

## PRE-ENROLMENT INFORMATION FOR INTERNATIONAL STUDENTS

Thank you for your interest in a course of study with The International Travel College of New Zealand. Please read this summary of key information before you proceed with an application for enrolment. It is important that you are fully informed as to your chosen course, and of the enrolment conditions that apply to our courses.

Please note that The International Travel College has agreed to observe and be bound by the Pastoral Care of Tertiary and International Learners Code of Practice 2021. Copies of the Code are available on request from this institution or from the New Zealand Qualifications Authority website at <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>.

**Please note that international students must be 18 years of age to enrol on a course of study at ITC.**

### English Language Proficiency

All ITC courses are conducted in English. Prospective students must provide evidence of their English language levels as part of the enrolment process. A level of IELTS 5.0 (General or Academic) has been determined to be an acceptable level for our courses commencing at level 3. A level of IELTS 5.5 (General or Academic) has been determined to be an acceptable level for our course commencing at level 4 and a level of IELTS 5.5 (Academic only) has been determined to be an acceptable level for our level 5 course. No IELTS band can be lower than 5.0 for all courses. If you do not have an IELTS Certificate you will need to provide other evidence of your English language proficiency. Please contact us for further information on acceptable evidence.

### Information on our courses

A full downloadable prospectus is available on our website [www.itc.co.nz](http://www.itc.co.nz), on the course options tab. Information on current course start dates can also be found on the course option tab. Please read it carefully as it contains useful information on the College, its' facilities, our courses, course fees and cancellation and refund policies.

### Enrolment Procedure

If you wish to enrol on an ITC course you may apply using the Internet, E mail or post. In each case you will be asked to complete a [International Student Enquiry Form](#) which we need to determine your eligibility for our courses.

**Internet:** Access our website on [www.itc.co.nz](http://www.itc.co.nz) and go to 'International Students'. You will find our [International Student Enquiry Form](#) which you can complete and email back to us. This form provides us with your personal contact details, your English language levels and your education and work history. This information will be used to determine your suitability to our courses.

**E Mail:** Email us at [college@itc.co.nz](mailto:college@itc.co.nz) and we will send you the Personal Profile Enquiry Form for you to complete and return to us.

If you are accepted on an ITC course you will be notified within one week of us receiving your **completed** International Student Enquiry Form. We will then ask you to provide additional documentation, along with an ITC enrolment form. Once we have received your enrolment documents we will provide a **Letter of Acceptance** confirming your offer of a place on the course.

## Payment of your fees

When you receive the Letter of Acceptance on an ITC course you will need to pay your course fees by the due date noted on the invoice. Please note that these fees are paid into the college's Public Trust Account. The fees will remain in that Public Trust Account until you have taken up your course place and have studied at the College for ten days. After that time the fees are then paid to the College.

## 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. If you are unable to secure a Student Visa, or 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 <https://www.immigration.govt.nz/new-zealand-visas/options/study>

## Medical and Travel Insurance

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>.

**International students must have appropriate and current medical and travel insurance while in New Zealand for the full duration of their student visa, and including travel to & from New Zealand.**

## 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>.

## Disciplinary Procedure

***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.

## **Withdrawal and Refund Policy**

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.

**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.

**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 and the second year of the Diploma in International Tourism & 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 compulsory textbooks can be new or 2<sup>nd</sup> hand - **new books are approximately \$550 total** for all four books. The remainder of the texts on the level 5 list are recommended and have an estimated cost of \$500.00.

# ACCOMMODATION GUIDE

The College's Course Advisor acts as a resource and is available for international students requiring assistance with accommodation.

Following are some accommodation options available for students. Please note that the International Travel College has not assessed the suitability of these accommodation properties.

Please note that the information provided is correct at the time of printing but is subject to change. All accommodation costs need to be arranged directly with the accommodation provider and bookings are subject to availability with the accommodation provider.

## Student Accommodation

YWCA Hostel offers student hostel type accommodation which is about a 15-minute walk to the ITC campus. They offer single & double rooms which include a study desk & chair, wardrobe, drawers, mini fridge and heater along with linen (sheets, pillowcases & duvets), however you share the kitchen and bathroom facilities with others (unless you upgrade to an ensuite double room). You need to bring your own and towels.

Weekly costs include power, heating and water. Internet is extra. The YWCA accommodates both men and women. Facilities include a large communal kitchen and dining room, courtyard, TV lounges, on-site cafe, laundries etc. Visit their website to find out more: <https://www.ywca.org.nz/auckland/our-hostel/>.

## Homestays

For a real "Kiwi Experience" during your stay in New Zealand, you could consider staying with a New Zealand family in homestay accommodation.

### Host Families NZ

Level 8, Unit 4, 87-89 Albert Street,  
Auckland CBD

Auckland

Ph: 0064 9 358 1531

Email – [info@hostfamilies.co.nz](mailto:info@hostfamilies.co.nz)

Website – [www.hostfamilies.co.nz](http://www.hostfamilies.co.nz)



## **Apartments and Shared Accommodation**

There are also a number of apartments for rent in Auckland city along with many people wanting to share houses/apartments. Sharing a house or apartment is often the cheapest accommodation option and is a great way to meet new people.

You can see some examples of apartment and house share accommodation on the following websites:

Unilodge: <https://www.unilodge.com.au/student-accommodation-auckland/auckland>

NZ Flatmates: <https://www.nzflatmates.co.nz/flats/auckland>

Impression: <http://impression.co.nz/rentals>

Waldorf Apartments (serviced apartments): <https://www.waldorf.co.nz/>

**Please do not book any long-term accommodation while you are overseas. We always recommend that you book accommodation for 4-8 weeks somewhere first to get settled in Auckland. Then either extend your stay or look for other permanent accommodation.**

**You should always visit a place before committing to a long-term agreement!**