

nz school of

# Healthcare



## POLICY INTERNATIONAL STUDENTS

### POLICY

New Zealand School of Healthcare (Trading as New Zealand School of Healthcare and New Zealand School of Healthcare) has processes for the admission, enrolment and monitoring of international students that meet internal and external requirements.

### PURPOSE

To ensure that internal and external requirements for admission, enrolment and monitoring international students are met.

### APPLICATION AND SCOPE

This policy applies to all international students who intend to enrol or are enrolled at the New Zealand School of Healthcare and studying in New Zealand.

### DEFINITIONS

- *Education (Pastoral Care of International Students) Code of Practice 2016 AND Education (Pastoral Care of International Students) Code of Practice Amendments 2019 (the Code)*  
The Code was established under section 238F of the Education Act 1989 and provides a framework for education providers for the pastoral care of international students.
- *International Student*  
A person enrolled at New Zealand School of Healthcare, who is a foreign student as defined in section 10 of the *Education and Training Act, 2020*. Persons who do not hold permanent residency in New Zealand are included within this definition.
- *Programme of Study*  
A coherent arrangement of learning or training that is based on clear and consistent aims, content, outcomes and assessment practices, and which leads to a qualification on the New Zealand Qualifications Framework (NZQF).
- *Component*

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Courses, which may include assessment standards that make up a programme of study

### COMPLIANCE OBLIGATIONS

- *Education (Pastoral Care of International Students) Code of Practice 2016 and Amendments 2019 (The Code)*
- *Education and Training Act 2020*
- *Immigration New Zealand (INZ)*
- *Human Rights Act 1993*
- *Immigration Act 2009*
- *Privacy Act 2020*
- *NZQA Programme Approval and Accreditation Rules*

<b>Responsibility</b>	New Zealand School of Healthcare Academic Manager (interim Pastoral Care Manager)
<b>Approval Dates</b>	July 2021
<b>Next Review</b>	August 2022

### OTHER RELATED DOCUMENTS

- New Zealand School of Healthcare Quality Management Manual which includes Policies on Student Entry, Selection, Withdrawal, Fees and Refund (Section B.4 of the Quality Management Manual) and Student Welfare and Support, including Code of Conduct, Academic Regulations and Grievances and Complaints (Section B.5 of the Quality Management Manual)
- International Students Grievance and Complaints Process
- International Student Critical Incident Response Plan
- International Students Policy: Associated Procedures and Guidelines (See below)

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## PROCEDURES AND GUIDELINES

### 1.0 INTERNATIONAL STUDENT ADMISSION AND ENROLMENT

- 1.1 The Code of Practice (Part 4: Outcome 3) details the information that must be made available to prospective international students before students enter into any commitments, either by referring the student to New Zealand School of Healthcare OR New Zealand School of Healthcare website information or via the *International Student Prospectus*.
- 1.2 International students must apply for admission to full-time programmes of study on the International Student Enrolment Form.
- 1.3 Applications are received by the Academic Manager and processed by the NZSOH Administrator.
- 1.4 Copies of academic transcripts, graduation certificates and other documentation must be officially translated into English and verified by the issuing institution, a notary public, or (when specified in the recruitment agreement) an approved agent of the New Zealand School of Healthcare. Unverified copies will not be accepted.
- 1.5 If considered suitable for programme entry, the Academic Manager approves the enrolment of the student. The Academic Manager is responsible for academic validation, approval and offering a place to the international student.
- 1.6 Academic approval will confirm that the academic, English Language and prior learning entry requirements have been met, the published selection criteria have been followed, the courses selected are coherent and satisfy programme regulations, and that the student has a good chance of achieving the standards required for successful completion of the programme of study for which they have applied.
- 1.7 An Offer of Place (contract) does not guarantee student enrolment, as students are required to pay all fees and complete Registration and Enrolment procedures prior to programme of study commencement. Students studying in New Zealand must also apply for a student visa, arrange flights (if appropriate), and arrange compulsory medical, and travel insurance; and arrive on campus in time to attend Student Orientation(s).
- 1.8 New Zealand School of Healthcare must adhere, by law, to the following requirements determined by the Immigration Act 2009:
  - New Zealand School of Healthcare may only enrol a prospective international student for a course lasting longer than 3 calendar months if the prospective student holds:
    - A current student visa or permit which is endorsed with the institution at which the prospective student is seeking to enrol and the course of study the prospective student intends to undertake; or
    - A current limited purpose visa or permit for the express purpose of study with

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the institution, or has a current variation of permit conditions to allow study with the institution; or

- An interim visa if the student has applied for a Student Visa.

1.9 International students must supply a study permit or visa as evidence of their right to study in New Zealand.

Enrolment into a programme of study cannot be activated until this permit or visa has been provided to the New Zealand School of Healthcare Academic Manager. Evidence of the permit or visa is to be recorded in the Student Management System and placed on the student file.

1.10 The international applicant is responsible for complying with all conditions relating to the study visa or permit.

1.11 If the international student fails to obtain or maintain a valid study permit or visa or is required to leave New Zealand for whatever reason, the contract will lapse and New Zealand School of Healthcare may offer the place of enrolment to another student.

1.12 International students are required to have a valid medical and travel insurance policy for the duration of their stay in NZ. Enrolment into courses cannot be activated until a student has provided the New Zealand School of Healthcare Academic Manager with evidence of a valid insurance policy to cover travel and medical insurance.

1.13 The New Zealand School of Healthcare Academic Manager is responsible for:

- Ensuring that NZSOH does not allow or continue to allow a person to undertake educational instruction if that person is not entitled under the Immigration Act 2009 to undertake the educational instruction.
- Taking reasonable precautions and exercise due diligence in ascertaining whether international students are entitled under the Immigration Act 2009 to undertake the educational instruction for which they enrol.
- Reporting to Immigration New Zealand (INZ) known or suspected breaches of visa conditions by international students
- Notifying INZ of terminations of enrolment including non-attendance.

## 2.0 MEDICAL AND TRAVEL INSURANCE

2.1 All students are required to have appropriate Medical and Travel Insurance as specified in Part 4: Outcome 3; Clause 15 in the Code.

2.2 All policies will be verified prior to the student's enrolment including ensuring that:

- The insurer/re-insurer is a reputable and established company with substantial experience within the Travel Insurance business and has a credit rating no lower than A from Standard and Poor's, or B+ from A M Best.
- The Insurer is able to provide emergency 24-hours, 7 days per week cover.

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- Students have a “certificate of currency” and policy wording from the insurance company stating that the student has purchased the cover for the duration of the planned period of study. The certificate and policy wording must also detail medical sums insured and repatriation benefits.
  - Students are required to have current medical and travel insurance to be able to enrol in a programme of study and obtain a student visa.
- 2.3 For each student, New Zealand School of Healthcare shall record the name of the Insurer, Policy number, and start and finish dates in the Student Management System EIS.
- 2.4 A reminder to renew their insurance policy shall be issued to each student at the time of re-enrolment.
- 2.5 Policies available in New Zealand that meet New Zealand School of Healthcare’s requirements are:
- UNICARE
  - Southern Cross International Student Policy MAX
  - Insurance Safe NZ Student Policy
  - Studentcare
  - Orbit Protect Prime Policy
  - Orbit Lite

### **3.0 ORIENTATION**

- 3.1 All international students must attend an orientation which will provide each student with information and advice as per Part 4: Outcome 5; Clause 19 & 20 of the Code, as soon as practicable after arrival and before the programme of study starts when possible.

### **4.10 SAFETY AND WELL-BEING**

- 4.11 At international student orientation and again at information sessions, students shall be informed of 24/7 emergency contact, policies and support services available, as per Part 4: Outcome 6; Clause 21 & 22 in the Code. This information will also be stated in the Student Handbook(s).

### **5.0 INTERNATIONAL STUDENTS UNDER 18 YEARS**

- 5.1 New Zealand School of Healthcare will not enrol any international students under the age of 18 years

### **6.0 INTERNATIONAL STUDENTS AT RISK OR WITH SPECIAL NEEDS**

- 6.1 Any international student who is identified as at risk due to low attendance (i.e. less than 100% attendance) and/or attainment shall be supported as per clause 10.0 of these procedures and guidelines; documented in the New Zealand School of Healthcare *Quality Management Manual*.

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- 6.2 If New Zealand School of Healthcare has reason to believe that the issue is serious and the student is unable to protect themselves, then the New Zealand School of Healthcare *International Student Critical Incident Response Plan* shall be followed and the New Zealand School of Healthcare Academic Manager informed, as per Part 4: Outcome 6; Clause 25 in the Code.
- 6.3 Where NZSOH believes on reasonable grounds that any international student is unable to protect him or herself against significant harm or exploitation, and/or is unable to adequately safeguard his or her personal welfare NZSOH will ensure that the Code provisions are complied with where appropriate and in compliance with the principles of the Privacy Act 2020. Such issues relating to the students may be reported to relevant agencies such as the New Zealand Police and to the Code Administrator.
- 6.4 Any international student that requires provision of an adapted programme of study will be enrolled with support at the discretion of the Academic Manager as per Part 4: Outcome 6; Clause 25 in the Code.
- 6.5 If a student should develop a special need while enrolled at New Zealand School of Healthcare, then support shall be negotiated with their insurer and the Academic Manager as per Part 4: Outcome 6; Clause 25 in the Code.

## **7.0 MANAGING WITHDRAWAL AND CLOSURE**

- 7.1 New Zealand School of Healthcare ensures that the procedures for refund detailed in the International Student Enrolment Form and Quality Management Manual policy (Section B.4) are reasonable, and students are informed of their rights and obligations to withdraw and request a refund in their Offer of Place as per Part 4: Outcome 8; Clause 30 in the Code.

## **8.0 DEALING WITH GRIEVANCES AND COMPLAINTS**

- 8.1 All international students have access to fair and proper procedures as in the *International Students Grievance and Complaints Process* as per Part 4; Outcome 9; Clause 31 & 32 in the Code. Information about the internal process for grievances and complaints (including appeals) are made available to international students at student orientation, in the International Student Prospectus, and in Staff and Student Handbooks.

## **9.0 COMPLIANCE TO [THE INTERNATIONAL STUDENT CONTRACT DISPUTES RESOLUTION SCHEME \(DRS\)](#)**

- 9.1 New Zealand School of Healthcare Academic Manager and teaching staff shall be familiar with the DRS and inform international students of the correct process (including providing information and access to [istudent Complaints](#) and [International Students – How to make a Complaint brochure](#)) during orientation as per Part 4; Outcome 10; Clause 33 & 34 in the Code.
- 9.2 Information about the external processes and resources for making complaints is made

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available to international students at student orientation, in the International Student Prospectus, and in Staff and Student Handbooks.

## **10.0 MONITORING INTERNATIONAL STUDENT ATTENDANCE AND ATTAINMENT**

- 10.1 International students are required to attend all lectures, tutorials, practical classes, demonstrations and assessments required by the course in which they are enrolled to retain their right to study in New Zealand under a student visa. Failure to meet this requirement may result in the student's enrolment with New Zealand School of Healthcare being terminated and notification to INZ.
- 10.2 International students shall be notified of attendance and attainment regulations on the NZSOH/NZSOH websites, within the Student Handbooks and in the Student Orientation.
- 10.3 Attendance of all International Students will be closely monitored to ensure the 100% attendance requirement is met. Teaching staff will closely monitor the academic progress and attendance of each student through a process of observation and enquiry. Ongoing records of attendance will be maintained in the attendance register (completed on a daily basis for days that the student is required to attend NZSOH) and assessment modules of the Student Management System EIS.
- 10.4 Teaching staff are required to be pro-active when the first signs of poor attendance, assignments not handed in on time, or a poor level of attainment is obvious, by acting immediately and informing the Academic Manager.
- 10.5 International students must comply with the Code attendance requirements and programme regulations for notification of absence due to illness or other circumstances as required for each course in which they are enrolled. Valid reasons for absence must be provided to teaching staff and supported by evidence as required.
- 10.6 A student who fails to complete a course or courses during their first term of study is required to re-enrol in the course/s and pay full fees. Recognising that international students face difficulties adjusting in their first term, New Zealand School of Healthcare may consider discounted tuition fees for any course/s failed in the first term of enrolment and study at New Zealand School of Healthcare.
- 10.7 When a student's attendance or attainment level is unsatisfactory, and there are no extenuating circumstances, the procedure for an international student not meeting the attendance and attainment regulations shall be followed:
- Meet with student, tutor and the Academic Manager/Programme Leader. The student may also bring a support person. The student enters into a learning and support plan. A verbal warning is issued, and student record is updated.
  - After 2 - 4 weeks if no improvement, a first written warning is issued from the Academic Manager/Programme Leader or delegated representative reminding the student of their obligations and contract with the New Zealand School of Healthcare. The student record in the student management system is updated.
  - If the attendance/attainment issue persists, a final letter of warning is activated by

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the New Zealand School of Healthcare Academic Manager requesting the student to meet with the New Zealand School of Healthcare Academic Manager. The New Zealand School of Healthcare Academic Manager may decide to commence proceedings to terminate the enrolment in specific courses or the programme of study as a whole. Student record in the Student Management System is updated.

- Termination of enrolment from a course or courses commences upon the recommendation of the Programme Leader and the New Zealand School of Healthcare Academic Manager. A withdrawal form is completed and signed by the Academic Manager and student.
- In the case where withdrawal from the programme of study results in termination of the contract, INZ is notified of the termination of contract by the New Zealand School of Healthcare Academic Manager immediately upon termination of the contract.
- The New Zealand School of Healthcare Academic Manager has delegated authority to complete the electronic notification of a student's termination to Immigration NZ immediately after termination.

## **11.0 CONDITIONS FOR TERMINATING ENROLMENT AND TERMINATING THE CONTRACT**

11.1 The following actions terminate the enrolment and terminate the contract:

- The student no longer wishes to study at New Zealand School of Healthcare
- New Zealand School of Healthcare is unable to proceed with the programme of study
- Compassionate reasons, serious illness
- Non Attendance or failure to achieve in the programme of study (see clause 10)
- Breach of New Zealand School of Healthcare regulations
- Visa, or extension to visa, is not granted.

11.2 The following actions terminate the enrolment in a programme of study or course:

- Student withdrawal from a programme of study or course
- New Zealand School of Healthcare is unable to proceed with a programme of study or course
- Non-attendance or failure to achieve in a course (see Clause 10).

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