

ENROLMENT INFORMATION FOR INTERNATIONAL STUDENTS

Please note this important information regarding your studies at The International Travel College:

Your arrival in Auckland

If you have enrolled from overseas and will be travelling to New Zealand to take up your course we are able to provide a Meet and greet service for you. We can meet you at the airport and take you to your accommodation. Please let us know in advance if you require this free service.

In all cases of students new to Auckland we will provide you with a Welcome Pack, which includes information on Auckland, maps and brochures on local attractions, transport and activities.

Induction Week

Your first day at the College is your Induction Day. You will be welcomed by College staff and introduced to your Course Tutor and the other students in your class. During the first week at the College you will take part in a local orientation to help you become familiar with the College, the area, and College life. You will be issued with your Student Handbook, course timetable and details of the College staff that will be able to help you during your time here.

Attendance

It is important that you attend your course regularly, and punctually. We record our students attendance daily and require you to achieve a **minimum of 90% attendance** in order to be awarded the College Qualification. Please notify the College if you are not able to attend class for any reason. If you have personal or domestic problems during your time here please arrange to meet with the Recruitment Advisor who may be able to provide support and help where needed.

If you stop attending College, or your attendance becomes erratic, we will contact you by phone and then letter. In the case of ongoing absence for a period of longer than three weeks please be aware that we may dis-enrol you from your course. In this event we will notify the New Zealand Immigration Service and this may put your Student Visa at risk.

Change of address

Please note that international students **must** inform the College immediately of any change of address or contact telephone number from that which you had at the time of enrolment. This is an important requirement for all students in New Zealand on a student visa.

Support and Welfare

Michelle Chatfield ITC City Campus Manager is the pastoral support person at ITC. Michelle is the first point of contact for international students requiring advice on living and studying in New Zealand. Michelle is available at the college to provide assistance with issues relating to the welfare of international students while studying in New Zealand. Lesley Brough ITC Recruitment Advisor City is also available to provide assistance for international students.

At our Botany Campus Kirsten Leith Campus Manager and Toni Waterhouse Recruitment Advisor are the key contacts for international students.

Withdrawal from your course

If you withdraw from your course for any reason please notify our Student Services team who will ask you to complete a College Withdrawal Form. At the time of withdrawal we must notify the New Zealand Immigration Service.

Important Fee Information & Student Fee Protection

In accordance with Ministry of Education guidelines, the following important information regarding your fees is provided for you:

In accordance with government regulations, your fees are protected from the unlikely event of our institution having to close. Your fees will be held and protected in a New Zealand Government Guaranteed Student Fee Trust Account, managed by the Public Trust.

At enrolment you will sign an application to set up your Student Fee Trust Account (The cost to set up this account is **\$25.00 per course**). All your fees will be paid directly into that account, and paid to your institution progressively after you have commenced your course.

Fees paid: The International Travel College of New Zealand operates a progressive payment scheme from the externally managed public trust account. This ensures your fees are paid to the College progressively during your course in accordance with a schedule submitted to and approved by the New Zealand Qualifications Authority.

Credit Transfer: Most courses offered by The International Travel College of New Zealand are based on unit standards and National Certificates. As you progress through the course you gain credit for each unit standard you complete and this is recorded with NZQA.

Other providers offering similar NZQA Framework based courses are obliged to recognise this Record of Learning, and you would be able to purchase aspects of your training course not yet completed.

Withdrawal and Refund Policies and Procedures

If you withdraw before the course commences

Tuition or course fees paid will be refunded in full, less \$500.00 or 10% of the course fees, whichever is the lesser amount, provided you notify The International Travel College of New Zealand of your withdrawal **before** the commencement of the programme.

If you withdraw from the course within the first seven days of the course

If you formally withdraw from the course within the first seven days you will receive a full refund of all course fees paid by you less a processing and administration fee of \$500.00, or 10% of the course cost, whichever is the lesser amount.

If you withdraw after seven days from the start of the course

No refunds are provided after the first seven days of the course.

If you are withdrawn due to non-attendance

If your attendance falls below the 90% requirement, you will be reminded, counselled and warned that you may be withdrawn due to non-attendance. In such cases, no refunds are provided and the NZ Immigration Service will be advised of your withdrawal.

Cancellation of training by The International Travel College of New Zealand

The International Travel College of New Zealand reserves the right to cancel training courses due to insufficient demand, unavailability of suitable training staff or facilities or similar major problems. In all cases if you are enrolled on the cancelled course you will be offered alternative training dates or a refund.

Course Changes

The International Travel College of New Zealand reserves the right to change course details if required by operational conditions or circumstances beyond our control.

Recommended Book List for Diploma in Travel Management Level 5 course

Please note there is a recommended reading list for the Diploma in Travel Management programme. This is an additional cost to your course fees and the list will be presented and discussed in your induction period. The estimated cost of the recommended book list is \$250.00. **Please note this is recommended not compulsory.**

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 summary 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 that 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 to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with international students enrolled. 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.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. A copy is held in reception and you may request one in your preferred language. The Code is also available online from <http://www.minedu.govt.nz/international>.

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from <http://www.minedu.govt.nz/international>. If the education 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. The International Travel College is a signatory to the Code.

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures 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 the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

What is the International Education 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 education provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

How can I contact the IEAA?

You can write to the IEAA at:

International Education Appeal Authority
Tribunals Unit
Level 1, 86 Custom House Quay Fax: (04) 462 6686
Private Bag 32001 Phone: (04) 462 6660
Panama Street
Wellington Email: ieaa@justice.govt.nz

What will the IEAA do?

The purpose of the IEAA is to adjudicate on 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 education 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 that remedial action be undertaken.

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

The education 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 education 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 education 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 commitments
- contractual dealings with international students are conducted in an ethical and responsible manner
- the particular needs of international students are recognised
- international students are in safe accommodation
- all providers have fair and equitable internal procedures for the resolution of international student grievances

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

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.