

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 on our 2-year program 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 if you are arriving during business hours. 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 and other useful resources.

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 college orientation to help you become familiar with the College 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 student's 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 Course 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.

Immigration and Visa Requirements

You must apply for and gain a Student Visa for studying in New Zealand. Acceptance on an ITC course is subject to your successful application for this visa. You must notify us immediately of any change to your immigration or visa status. If your visa is revoked by the New Zealand Immigration Service, we will cancel your place and any applicable refund of your fees will be made according to the College cancellation and refund policy.

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

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 Head of Group Services, Jackie Fa'amausili ITC International Course Advisor (City campus) and Marcella Johnston Course Advisor (City campus) are the pastoral support people to provide assistance for international students. Jackie is the first point of contact for all international students requiring advice on living and studying in New Zealand. She is available at the college to aid students with issues relating to the welfare of international students while studying in New Zealand.

At our Botany & Christchurch Campuses our Course Advisors & tutors are onsite to also help students.

Withdrawal from your course

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

Disciplinary Procedures

Students at the International Travel College of New Zealand are expected to behave responsibly and accept the discipline and authority of the College. We expect students to behave with courtesy and respect towards each other, towards members of the College staff, and towards visiting guest speakers and others. This policy extends to student's interactions with others when engaged in field visits related to their course of study.

The College is a place of respectful safety for all its staff and students. Use of inappropriate language, damage or destruction of property, cultural insensitivity or lack of respect for the tutors and staff are regarded as serious issues and will be dealt with as they arise. All such issues are directed to the Chief Executive who may suspend the student pending investigation.

Section 224 (12) of the Education Act allows powers to the management of a tertiary education institution to refuse or cancel an enrolment on the ground that the person has been guilty of misconduct or breach of discipline.

Matters leading to disciplinary procedures include breaches of the rules regarding use of drugs/alcohol, lack of adherence to Computer Lab Laws, breaches of assessment rules, and the use of violence or abusive language or behaviour towards College staff or fellow students.

The Disciplinary Procedure is:

1. A first verbal warning is issued in cases of inappropriate behaviour, misconduct or breaches of college protocol as outlined in this handbook. The verbal warning is documented by the tutor or appropriate staff member and kept on the student's file.
2. A second verbal warning is issued for offences where a student has previously been warned verbally, and is documented by the tutor and/or Head of Academic Services.
3. A written (final) warning is issued in cases of persistent inappropriate behaviour where the student has been warned verbally twice for breaches of policies and procedures or misconduct.
4. In the case of serious misconduct where instant dismissal is not warranted but no further warnings will be issued, a written (final) warning may be issued. All written warnings shall be fully documented and placed on the student's file.

5. Dismissal may follow if a student fails to comply with any written warning.
6. Serious misconduct including wilful abuse of students, staff or property; theft; being under the influence of or in the possession of alcohol or illegal drugs; or bringing the College into disrepute, may result in instant dismissal without notice.

Students are advised that dismissal/dis-enrolment from their course of study may have implications for their entitlement to student loans/allowances and/or continued Student Visa eligibility. No refunds of fees paid are made in the event of any dis-enrolment as a result of disciplinary procedures.

Important Fee Information & Student Fee Protection

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. All your fees will be paid directly into that account and paid to your institution progressively after you have commenced your course.

After the first eight days, and in the unlikely event of the College going into receivership, voluntary liquidation, ceasing to be a signatory to the Education (Pastoral Care of International Students) Code of Practice or ceasing to provide a course as contracted with a student the following strategies are in place to protect your fees:

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 recognize this Record of Learning, and you would be able to purchase aspects of your training course not yet completed using the unused portion of your ITC course fees. This money would be refunded directly to you, or if directed by you, transferred to another education provider.

Withdrawal and Refund Policies and Procedures

For courses longer than 3 months in duration, the following refund policy applies for International students:

Once confirmed on your course if you wish to withdraw you must put this in writing and either post it or hand it into the office. The cancellation fees are as follows:

If you withdraw before the course commences

Tuition or course fees paid will be refunded in full, less 10% of the course fees, 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 ten days of the course

If you formally withdraw from the course within the first ten days you will receive a full refund of all course fees paid by you less 10% of the course fees plus any additional costs incurred to the International Travel College for the following items:

- Tuition fees, including amounts for the export education levy, recruitment, marketing, agents, commission, and overhead costs
- Course related payments, including examination fees, and the costs of books and uniforms
- Administration fees, or registration fees or both
- ESOL (English for Speakers of Other Languages) support/testing
- Student service fees
- Airport pick up
- Insurance
- Accommodation

NOTE: The Private Training Establishment (PTE) must be able to demonstrate and provide evidence for any additional costs incurred (from those areas shown above) that they are deducting from the course fees. They also need to be able to show that those costs add up to the amount (equal or more than) the amount they are seeking to retain. The maximum amount that the PTE can deduct from the course fees in this case is 25%.

If you withdraw after 10 days from the start of the course

No refunds are applicable, full course fees will be retained by the International Travel College of NZ after the first ten days of the course.

If your student visa is denied by Immigration New Zealand (INZ)

In the instance your student visa is denied by INZ and this can be verified, you will be entitled to a full refund of any course fees paid less any bank transfer fees charged (by the bank/s processing and receiving the money).

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.

Course Changes

The International Travel College reserves the right to change course details and fees without prior notice. The International Travel College shall not be liable if for any reason the published courses cannot be offered.

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 NZ Diploma in Tourism & Travel Level 5 programme

Please note there is a **compulsory** and recommended reading list for the NZ Diploma in Tourism & Travel Level 5 programme. This is an additional cost to your course fees and the list will be presented and discussed in your induction period. **The cost of the compulsory level 5 books is \$350.00.** The remainder of the texts on the level 5 list are recommended and have an estimated cost of \$500.00.

Summary Code of Practice for the Pastoral Care of International Students

Introduction

When students come to study in New Zealand, education providers have an important responsibility to ensure that those students are well informed, safe and properly cared for.

To support this, the New Zealand government has developed the Education (Pastoral Care of International Students) Code of Practice 2016. NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Code.

What is the Code?

The Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by.

The purpose of this code is to support the Government's objectives for international education by:

- requiring signatories to take all reasonable steps to protect international students; and
- ensuring, so far as is possible, that international students have in New Zealand a positive experience that supports their educational achievement.

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?

The code is available online from <https://www.nzqa.govt.nz>. The code is available in other languages and you are encouraged to read the code.

Which education providers are signatories to the Code of Practice?

NZQA maintains a [list of all education providers that are approved signatories](#) to the Code of Practice.

What to do if you have a complaint?

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps.

Here is what you need to do.

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next. You can submit your complaint query on the NZQA website, or send an email to risk@nzqa.govt.nz. If you need more information on the complaints process, contact NZQA on 0800 697 296.

Or – if it is a financial dispute – you can contact iStudent Complaints

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service. iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live