



KINZ EDUCATION

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Student Handbook 2012

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1. Introduction

KINZ Education in short is known as KINZ. We are a Private Training Establishment registered by the New Zealand Qualifications Authority (NZQA) under the Education Act 1989. The Institute is accredited by the NZQA to deliver programmes in English (General, Practical & IELTS) and Business and Cookery up to level 5.

Our Aim is to provide quality education in a friendly, interactive and discipline teaching and learning environment.

KINZ is a well equipped institute with the latest facilities in the classrooms and workshops. Our Panmure Campus locates at 108 Queens Road, Panmure, Auckland.

This handbook is designed to provide students with information about our Institute, the way KINZ operates and, what we expect from you and what you can expect from us. The information in this handbook will help you live and study in New Zealand. Please read this handbook carefully. Every student should be fully familiar with the contents of this handbook to ensure their study at our Institute is an enjoyable and successful one.

KINZ has qualified and experienced tutors, to provide students with the knowledge and skills needed to achieve success in their studies. Our aim is to equip students to be able to work in New Zealand and succeed in industry.

2. The Treaty of Waitangi

The Institute recognises the value and unique position of Maori in New Zealand society. We will cover more details in our Orientation Programme.

3. Staff and Support Service

KINZ has a good staff support system in place to ensure that our students can be supported to achieve their goals and objective

3.1 General student support services are available on:

- All course relevant issues
- Student welfare facilities, including personal health services, mental health services, drug education and counselling, and problem gambling
- Information on sexuality education, health promotion, and sexual and reproductive health services
- NZ laws, rules, including rules on the sale of alcohol and tobacco products
- Harassment and discrimination
- Driving laws, traffic safety issues
- Enrolments, academic record reporting, academic progress and study schedules etc.
- Learning difficulties as well as English and communication difficulties

3.2 Career Service is also available to you.

This service provides CV editing, employment information in NZ and Auckland, workshop for job finding and training etc.

If you have any problems, you may first talk to your class teacher. Or to the following management and supporting staff:

- 1) If you have any question or problems relating to your study, class, class teacher, you can discuss with Sunny, he will listen to you and provide the necessary help.
- 2) If you need any help regarding homestay issues, further career guidance, banking, bussing, insurance, etc., you can speak to Sohaan, who is responsible for the pastoral care of students.
- 3) If you find any hazards indication or any situation which may cause safety problems, inform either David or Sohaan and please also follow the evacuation instructions (posted in every class room & workshop) if there is a fire alarm.

4. Homestay

Auckland has an over-demand for home stay accommodation and increasingly home stay families will try and negotiate a price, citing what other institutions are paying. The weekly homestay charge is ranging from \$200 to \$240.

Once you confirm your flight, you/your agent shall provide your flight details as soon as possible, at least two weeks before your arrival date, so that the Institute can instruct the homestay company to arrange the best suitable homestay family for you.

Please pay attention to the following:

4.1 Why live in homestay?

Living in a homestay may not be as comfortable as at home, please remember the most important reason why you live in a homestay is to improve your English, to experience the real Kiwi life, to get familiar to the Kiwi culture.

Never regard your homestay parents and other members as your servants. You are living in the family as a family member.

4.2 Politeness

Every country has different ways of being polite.

When you meet people for the first time, look at their eyes and speak to them.

Some people may want to shake your hand, if they put their hand out, shake it firmly.

It's polite to smile and say "Good morning!" to your host family every morning.

You may smile and say "Hello!" when you see someone you know.

New Zealanders are polite and friendly. Ask when you don't understand something, they will help you. Use "please", "thank you" and "sorry" where necessary to be polite.

In NZ, “yes” usually means “yes” and “no” usually means “no”.

New Zealand life style is casual.

4.3 Table manners in New Zealand

- Wait till your host mother starts eating before you start eating.
- Talk between mouthfuls, not with food in your mouth
- Say “please” and “thank you” for food.
- Try not to make noises when eating.
- Pass the salt, sauce and food to other people.
- Use outside knife, fork or spoon first.
- It is good manners to talk at the table. Just say two things and then eat again.
- “Please may I have some carrots? I like carrots.”
- “We’re going to the beach on Saturday. Would you like to come?”

4.4 Helping - Why you should help your host family

- It is friendly and polite.
- It is normal in New Zealand.
- It makes you part of the family.

4.5 Two Week Notice

If you want to move out of homestay or change another homestay, please discuss with the supporting staff. Normally you need to notify the Institute two weeks before your move-out date. Two-week-notice is a common practice in New Zealand.

5. Medical and Travel Insurance

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 <http://www.moh.govt.nz>.

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 <http://www.acc.co.nz>.

Medical And Travel Insurance: International students must have appropriate and current medical and travel insurance while studying in New Zealand.

KINZ Rules for International Student Insurance

- 5.1 KINZ requests every international student must have current and appropriate medical and travel insurance during your time of studying with us.
- 5.2 Upon enrolment, students should present evidence of valid and effective insurance. On consistent requests and warnings, if a international student can't produce evidence of insurance or refuse to arrange insurance within two weeks, the relevant government agencies (such as New Zealand Immigration Service) will be noticed. No refund of tuition fees will be given in this case.
- 5.3. In the worst case situation, the student will take full responsibility for all potential consequences and costs, should anything happen while the student is not covered by medical and travel insurance. The institute will not bear any responsibility for this.

KINZ recommend that you take out the following insurance while you are studying and staying in New Zealand.

Southern Cross International Student Care covers:

- Medical and hospital expenses
- Evacuation/repatriation
- Travel insurance
- Personal property
- Personal accident
- Personal liability

The cost is \$456 for 12 months' individual cover.

6. Enrolment Procedure

On your very first day, you will experience the following enrolment procedure:

- Complete and sign on the Enrolment Form
- Go through the Student handbook and sign on the last page of the Enrolment Form
- Campus tour
- Please give your passport and any other document, such as insurance certificate, proof for entry requirements, and etc. to the enrolment staff to make a copy for your student file.
- We will arrange an interview
- Our support staff will help you for any other issues, such as bussing, banking, foreign currency exchange, purchase of telephone card, mobile cards, etc.

7. Recognition of prior learning/credit transfer

The Institute recognises that students may enrol on the course with existing qualifications and/or existing credits relevant to the course content. Student need to submit evidence for recognition of prior learning /credit transfer before enrolment. These will be verified before the offer of place issuing and also during the interview.

8. Assessment, Reassessment, Assessment Appeal

a. Assessment

As the KINZ cookery courses are unit standards based, in order to gain the qualification, you need to pass all the unit standard assessments. The assessments might be: 1. Closed-book test, 2. Assignment, 3. Practical Tasks.

b. Reassessment

If you do not provide appropriate answers to questions or cannot perform the tasks to the required standards, you may be marked NYC (Not Yet Competent).

However, reassessment will be arranged within two weeks from your initial result. **The resit fee is \$150 for each assessment. Maximum 2 resit can be arranged.**

If you meet the following requirements, you will be given ONE free reassessment opportunity:

- Your attendance during the studying period of the unit standard is more than 85%, and
- You failed in no more than 50% of the questions.

All the reassessments have to be completed within the time period for the component of the course. If you are still NYC after the resit, you need to re-study for that unit again.

The fees for re-study a unit will be \$80 per credit for that Unit Standard. Re-study arrangement will be subject to class and place availability. Any exemption of fees is subject to the Institute's decision.

If a student fails more than 50% of unit standard assessments for a component of the course, he/she needs to re-study the whole component. Normal tuition fees apply.

c. Assessment Appeals

Should you disagree with your assessment/reassessment result, you can submit your appeals in writing to the Director of Studies with all the reasons and supporting documents within two weeks of the result notification. If you are not satisfied with the result of your appeal, then you can forward your submission to NZQA or IEAA, using the contact details provided in this booklet.

9. Institute Rules for Students

(Any breach of these rules will be dealt with according to the stated policy.)

1. Always be considerate, fair, courteous, honest and ethical towards staff and fellow students. Don't misuse Institute property. Students should never be rude, disruptive or disrespectful.
2. Always use positive, non-abusive language at the Institute.
3. Have respect for yourself, fellow students, staff, and all others. Respect all cultures present, and all assets and property. No fights, running, pushing or sexual harassment.
4. Good time management: be here everyday, be on time and follow the current Timetable. Phone the School if you are going to be absent or late.
5. No smoking in the building. Smoking is extremely bad for our health.
6. No spitting anywhere.
7. Keep our kitchen and school environment clean and tidy.
8. Internet: Students are welcome to use it, but stay on the positive sites.
9. Students can only have time off in an emergency and after consultation with Institute management.
10. Students are required to always maintain a high standard of personal hygiene and presentation.
11. No sunglasses or hats are to be worn inside the classroom.

12. At all times, while attending the Institute, the student must present himself/herself in a tidy, professional and hygienic manner.

13. If you do not understand any of these rules, please ask your tutor to explain.

14. Examination rules:

- All examinations are important and strict examination conditions apply
- No outside assistance is allowed.
- Please be on time to start the examination
- Please stick to break times.
- If you are serious about your study, and you should be, please prove it.

14.1 Policy on Plagiarism

The Institute has a policy of zero tolerance to plagiarism. It is considered a serious misconduct. The following arrangement applies to unit standard assessment only. If you are found cheating for the first time, you must re-sit your exam at your own cost and a written warning will be issued; If you are found cheating for the second time, you must re-sit your exam at your own cost and a final warning will be issued; If you are found cheating for the third time, you will be expelled immediately without any notice.

Students are considered to be cheating if:

- they hand in another student's work as their own
- they allow their work to be handed in by another student as if it was the other student's work
- they use resources (e.g. calculator) during an assessment which are not permitted for that assessment or for which the tutor/assessor does not give permission
- they complete an assessment in a group and hand in the same work as someone else in the group without prior approval. Group assessment can be submitted if it is allowed by the tutor/assessor.

When a staff member or a student has clear evidence of cheating, it shall be reported to the Student Service Officer. A

written report will be kept in the student's file after the verbal warning. The student will be marked as NYC for the assessment and reassessed at his/her own cost.

14.2 Policy on referencing:

Referencing is a standardized form of acknowledging the sources of information. Referencing should be used to identify the source of every significant external information or idea used in your assignments or reports. Referencing is an academic requirement.

15. Rules for Using Computers and Accessing Internet Facilities

KINZ computers and internet facilities are designated for the convenience of our students, for reading news, sending and receiving emails, conducting research, completing assignments relating to your course of study only. Downloading movies, music, and other software is strictly prohibited. Once found, the institute reserves the right to charge a penalty of NZ\$100.

Students are not allowed to make any changes to the software or any system programmes in the institute's computers. You cannot use any external hardware, such as your laptops or any removable hard drives without permission of the institute.

16. Rules for Using School Car Parks

The institute car park is designated for the convenience of its staff and students.

We trust that the car park is safe, however, the institute is not liable for any loss of personal belongs in your car, or any damage to your car. Please be sure not to leave valuable items in your car while parking, and always keep your car windows and door properly locked at all times to avoid any loss.

Please try to use the car parks at the far ends when you come in, so that others may park their cars later on, and take full advantage of the car parks.

17. Should a student be disruptive or uncooperative while attending the course, a Verbal warning will be given. If the student thereafter persists with the offending conduct, a written warning will be issued and thereafter should this behaviour continue the institute may at its discretion, suspend or expel the student.
18. Any student using drugs or alcohol on the premises during course hours, or being under the influence of drugs or alcohol, will face disciplinary procedures and/ or instant expulsion.
19. Should a student cause harm, be it mental or physical to any member of staff or other students while attending this course, the student shall be suspended pending an investigation of the incident. Should the incident be deemed to be of a serious nature, the student will be expelled.

10. Course Dates and Fees

Please consult our support staff about the course dates. The course fees are (all the fees are GST inclusive):

For Diploma in Professional Cookery - Level 5

First year

Registration Fee: \$200 (Payable once only)

Tuition: \$15,500.00

Course material fee \$2,000.00

Second year

Tuition: \$12,000.00

Course material fee \$1,000.00

Text books: You need to pay for certain reference books.

For Diploma in International Cookery (Professional Cookery) **- Level 5**

Registration Fee: \$200 (Payable once only)
Tuition: \$15,500.00
Course material fee \$2,000.00
Text books: You need to pay for the certain reference books.

The following fee will be paid to NZQA in addition to the tuition fee

Credit value: \$1.59 per credit. Certificate: \$20 (effective from 2011)

Cross credit fee \$150/unit standard for overseas qualification, \$50/unit standard for NZ qualification

Other Fees:

Homestay Placement: \$200 (if applicable), Homestay Fee: \$200-\$240/week (if applicable), Airport Pickup \$80 (if applicable)

11. Course Cancellations

KINZ Education reserves the right to cancel training courses due to insufficient demand, unavailability of suitable facilities or trained staff, and other major problems. All students enrolled on a course that is cancelled will be offered alternative training dates or a refund.

12. Course Alteration and Deferral Policies

All requests for course alterations must be made to the campus managers or the Principal in the Head Office. In the event of a student failing to complete the course for a reason deemed valid, such as personal (or dependent family) injury or illness supported by a medical certificate, deferral to a later course can be arranged. This will depend on the availability of a place in the course for up to one year after the deferral is requested.

13. Attendance Requirements

Immigration Services requires all international students to have 100% attendance.

If your attendance is less than 85% in one week period, you will receive a verbal warning, if you don't improve your attendance within four weeks period from the verbal warning, you will receive a written warning (first). If your attendance doesn't show any improvement within four weeks period from first written warning, you will receive a second written warning. If you still do not show any improvement after a period from the second written warning, the director will withdraw your enrolment, the final notice will be issued, and your attendance will be forwarded to NZIS. Your visa might be cancelled.

14. Complaints Policies and Procedures

14.1 Internal and external complaints procedures

All complaints should be raised in writing in order for it to be handled formally.

- All complaints should in the first instance be brought to the attention of the class tutor/teacher.
- If the tutor cannot solve the issue then the complaint is to be taken to the Director of Studies or respective Campus Manager, and if still unresolved to the Principal.
- If the Principal does not resolve the issue the complainant can then go to the relevant external authority (i.e. NZQA, ITO or other body).
- NZQA can be contacted directly at PO Box 160 Wellington, New Zealand, phone (04) 8023000. Website: www.nzqa.govt.nz
- IEAA can be contacted at PO Box 1666, Wellington, New Zealand.
- The student may appoint a student representative for assistance.

14.2 Disciplinary procedures

The school practices a policy of non-discrimination in accordance with the provisions of the Human Rights Act 1993. However, where a student sustains a disability or contracts an illness or disease, such that in the opinion of the Institute Director there would be a risk of harm to that student or other persons (including the risk of infecting other people), the school may refuse to provide, or continue to provide, tuition to the student/s. For the purpose of this clause only, the school may require the student to produce a medical certificate.

The student shall, while at the school, devote his or her whole effort to participate in the course.

Should the student be disruptive or uncooperative while attending the course, a verbal warning will be given. If the student fails to improve his or her behaviour, a written warning will be issued. If the student thereafter persists with the offending conduct the school may at its discretion, suspend his/her classes, or expel the student from the Institute.

Any student using drugs or alcohol on the premises during course hours, or being under the influence of drugs or alcohol, will face disciplinary procedures and/or instant expulsion.

Should the student cause mental or physical harm to any member of the staff or other students while attending the course, the said student will be suspended pending an investigation. The suspension shall be for a period of time, which allows for a thorough investigation of the incident. Should the incident then be deemed to be serious enough, the student will be expelled.

14.3 Appeals Procedures

If a candidate considers an assessment result unfair an appeal can be made to the Tutor or Principal for consideration. In the circumstances where the tutor has been directly involved with the assessment another member of the schools teaching staff with appropriate skills and knowledge will undertake the task.

The appeal must be made in writing including all reasons for the appeal and must be made within one week of the original assessment.

On receipt if the appeal the tutor or staff member will:

- Acknowledge the date of consideration of the appeal
- Check the marking schedule and any evidence supplied to ensure it is correct
- Request a report from the relevant assessor and/or supervisor of the assessment including the process and reasons for the result.

Both the appeal and the report will be considered by the Academic Board and a reply given within **two weeks** after the initial receipt of the appeal. If the candidate is not satisfied with the outcome of the appeal they may appeal to the external advisory member.

In the case of courses and / or unit standards moderated by an ITO, the student may appeal for independent assessment from the ITO after a failed appeal with KINZ. KINZ shall facilitate contact between the candidate and the ITO and the KINZ internal moderator shall present all assessment and moderation evidence to the ITO in any case that is brought to the ITO for independent review. Relevant cost will apply.

14.4 Fee Protection

The KINZ Trust account has been set up for the student fee protection for all the students. The trust account is administered by Gilligan Sheppard Ltd
253 Queen Street, Auckland
PO Box 6310, Wellesley Street, Auckland
Ph (09) 309-5191 www.gilshelp.co.nz

Tuition fees paid by the student will be deposited into this account and will not be transferred to KINZ Education until ten days after the course commences.

The fees are transferred monthly on a pro rata basis from the trust account into the school account.

In the unlikely event that a course at KINZ is unexpectedly cancelled during the course, you should inform Gilligan Sheppard of your name and student ID, attend any meetings arranged by KINZ, Gilligan Sheppard or the New Zealand Qualifications Authority, and consult the New Zealand Qualification Authority's website at www.nzqa.govt.nz.

15. Withdrawals, Enrolment Cessations, Refund Policies and Procedures

Withdrawal from a course takes place when a student stops attending for more than two consecutive weeks or submits a written notice of withdrawal. The Principal will withdraw a student's enrolment from the course if the student is absent without notice for at least two consecutive weeks. There is no provision for leave of absence from any of the modules.

It is the student's responsibility to report their withdrawal from a course in writing. Any fees outstanding will remain payable until official notification is received to the contrary.

The Institute, in terms of immigration policy, will notify the New Zealand Immigration Services of the withdrawal of any student.

Courses three months or more

If the course is of three months duration or more and the withdrawal occurs up to the end of the tenth working day from the start of the course:

- In such cases the PTE may deduct up to 25 per cent of the fees paid, provided the PTE incurred costs to this amount and can justify these costs.

(As per s 235A (1) (a) of the Education Act and as set out by Gazette notice under s 235B of the same Act.)

No refund will be given after more than 10 days of the course.

Courses of five weeks or more but less than three months

If the course is of five weeks or more but less than three months and the withdrawal occurs up to the end of the fifth day of the start of the course:

- In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 25 per cent.

(As per s235A (1)(c) of the Education Act.)

No refund will be given after more than 5 days of the course.

Courses under five weeks

If the course is under five weeks and the withdrawal occurs up to the end of the second day of the start of the course:

- In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 50 per cent. However, if two days constitutes the full amount of tuition paid for by the student, the PTE may retain 100 per cent of the payment

(As per s235A (1) (c) of the Education Act.)

No refund will be given after more than 2 days of the course.

No refund is normally made in the case of a student is expelled by the Institute.

16. Immigration Requirements

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

17. Health and Safety Procedures

The Floor Wardens appointed to supervise evacuations are:

Sohaam Phone: 09-5276888

17.1 Display of Evacuation Notices

Notices are displayed in the buildings explaining the procedures and the exit routes to be followed in an evacuation.

17.2 Trial Evacuations

To be conducted in educational buildings once every term.

17.3 Assembly Point

School car park at rear

17.4 Procedure:

- When fire alarm sounds, follow your teacher's instructions
- If possible close draughts in the classroom
- Switch off electrical appliances
- "Do Not Run" - walk out of the classroom
- Last person out, closes the classroom door
- Go to the nearest exit and FOLLOW INSTRUCTIONS
- At the assembly point, respond when your name is called from the register.

17.5 First Aid Procedures

In the event of illness requiring absence from class, students are to report to their teacher for a "request to leave" form. The student must give this to the KINZ receptionist when leaving.

In the event of an untreatable accident or injury, the staff member present is to arrange for someone to call an ambulance or doctor.

17.6 Safety Rules

All persons on the school premises must observe the following rules:

- Movement around the premises is to be at walking pace only.
- Handrails are to be used for support when ascending or descending all stairs.
- Consumption of alcoholic liquor within the precincts of the school is forbidden.
- All spilt liquids are to be cleaned up immediately.

17.7 Fire and Safety Compliance

To minimise the possibility of fire the following rules are to be observed:

- No smoking in any of the KINZ premises.
- No matches or fire lighting equipment is to be used within the building of KINZ without teacher permission.
- Familiarisation of the location of all exits is compulsory.
- Familiarisation of the fire and emergency evacuation procedures is compulsory.
- Fire extinguishers are not to be tampered with by non-authorised people.

17.8 Hazard Identification

- Not sitting in your chair correctly e.g. leaning back
- Running in the building
- Horseplay
- Smoking
- Burns - careless use of Hot Water Jug
- Electrical danger - electrical cords
- Computer overuse and meeting strangers through the internet
- Crossing the road: Cars Can Kill
- Be aware of Stranger Danger: tell staff when you see a stranger or somebody acting strangely
- Report any hazard you see to your teacher

18. Driving Safety in New Zealand

We strongly advise you not to drive and definitely not without a driving licence!

If you insist on driving, please be sure you have a valid driving licence and obey all the driving safety codes in NZ; please refer to the following website for detailed information.

Website: www.roadcodetest.com/nz

19. Student White Pages

19.1 List of External Support Available:

Lawyer

Mr. Steven Corlett---Brookfields Lawyers
Tel: 09-9792141 Fax:09-3793224

Doctor

Dr. Wee Teo
White Cross Ponsonby Accident & Medical Clinic
Tel: 3765555

Pregnancy Consultant As above

Drugs Consultant As above

Immigration Consultant

James NI----Abraham Ltd.
Tel: 09-3681588

Accountant

Gilligan Sheppard Ltd
253 Queen Street, Auckland
Ph (09) 309-5191 www.gilshep.co.nz

Banker

Craig Smith ----The Bank of New Zealand
Tel: 09-9765089 Fax: 09-9765411

Police

Auckland Central Police Station
Tel: 3026400

19.2 Helpful contact numbers:

NZ Immigration Service (NZIS): 09-9144100
Citizens Advice Bureau (Chinese): 09-3773314
Family Planning: 09-3790657
Consulate General of China: 09-5251589

19.3 School Emergency Contact

24/7 emergency contact: 021-2524603

20. Code of Practice

Code

KINZ has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Ministry of Education. Copies of the Code are available for download from the Ministry of Education website at www.minedu.govt.nz/international .

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>

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 <http://www.moh.govt.nz>

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 <http://www.acc.co.nz>

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand

Summary Code of Practice for the Pastoral Care of International Students

Introduction

When students from other countries come to study in New Zealand, 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.

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

What is the Code?

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

When does the Code apply?

The code currently applies and commenced on the 31st of March 2002. You can check with the Ministry of Education if your provider is a signatory to the Code.

Who does the Code apply to?

The code applies to all educational providers in New Zealand with students enrolled on international study permits. The Code is mandatory to these providers and must be signed by them.

What is an “international student”?

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

How can I get a copy?

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from www.minedu.nz/goto/international.

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This list is available from www.minedu.govt.nz/goto/international.

If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

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

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

What is the International Appeal Authority (IEAA)?

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

How can I contact IEAA?

You can write to the IEAA at:

The International Educational Appeal Authority,
C/- Ministry of Education,
PO Box 1666,
Wellington,
New Zealand.

What will the IEAA do?

The purpose of the IEAA is to consider complaints from international students.

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

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

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

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

What can the Review Panel do?

The Review Panel can remove or suspend an educational provider as a signatory to the Code, meaning that the provider would be prevented

from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

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

The Code sets standards for educational providers to ensure that:

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

21. Certification and Graduation

Every unit standard that you gain credit for in KINZ builds towards National Qualifications. Students who have demonstrated competence in all unit standards that contribute to the certification of particular qualification(s) will be awarded with the relevant certificates.

KINZ Graduate Certificate and Academic Record Report will be available

approximately 2 weeks after successful completion of the course. You are able to collect the certificate from the administration office. Any subsequent copies have a fee of \$50 for the Kinz certificate and \$20 for the Academic Record Report. If the certificate you are gaining is a national certificate, then a certificate fee from NZQA will apply.

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