diploma	7,920.00	800.00
24 wks	CI 222	Executive Secretarial & Marketing Diploma	7,920.00	800.00
36 wks	CI 233	Crown Business & Management Studies Diploma	11,520.00	1,200.00
36 wks	CI 240	Diploma of Management Studies (DMS)	11,520.00	1,200.00
12 wks	CI 330	New Zealand Diploma in Business - Phase A	4,080.00	500.00
12 wks	CI 331	New Zealand Diploma in Business - Phase B	4,080.00	500.00
12 wks	CI 332	New Zealand Diploma in Business - Phase C	4,080.00	500.00
12 wks	CI 333	New Zealand Diploma in Business - Phase D	4,080.00	500.00
48 wks	CI 340	New Zealand Diploma in Business (NZDipBus)	14,880.00	2,000.00
36 wks	CI 341	Uni-Link Programme	11,520.00	1,500.00

## (4) Travel and Tourism Course Fees

Length	Code	Course Description	Tuition	* Resource
12 wks	CI 110	Certificate of Travel Studies **	4,080.00	400.00
24 wks	CI 122	Crown International Travel & Tourism Diploma	7,920.00	2,000.00
36 wks	CI 135	Diploma of Travel, Tourism & Business Studies	11,520.00	2,400.00

## (5) Hospitality Course Fees

Length	Code	Course Description	Fees	* Resource
36 wks	CI 435	Crown Int'l Hosp. Dip. (Food & Beverage Service)	11,520.00	2,000.00
36 wks	CI 436	Crown Int'l Hosp. Dip. (Hotel Services & Reception)	11,520.00	2,000.00

\* Students studying business, travel or hospitality courses must pay a further resource fee. The fee is for resources, text books, manuals, examinations and educational trips. This fee is payable before the course starts.

\*\* These courses are 12 weeks full time. However, they may also be taken as four individual part time papers of 6 weeks each. The tuition fee for each 6 week morning course is NZD 1,620; resource fee is NZD 250. The tuition fee for each 6 week afternoon course is NZD 720; resource fee is NZD 150.