



2016

Pastoral Care of International Students

Policy and Procedure Document

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1. Introduction

This document is written as a guide to help the staff of Eastwest College of Intercultural Studies, known hereon as ‘the College’ to meet the legislative outcomes of the Education (Pastoral Care of International Students) Code of Practice 2016, known hereon as ‘the Code.’

The outcomes required by the Code are represented in this document and given in the order in which they appear in the Code.

External Evaluation and Reviews carried out by the NZQA cover the College’s pastoral care of international students. The College is rated ‘Category 1’ by New Zealand Qualifications Authority signifying that the College is “Highly Confident in educational performance” and “Highly Confident in capability in self-assessment” (report dated 23 February 2015 from website <http://www.nzqa.govt.nz/nqfdocs/provider-reports/8325.pdf>).

All international students are required to read the section I.B of the College’s student handbook [pp. 20-29 of 2016 edition], entitled “Pastoral Care of International Students” (Appendix A). This section sets out in full the obligations and responsibilities of international students. The final page of this section [p.29] is a form that all students are required to sign, indicating that they have read and understood the section.



No international students are enrolled at the College under the age of 18, so the requirements of the Code concerning international students under the age of 18 do not apply.

2. Marketing and promotion of the College to international students

The primary marketing of the College is through the College’s website www.eastwest.ac.nz.

The website is kept up-to-date displaying the current:

- facilities and surroundings which international students are likely to encounter on enrolment
- enrolment procedures for international students
- fees and fee structure for international students
- academic programmes
- staff and faculty with biographic statements
- student life, student welfare and student facilities.

3. Managing agents to recruit international students

The College does not use agents to recruit international students and has no plans to do so in the future.

4. Offers, enrolments and contracts

The College endeavours to have good systems and documentation in place to manage the offer, enrolment and contract for each new international student.

The College also endeavours to make clear to the students themselves, and their dependents, their obligations and responsibilities as a student at the College and as a student on a student visa in New Zealand.

The College has policies and procedures for international student entry into our academic programme. The policies cover:

- full disclosure
- assessment of English language proficiency
- assessment of academic capability.

Policies	Procedures
<p>The College is committed to:</p> <ol style="list-style-type: none"> 1. Clearly stating the entry requirements for access to programmes and ensuring that the academic programme is the right academic and English language fit for the prospective student 2. Ensuring that the prospective student is a bona fide student and of good character 3. Providing information for international students to obtain student permits and visas 4. International students enrolling for the Intercultural Studies programme must have a suitable English language capability. They must have an IELTS (or equivalent) score of 5.5 (general) OR New Zealand Certificate of English Language (Level 4) OR CEFR B2, in order to commence the Intercultural Studies programme 5. English language students must have an IELTS (or equivalent) score of 4.5 (general) OR New Zealand Certificate in English Language (Level 2) OR CEFR A2, in order to commence the English Language programme at Level 3 	<p>The College will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. The prospectus and college website set out clearly the entrance requirements and procedures, together with fees information and student protection policy. This information is also available from the website together with application forms and referee forms. The summary Code of Practice for the Pastoral Care of Internationals Students is also included 2. A group of staff members acts as an admissions committee and considers applications from prospective students 3. A checklist is used for the management of applications to ensure all stages of the enrollment requirements are completed 4. Correspondence with applicants is timely and appropriate 5. Successful applicants are advised in writing and subsequently sent instructions about joining 6. A one step enrolment process is used (using the MOE generic enrolment form) and the Academic Adviser is available for questions regarding classes and other academic advice

<p>6. English language students must have an IELTS (or equivalent) score of 5.0 (general) OR New Zealand Certificate in English Language (Level 3) OR CEFR B1, in order to commence the English Language programme at Level 4</p> <p>7. Providing an efficient entrance and enrolment process for students</p>	<p>7. Students must establish their identity and nationality/residence at enrolment. Valid enrolments are entered on the Take2 system and student EFTS by month tracked. A verified copy of the student's birth certificate or passport remains on their academic file. All certificates (including those for academic achievement) must be <i>bona fide</i> and translated into English where necessary</p> <p>8. Students receive a fees invoice and receipt upon acceptance. Details of any outstanding fees can be obtained from the Administrator</p> <p>9. Student fees paid in advance are held in an independent trust account with tuition fees drawn monthly, and accommodation charges drawn a month in advance</p>
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5. Immigration matters

The College endeavours to have good systems and documentation in place to ensure that international students are entitled to undertake their programme and that they understand their rights and responsibilities around immigration matters.

Policies	Procedures
<p>The College is committed to:</p> <ol style="list-style-type: none"> 1. Ensuring that international students are compliant with the requirements of Immigration New Zealand 	<p>The College will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. The Administrator informs international students about obtaining permits and visas on request 2. Students must establish their identity and nationality/residence at enrolment. A verified copy of the student's birth certificate or passport are kept on file 3. All certificates (including those for academic achievement) must be <i>bona fide</i> and translated into English 4. The Administrator or Academic Adviser will: <ol style="list-style-type: none"> a. Sight the visa in the passport b. Ensure that the name of the student is on the visa c. The student is enrolled in the programme that is stated on the visa d. Dates on the visa are current e. Keep a photocopy of the student's visa page on file f. Keep all emails and other correspondence from Immigration New Zealand so long as the student is studying at the College 5. Ensuring that students have the required health insurance for themselves and any dependents in New Zealand 6. The Administrator will report to Immigration New Zealand breaches or well-grounded suspicion of breaches of student visa conditions by international students including: <ol style="list-style-type: none"> a. Students failing to meet attendance requirements without good cause b. Students working more hours than allowed by the visa conditions

	<ul style="list-style-type: none">c. Students failing to make academic progress required by the academic programme7. The Administrator will answer all requests for information from Immigration New Zealand8. All college staff are to ensure that the activities of international students are compliant with the requirements of Immigration New Zealand
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6. Orientation of international students

The College will ensure that international students will have a robust orientation into New Zealand in general and the life and study at the College.

Policies	Procedures
<p>The College is committed to:</p> <ol style="list-style-type: none"> 1. Ensuring that international students will have a robust orientation into New Zealand in general and the life and study at the College 2. Ensuring that orientation information is available to international students before they arrive in New Zealand 3. The orientation process for new international students will include creative orientation sessions/workshops supervised by staff and Student Council representatives on entry into the College 4. Ensuring that all international students will receive a complete orientation into the life and study programme of the College 5. The orientation process for international students will be continuously reviewed 	<p>The College will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. Sending accepted international students orientation information, where possible by electronic means, including the relevant URL addresses related to information available on the College’s website: www.eastwest.ac.nz 2. The Administrator, Principal and Academic Dean will ensure that all information relevant to the orientation of international students on the website is up-to-date 3. New international students will receive a complete orientation by entering into a three-day orientation period prior to the beginning of their first semester at the College. They will cover: <ol style="list-style-type: none"> a. A welcome-in evening dinner b. Introductions to fellow new students and staff c. A history of the college and its ethos d. Cross-cultural living e. The financial management of their fees f. The use of their on-site accommodation g. Their practical duties around college h. The academic programme and use of the college library i. The role of the Student Council j. The use of the college on-site internet/wi-fi k. College health & safety regulations and responsibilities l. NZ law: road code; fishing regulations, health and safety and child protection policies m. The Privacy Act (1993) 4. All exiting international students will be surveyed with a questionnaire, including questions about their orientation – asking for suggested improvements

7. Health & Safety

a. Well-being of international students

The College endeavours to ensure that all international students enter a safe, healthy and successful time studying at the College and living in New Zealand.

Policies	Procedures
<p>The College is committed to:</p> <ol style="list-style-type: none"> 1. Ensuring that all international students are safe in body, mind and spirit at the College while they are in New Zealand 2. Ensuring that full pastoral care is available to international students 3. Ensuring that international students have appropriate medical care when needed 4. Ensuring that international students are fully aware of their responsibilities under the Health and Safety at Work Act 2015 while studying in New Zealand 5. On-going communication by any means with international students of any changes to college policies and procedures that may affect them 6. Regular review of all health & safety policies and procedures for the College including the College’s “Critical Incident Plan” 7. Ensuring that staff help is available at all times ‘24/7’ to international students 8. Ensuring international students are meeting the attendance requirements of their student visa – as a health & safety issue 	<p>The College will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. Ensuring full disclosure of any potential medical and pastoral needs of international students in the application process 2. Placing all international students in pastoral care groups of their own gender that meet weekly for 60 minutes during the academic year, supervised by a staff member of their gender. Supervising staff members are responsible to know in confidence of any needs of the international students 3. Ensuring representation of international students on the Student Council 4. Informing international students of which members of staff are qualified to give emergency medical advice/help on the College site 5. The operation of the College’s “Critical Incident Plan” in emergencies or accidents 6. Ensuring that all first aid facilities/equipment are up-to-date on site 7. Ensuring a certain number of staff members have current first aid certificates and informing international students of who they are 8. Informing international students of which staff members are trained and available to give counseling when needed 9. Providing one-on-one support for international students who are struggling academically

	<ol style="list-style-type: none">10. Ensuring that international students are kept informed of administrative, academic and health & safety changes:<ol style="list-style-type: none">a. At quarterly 'forums' of all staff and students where attendance is compulsoryb. Through use of the "WhatsApp" messenger on smartphonesc. Announcements at lunchtime meals, at which attendance is compulsory11. Contact details (email/mobile) of all staff is made available to international students12. A staff member (or couple) is rostered to be available to international students on site every weekend during term time and holiday breaks for any help that may be needed13. Attendance of international students in all classes is to be recorded. If no valid reason is given for absence from classes or late submissions of assessments, international students are to be warned then interviewed, before Immigration New Zealand is informed14. Regular review of ALL the above health safety procedures
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Health & Safety [Contd.]

b. General health & safety of international students

Eastwest College has policies and procedures about health and safety of domestic students, international students and staff.

Policies	Procedures
<p>Eastwest College is committed to:</p> <ol style="list-style-type: none"> 1. Provision of a safe campus and adequate facilities 2. Provision of safety equipment where necessary and promotion of safe practical experience 3. Good food, hygiene and health practices 4. An emergency evacuation policy and compliance with fire safety procedures 5. Compliance with the Health and Safety at Work Act 2015 	<p>Eastwest College will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. Using safety contractors to verify all facilities comply with building practices and local authority health requirements and fire codes 2. The provision and use of safety equipment appropriate on campus and mitigation of hazards 3. Use of a good practice code in the kitchen for safety and hygiene. All students cooking in the kitchen must have read and signed the food safety policy in the student handbook 4. The provision of appropriate first aid equipment 5. The College Nurse is available for advice on any medical needs. Any sickness of a residential student or a staff member is reported to the Nurse. Referrals are made as required 6. Appropriate safety signage and six monthly reviews of any hazards 7. Twice annual fire drills will be carried out as required by the NZ Fire Service. Annual earthquake drills will also be carried out 8. All students must have read the health and safety policy in the student handbook and signed a central register 9. Campus community participation in the College's health and safety procedures and requirements

Health & Safety [Contd.]

c. Accommodation of international students

The College endeavours to ensure that all international students have a safe and comfortable living environment.

Policies	Procedures
<p>The College is committed to:</p> <ol style="list-style-type: none"> 1. Ensuring that all international students are safely and securely accommodated while studying at the College 2. Ensuring that the accommodation of international students on the college site is properly maintained, lit, heated and furnished 3. Ensuring that the accommodation provided by the College for international students meets all compliance and regulations 4. Ensuring that the catering provided for international students at compulsory meals on site is safely prepared, and meets all regulatory requirements and conditions 	<p>The College will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. As a condition of enrolment, all international students must live on the college site as residential students in residential accommodation provided on the College site at 21 College Drive, Gordonton. They may not arrange their own accommodation or use homestays. 2. The accommodation will be fully furnished and overseen by the College Hostess. 3. The Site Manager will ensure that all compliance requirements and regulations on the international students' accommodation are met 4. Using safety contractors to verify all facilities comply with building practices and local authority health requirements and fire codes 5. International students are responsible for the cleanliness of their accommodation and their units will be inspected periodically by staff to maintain these standards 6. The Site Manager maintains a continued rolling programme of maintenance and replacement 7. The Site Manager will ensure that the kitchen and its facilities and equipment meet all health and safety requirements

8. International student support and advice

The College will endeavour to ensure that students are fully informed about services and advice so they have good ongoing support while they live and study in New Zealand.

Policies	Procedures
<p>The College is committed to:</p> <ol style="list-style-type: none"> 1. Ensuring that all necessary information is presented to international students in an understandable and culturally sensitive way 2. Ensuring that international students are integrated into College and local community life 3. Ensuring that international students receive all necessary support to study and live at the College 4. Ensuring that international students receive all necessary support to live in New Zealand while they are studying at the College 	<p>The College will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. The orientation process for international students will be reviewed every semester 2. The College will maintain an environment where it is acceptable for international students to request clarification of College communications 3. Information and advice for international and ‘English as a Second Language’ [ESL] students will be given in a manner that is both culturally sensitive and age sensitive <ol style="list-style-type: none"> a. The College staff will be regularly reminded of the barriers ESL students face in understanding communications in English b. The College student handbook and other official documents will be written in accessible English c. Academic staff will make themselves available to help ESL students with any difficulties caused by academic English d. Oral announcements and communications will be made in simple English and confirmed whenever possible in writing by whiteboard, email or whatsapp 4. Academic Staff will provide general academic support to ESL students in their written assessments and class instructions when requested or required where appropriate 5. The College will encourage the continuation of the volunteer ‘Buddy’ system organised by the Student Council in which anglophone students come alongside ESL students and give them

	<p>assistance in academic and general college life</p> <ol style="list-style-type: none">6. The College will provide the necessary information to enable international students to obtain pastoral, psychological and medical help when they need it7. During College orientation international students will be informed about Maori and Pakeha cultural life, and expectations of public behavior in New Zealand8. The College will communicate to international students about driving, fishing and general health & safety regulations and expectations, including warnings about some of the difficulties international visitors commonly experience in New Zealand
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9. Managing withdrawal and closure

The College endeavours to ensure that good processes are in place for students so they are clear on what happens if a student withdraws from a programme, fails to attend or if the College closes.

Policies	Procedures
<p>The College is committed to ensuring that:</p> <ol style="list-style-type: none"> 1. International students who are in danger of being asked to withdraw by the College will have the process and grounds for the request fully explained 2. If an international student is asked to withdraw, the process will be carried out in a fair and sensitive manner 3. International students will be refunded according to their entitlement in event of withdrawal in accordance with the Education (Refund Requirements for International Students) Notice 2012, and other NZ Acts of Parliament 4. International student fees are protected in all eventualities 5. International students can continue their studies at another college in New Zealand in the event of the closure of the College 	<p>The College will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. International students' fees are protected by the Public Trust of New Zealand 2. To withdraw from the College prior to the end of the semester, international students are required to apply in writing and submit their application to the Academic Adviser 3. Before withdrawing voluntarily from the College, international students will be interviewed by the Principal and Academic Adviser to ensure they receive the right advice and information 4. An international student who is asked to withdraw will have the reasons fully set out to him/her in writing by the Principal – these reasons will be consistent with grounds set out in the student handbook 5. The process for a fee refund will commence immediately upon receipt of the student's application for withdrawal. The process will be completed within 60 days. Payment will be made directly to the student, or to an alternate provider nominated by the student in writing. Refund will be made according to the rules set out in the student handbook 6. In the event of the closure of the College, students will be directed to other colleges within New Zealand with whom the College has agreements

10. Grievance procedures

The College endeavours to ensure that good, robust, transparent and accessible processes are in place in the event of any grievances being raised against the College by international students.

Policies	Procedures
<p>The College is committed to:</p> <ol style="list-style-type: none"> 1. Ensuring that all grievances against the College by international students are handled in accordance with Student Contract Dispute Resolution Scheme 	<p>The College will implement these policies by the following:</p> <ol style="list-style-type: none"> 1. Giving international students the right of formal appeal submitted in writing, if they feel that any decision made concerning them is unfair 2. Giving international students procedures to follow if they have any grievance to raise against the College 3. Following the grievance procedures set out in the College's student handbook 4. Allowing international students' grievance appeals to be heard by the following people/organizations in this order by: the Principal; the full staff meeting of the College; the College's Advisory Council; The New Zealand Qualifications Authority (NZQA) as an external agency for contact by students as a last resort

APPENDIX A – Extract from the College student handbook

B. Pastoral Care of International Students

Eastwest College of Intercultural Studies has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available from the New Zealand Qualifications Authority (NZQA) website at www.nzqa.govt.nz.

It is a Ministry of Education regulation that all international students are required to read and understand the following information before entering into any commitments.

1. Study Dates

Please refer to the website www.eastwest.ac.nz/student-life/dates or the College calendar in the handbook.

2. Application Requirements and Procedures

Students will need to apply on the official application form which can be found:

- on the Eastwest College of Intercultural Studies (“the College”) website at www.eastwest.ac.nz;
- through a WEC sending base; or
- via a request to the College’s address, email or phone number.

Once an international student’s application has been approved by the College, the student is then required to submit a signed declaration that they have read and understood this document, and they then forward their fees to the Public Trust Account.

When the fees have been received into the Trust Account (which sometimes takes several days), the College will forward the relevant documents to the student for them to apply to their nearest New Zealand immigration service for an international study visa. A formal offer of place is required by Immigration NZ for issuing an international student visa. Eastwest College will only issue a formal offer of place upon receipt of all fees.

3. Conditions of Acceptance

All of the following are conditions that must be met for a student to be accepted for enrolment at Eastwest College:

- Level 5 and Level 6 Diplomas of Intercultural Studies: required level of English (IELTS 5.5 with no component less than 4.5 or TOEFL 520 or NZ Certificate in English Language (Level 4))
- Certificate in English for Intercultural Studies (Level 3): NZ Certificate in English Language (Level 2) or IELTS 4.5 or CEFR A2.
- Certificate in English for Intercultural Studies (Level 4): NZ Certificate in English Language (Level 3) or IELTS 5.0 or CEFR B1.
- Payment of fees in advance.
- Three satisfactory character references (the names of referees are included on the application form. The name of one of them must be your pastor/minister/senior elder).

4. Assessment of Prospective International Students

Where it is impractical to accurately assess a student's level of English or prior learning while the student is still overseas, the College may require students to undertake English or prior learning testing on their arrival in New Zealand if results from overseas testing have been found to be unreliable.

The offer of place is conditional upon the student demonstrating a stated level of English or prior learning, and the offer of place will be withdrawn if the stated level is not achieved.

Once Eastwest College has accepted a student for enrolment, their acceptance is guaranteed unless the student has provided incorrect information on their enrolment documentation, or not paid their fees.

5. Course/s or Qualification/s by the College

Eastwest College of Intercultural Studies offers the following four courses which are accredited by NZQA:

- Certificate of Intercultural Studies (1 year full time programme) (Level 5)
- Diploma of Intercultural Studies (2 year full time programme) (Level 5)
- Diploma of Intercultural Studies (1 year full time programme) (Level 5) - *from July 2017*
- Diploma of Intercultural Studies (1 year full time programme) (Level 6) - *from July 2017*
- Certificate in English for Intercultural Studies (6 months full time programme) (Level 3)
- Certificate in English for Intercultural Studies (6 months full time programme) (Level 4)

6. Arrangements for the Recognition of Prior Learning and Details of Credit Transfer Processes

Students may apply to the faculty, through the admissions office, for cross credits of prior learning. They must submit an approved formal transcript (with an English translation if necessary), and complete an Application for Cross Credit form. In making any decision under this part of these regulations, faculty may take into account the levels achieved by the student in their prior study, the nature of the accreditation and programme at the previous institution, and the achievements of the student in studies at Eastwest College. The decision of the faculty in regard to cross credits is final. A fee is involved in this process.

For the Certificate of Intercultural Studies (Level 5) programme, the maximum number of credits that can be awarded from other institutions is 20. Students must still complete at least 100 credits in the Certificate of Intercultural Studies (Level 5) programme in order to graduate.

For the two year Diploma of Intercultural Studies (Level 5) programme, the maximum number of credits that can be awarded is 120. Students must complete a minimum of 120 credits in the diploma programme in order to graduate.

Students are advised to carefully plan their programme from the beginning of their studies at the College, in consultation with the academic adviser, in order to satisfy academic and other requirements.

7. Orientation

All new students participate in an orientation programme, which commences with a “Welcome In” dinner prior to the beginning of the course. At this time, new students have an opportunity to meet the College staff.

On the Thursday and Friday prior to the beginning of the course, the orientation programme takes the form of an introduction to the College lifestyle, a tour of the campus and of the surrounding Gordonton village, and a trip to the nearest shopping complex (approx. 12 km from the College).

Staff members explain what is meant by and involved in, living “in community” (duties, responsibilities, etc.), a tour of the library is organised and an explanation given of how the library cataloguing system operates. The ministry co-ordinator describes how students are expected to undertake their various ministries.

Living cross-culturally in New Zealand will affect all aspects of the student’s life while they are studying at the College, and particular aspects are highlighted during the programme. New students also meet the Student Council.

There is time to ask questions, and any points that are still not clear after the programme has been completed can be discussed with staff members, Student Council members, or other students.

Students are expected to speak English while in any public areas on campus.

8. Attendance

Attendance at lectures is a requirement. If a student fails to attend 80% of a class, unless they have special consideration for not doing so (for example medical or family reasons), they will be deemed to have failed the class. Participation in chapels, ministry, pastoral care groups, duties and ‘prac’ is also compulsory, and failure to do so may mean that an application to graduate will be denied until these requirements have been met.

9. Circumstances in Which Eastwest College May Terminate Tuition

These include (but are not exclusive to):

1. Continued and unexplained absenteeism.
2. A sexual relationship outside of marriage, or any other form of immorality including pornography, etc.
3. The exclusion or expulsion of the student in accordance with the Education (Stand-down, Suspension, Exclusion, and Expulsion) Rules 1999.
4. Provision of false or misleading information by the student on enrolment.
5. Plagiarism or any other form of cheating.
6. Inadequate progress by the student.
7. Failure by the student to pay fees.
8. Where the College is unable to guarantee accommodation due to the student’s behaviour.
9. Criminal behaviour by the student (including such behaviour outside Eastwest College’s premises).
10. Due to reasons such as an inability to attend due for reasons such as illness or family obligations, where the student cannot practicably make up the missed course time.
11. Unwelcome conduct towards another student or member of staff.

10. Termination Procedures

The College will decide on any decision to terminate enrolment by evidence received to indicate a misdemeanour by the student. Any student's wrong behaviour of any kind which is of sufficient gravity will be discussed by appropriate staff, and after all attempts to help the student with advice and correction have been followed, the student may be suspended for one or two semesters, or, if necessary, the training will be terminated.

The student will be given the opportunity to respond to any prejudicial information before a decision to terminate is made, to ensure that the decision is fair and any inaccurate information can be corrected.

11. Grievance Procedure

All students have the right of appeal if they feel that any decision made concerning them is unfair, or if they have any grievance to raise. This should be put in writing to the principal. They can make an appeal or be heard about a grievance in the following order:

- the principal
- the full staff meeting of the College
- the Eastwest Advisory Council

Students may be supported by two members of the Student Council in any appeal or grievance process.

12. The International Education Appeal Authority (IEAA)

This is an external agency for contact by students as a last resort. Their contact details are: International Education Appeal Authority, Tribunals Unit, Level 1, 86 Customhouse Quay, Wellington 6011. Phone 64 4 462 6660 or fax 64 4 462 6686 or email ieaa@justice.govt.nz.

13. Staff Dedicated to International Students

The College has staff members dedicated specially to the interests of international students:

- Keith Jellyman, who is responsible for student welfare, can be contacted at keith.jellyman@eastwest.ac.nz.
- Lynda Ballard, who deals with any permit or financial matters relevant to international students is at finance@eastwest.ac.nz.
- Joyce Campbell, who is currently acting as the College hostess and is responsible for any matters relating to accommodation is at joyce.campbell@eastwest.ac.nz.

14. Ratio of Staff to Students

The ratio of staff to students is one staff member to five students.

15. Travel from Auckland Airport

Students are collected from Auckland airport when they first arrive in New Zealand. Otherwise it is your own responsibility to arrange transport to and from the airport.

16. Availability and Characteristics of Living Accommodation Options

Units are completely furnished with all kitchen utensils, bedding (pillows, sheets, blankets/duvets), and lounge, dining and bedroom furniture. Towels are also provided.

All international students are accommodated on site:

- Families – in a two or three bedroom unit allocated to their own family.
- Single people – sharing a bedroom in a two or three bedroom unit.

17. What to Bring

For your arrival at the College, we ask students to bring the following items:

- Personal toiletries.
- Wet weather gear for practical work on Monday or Friday afternoons. Please bring a laptop if you have one. There is a small computer suite with good broadband access in the library for students to use. Personal printing can be done in the library.
- College does not provide individual telephone connections in student flats. Each accommodation unit is wired for telephone and you may arrange telephone access through Spark NZ on arrival. If you need assistance with this, the person to speak to is Keith Jellyman.
- You may also arrange internet access through the College wireless system at a modest cost. If you have a radio/stereo, you may wish to bring that, and if you have a small portable television, you may like to bring that too (please check beforehand that the TV is suitable for use in New Zealand).

If you have any queries, or are not sure about whether additional items can be brought to the College, please do not hesitate to get in touch with us at office@eastwest.ac.nz.

18. Immigration Requirements

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 www.immigration.govt.nz.

19. Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. Students who receive medical treatment during their visit will 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 www.moh.govt.nz.

20. Accident Insurance

The New Zealand Accident Compensation Corporation (ACC) provides accident cover for all New Zealand citizens, residents, and temporary visitors to New Zealand, but students may still be liable for medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz.

21. Compulsory TB Testing

You will need to be screened for TB if:

- a. you are intending to stay in New Zealand for more than six months and the country stated in your passport is not included in the list below, or
- b. you are intending to stay in New Zealand for more than six months and in the last five years from the date of your application you have visited, and/or lived in, a country or countries that are not included in the list below and the combined total of time spent in the country or countries adds up to three months or more.

Australia, Austria, Belgium, Canada, Cyprus, Denmark, Finland, France, Germany, Iceland, Ireland, Israel, Italy, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, New Zealand, Norway, Puerto Rico, San Marino, Sweden, Switzerland, United Kingdom, United States of America, Vatican City.

22. Medical Examination

You must undergo a medical examination if you plan to stay on in New Zealand after one year. The examination has three components:

- a. A physical examination by a registered medical practitioner.
- b. A chest X-ray.
- c. Blood and urine tests.

23. New Zealand Government Laws on the Sale of Alcohol and Tobacco Products

Laws and penalties relating to drugs and alcohol, and how to get help for drugs and alcohol problems can be found at www.police.govt.nz/advice/drugs-and-alcohol.

If you have any queries, please refer them to Keith Jellyman (general enquiries) or Lynda Ballard (finance or visa queries).

24. Medical & Travel Insurance

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

When enrolling international students, the College is required by Immigration New Zealand/Ministry of Education to ensure that international students have appropriate and current medical and travel insurance for the duration of their planned period of study. Generally, students should have combined travel and medical insurance on one policy, but separate policies are permitted. An English translation is required if the medical insurance policy is in a foreign language.

Students from Australia and the UK are covered for urgent hospital treatment under a reciprocal agreement with the British and Australian Governments, but still need medical cover, travel insurance and hospital cover for non-urgent treatment.

25. Travel Insurance Policy Components

Where students have separate travel and medical insurance policies, the travel insurance policy should cover:

- a. Accident and injury.
- b. Disruption to travel plans.
- c. Cost of medical care in any “stopover” countries.

26. Suggested Minimum Content for Appropriate Insurance Policies

The policy should:

- a. Commence the minute the student leaves home for the airport on their way to New Zealand.
- b. Apply while in transit.
- c. Apply while the student is in New Zealand.
- d. Cover the student for any trips to other countries during the period of study.
- e. Cover the student for any holidays back to their home country during the period of study.

When enrolling students who are already in New Zealand, the College requires proof of insurance on enrolment.

27. High Sums Insured and Medical Benefits

“Sums insured” is the money available in the event of a claim. It is imperative that the sums insured are very high so they will not be exceeded in any possible claim. Current policies range from \$600,000 to “unlimited cover.” In order to “future proof” policies, sums insured of one million dollars plus are suggested.

Medical benefits generally range from general practitioner visits and prescriptions through to major hospitalisation (both public and private), optical cover and emergency dental cover.

It is preferable that no excess is applied to medical claims as this could deter students seeking treatment.

28. Emergency Evacuation/Repatriation

Repatriation represents the cost of getting the student home. The benefit works two ways:

1. If the student becomes seriously ill or injured and needs to be accompanied home (either alive or deceased) with medical professionals these costs are met by the insurance.
2. If members of the student’s immediate family living overseas become critically ill or die, the policy will fly the student home, and then back to New Zealand to complete their studies.

Ideally the policy should have “unlimited cover” as very large sums can be incurred in these situations.

29. Accompanying Relative Cover

If an overseas student in New Zealand becomes seriously ill or dies, the policy should pay for parents to fly to New Zealand on the first available flight. The day-to-day accommodation and reasonable living costs in New Zealand for the parents should be met, as should the cost of their airfares home.

30. Personal Effects (Optional)

Insurance should cover students' personal effects, including items like expensive musical instruments, lap top computers, and sporting equipment. Limits should be realistic but able to be increased to represent the actual value of particular items.

31. Personal Liability Cover

This benefit applies when a student causes accidental damage to property at an education provider e.g. breaking expensive laboratory equipment, spilling paint on the carpet. While persons affected could claim on their insurance, their insurance company should be provided with details of the student's insurance to recover costs from the student's insurer.

32. Desirable Additional Policy Components

1. Loss of fees due to emergencies

This benefit should cover fees that are lost due to unforeseen events that are insured and unrecoverable from any other source. For example:

- The student is ill, injured, or deceased in New Zealand and unable to complete a course.
- Travel delay occurs en route to New Zealand.
- A relative becomes critically ill, injured, or dies in the student's home country.
- Fee payment should be recoverable, or tuition reinstated.

2. Mental illness

Mental illness is generally excluded from "standard" travel and medical insurance cover. However, some in-bound student plans offer varying amounts of mental illness cover.

3. Continuation option

Travel insurance usually ends when the student has returned to their home country. However, it is prudent to ask if a continuation option is available if a student needs to return to his/her home country because of illness or injury during the policy period and is able to use the policy for on-going treatment until the policy has expired.

33. Implementation

If purchasing cover through a New Zealand insurer the student should purchase this cover at the same time they pay their fees and before they leave home, to cover them for unforeseen medical emergencies that would prevent them coming to New Zealand.

Proof of cover is required as part of the enrolment process. The College will retain a record of the insurer and policy number of all their students, which may be used in the event of an emergency.

The College must know at all times which insurance each student has and the expiry date of that insurance.

34. Appropriate and Current Insurance Policies

When checking insurance policies, the College will check that:

- a. The insurer/re-insurer is a reputable and established company with substantial experience in the travel insurance business, and has an excellent credit rating. AAA is the highest credit rating. The credit rating should be no lower than A from Standard and Poors, or B+ from A M Best.
- b. The insurer is able to provide emergency 24-hour, 7-day per week cover.
- c. 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, repatriation benefits, etc. This is standard insurance practice to validate cover.

If the insurer is an overseas company, the College requires that students provide policy details in English in advance to allow us to ensure that the policy meets our requirements.

INTERNATIONAL STUDENTS CANNOT BE ACCEPTED FOR STUDY, NOR ATTEND LECTURES AT EASTWEST COLLEGE UNLESS THEY HAVE THE REQUIRED IMMIGRATION VISAS AND INSURANCE DOCUMENTATION

35. Code of Practice for Pastoral Care of International Students

The Code provides a framework for service delivery by education providers and their agents to international students. It sets out minimum standards of advice and care that can be expected of educational providers in regard to international students. Full details of the Code can be viewed at the NZQA website.

36. Fees

Current fees can be found under the “Fees” section on our website at www.eastwest.ac.nz and in the handbook. Fees are payable on acceptance of enrolment.

Please note that all prices are quoted in New Zealand dollars and are subject to change without notice. Fees are reviewed annually. Please email the financial administrator at finance@eastwest.ac.nz if you are uncertain.

Student fees cover the 18 weeks of each semester and the mid-semester holidays. Students will require additional funds to cover holiday expenses occurring between semesters (2 weeks in July and the 12-week break in December/January/February) or be prepared to make alternative arrangements.

Residential students’ fees cover weekly College main meals during the week, Monday to Friday, (not breakfast or Friday evening meals) and accommodation during the semester. They do not cover weekend food, language lessons, text books, writing materials, telephone and internet bills, groceries, personal items, ministry expenses or travel costs on ministry.

37. Fee Protection

Student fees are protected by an independent Trust Account operated by the New Zealand Public Trust. Accommodation and tuition costs are paid by the Public Trustee to the College monthly. On enrolment, students sign a payment schedule showing the monthly payments to the College of their fees. Fees held in the Public Trust Protect Account are government guaranteed.

38. Withdrawal & Refund Policy

Before withdrawing from the College, students are urged to discuss the matter with the academic adviser. To withdraw from the College prior to the end of the semester, students are required to apply in writing and submit the application to the academic adviser. The withdrawal date cannot be prior to the date that the application is submitted.

The process for a fee refund will commence immediately upon receipt of a student's application for withdrawal. The process will be completed within 60 days. Payment will be made directly to the student, or to an alternate provider nominated by the student in writing.

Withdrawals within ten working days of course commencement (in accordance with Education (Refund Requirements for International Students) Notice 2012): tuition fees will be refunded in full, less pro rata accommodation charges and disbursements incurred.

If a student withdraws after seven working days and within 40 calendar days of course commencement: refund will consist of the unexpired portion of fees paid (calculated as the number of whole weeks until the end of the semester as a percentage of the total weeks within that semester) less an administration fee of \$500.

Students who withdraw after 40 calendar days from the commencement of the semester will not receive any refund of fees.

All semesters paid for but not commenced will be refunded in full.

Eastwest College will notify Immigration NZ that the international student has withdrawn from study. This affects the student's international study visa, rendering it invalid and may affect obtaining a subsequent student visa to study in New Zealand.

39. Additional Expenses While Studying

Students need to budget carefully for their expenses whilst studying. A typical budget would cover:

- College fees
- Air fares
- Compulsory health insurance: approximately \$400 per student
- Photocopying and printing fees: 10 cents per single page
- Rainbows Early Childhood fees for pre-school children
- Internet fees
- Personal costs i.e. stationery, toiletries, telephone calls/rental, small items of clothing, etc.: approximately \$50+ per adult per week
- Food costs during semester breaks: \$150 to \$200 per week per family
- Car purchase (optional): an example would be \$6,000 for a 10-year-old car
- Car registration and insurance: \$1,500+ per year
- Petrol costs

- Holiday accommodation motel costs if sightseeing: \$120 or more for two people per night
- Fees for school-age children: \$7,200 (or more) per year for primary school tuition and \$10,000 (or more) per year for secondary school tuition
- Textbooks: approximately \$250 for textbooks each semester
- Further medical examination if studying for more than one year: \$330+

40. Semester Break Student Accommodation

Students remaining on campus during semester breaks are required to pay for their own accommodation and will need to buy their own food. They are also required to provide one half day's work per week in respect to community sharing of responsibility for the College buildings and grounds.

Charges for student accommodation during semester breaks are outlined elsewhere in the fees section. Fees may be subject to change without notice.

41. Students Applying For Visas for School Age Children

1. Initially, the parents or guardian of the child apply for an Application for Enrolment to the school concerned, then complete and return the form to the school.
2. Children of parents wishing to enrol them in years 1-6 (aged 10 years and under), must be resident with their parent or their legal guardian.
3. When the application has been approved by the school, an Offer of Place, together with Current Fee Structure form, is returned to the parent or legal guardian.
4. If the parents or guardians are in agreement with the document, a Tuition Agreement is signed between the school and the children's parents, and at that stage, fee payment is made.
5. A receipt will be issued by the school when payment has been received. The receipt and the Tuition Agreement are to be included in the child's visa application.
6. Once the visa has been granted, study can be commenced by the child at the date agreed to in the Tuition Agreement.

ARRANGEMENTS FOR SCHOOL AGE CHILDREN ARE MADE DIRECTLY WITH THE SCHOOL
CONCERNED, NOT THROUGH EASTWEST COLLEGE

Eastwest College of Intercultural Studies

PASTORAL CARE OF INTERNATIONAL STUDENTS

This one-page form is to be signed by all international students and returned to the College before acceptance for enrolment can be confirmed.

Please write clearly

Name: _____

Address: _____

I have read the document entitled Pastoral Care of International Students including the refund and fee protection policies and I have properly understood the regulations that are written in it.

Signed : Date :

Please scan and email this page to office@eastwest.ac.nz, or

fax it to +64 7 824 3418, or

post it to: Eastwest College of Intercultural Studies
21 College Drive
RD 1
Taupiri 3791
New Zealand.

Please do not send the other 10 pages. **Just email/fax/post this one page.**



APPENDIX B – Further extracts from the College student handbook

Other sections of the student handbook that refer to international students outside the main “Pastoral Care of International Students” section:

9. International Students – p.7ff

Eastwest College welcomes international students as part of our multi-cultural campus community. There is a specific pastoral care policy for international students sent before enrolment. A copy is available on the College website at www.eastwest.ac.nz. The international students co-ordinator is Keith Jellyman. The financial administrator (Lynda Ballard) deals with all immigration and visa requirements. Any questions about visas should be directed to her.

Students are encouraged to use English in all public places on campus. This will help you to develop conversational language skills. International students are encouraged to attend an English-speaking church as this is modelling integration into a host culture and language.

10. Visa Renewals

All international study visas must be renewed at least four weeks before they expire otherwise students are considered to be unlawfully in the country and further studies cannot be guaranteed.

11. Medical and Health Insurance

The College is required by Immigration New Zealand/Ministry of Education to ensure that all international students have appropriate and current medical and travel insurance for the duration of their planned period of study.

Most international students are not entitled to publicly funded health services while in New Zealand. The Accident Compensation Corporation (ACC) 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.

12. Driving in New Zealand

International students may drive in New Zealand for a maximum of 12 months from the date they arrive in New Zealand using a valid overseas driver licence or an international driving permit. If their driver licence is not in English, they must carry an approved translation. Before 12 months has passed, they must convert your overseas driver licence to a New Zealand driver licence. Each time they visit New Zealand, you can drive for a further 12 month period on a valid overseas licence or international driving permit, as long as they stay no more than a year at a time.

57. Grievances and Appeals Procedure – p.19

All students have the right of appeal if they feel that any decision made concerning them is unfair, or if they have any grievance to raise. This should be put in writing to the principal. They can make an appeal or be heard about a grievance in the following order:

1. the principal,
2. the full staff meeting of the College,
3. the Eastwest College advisory council.

Students may be supported by two members of the Student Council in any appeal or grievance process.

The New Zealand Qualifications Authority (NZQA) is an external agency for contact by students as a last resort. You can write to them at PO Box 160, Wellington 6140 or phone (04) 463 3000.

The College complies with the Code of practice for the pastoral care of international students. More information can be obtained from the NZQA website at <http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/>. If international students have complaints about compliance with the Code, they may write to: The International Education Appeal Authority, Tribunals Unit, Private Bag 32-001, Panama Street, Wellington 6146 or phone (04) 462 6660 or email them at ieaa@justice.govt.nz.

APPENDIX C – Orientation programme for international students of February 2016

TIME	WHAT	WHERE	WHO
WEDNESDAY 17th February			
5:30 pm	Welcome Dinner #	Dining Room	Kitchen Team
6:30	Introductions and Prayer #	Chapel	Joyce Campbell
THURSDAY 18th February			
9:00 am	Getting to Know One Another #	Chapel	Doreen Cheah
10:00	College History and Vision	Classroom 2	Martin + Joyce Campbell
10:30	Morning Tea #	Dining Room	
11:00	College Life Style	Classroom 2	Martin and Joyce
11:30	*Flight Plan		
11: 45	Living Cross Culturally	Classroom 2	Jenny McDowell + Gordon Meehan
12:30 pm	Lunch #	Dining Room	Kitchen + 1 Student Council member
1:30	Public Trust Forms	Classroom 2	Lynda Ballard
1:45	*Ministry Orientation + Chapels	Classroom 2	Jim Couch
3:00	Afternoon tea #	Dining Room	
3:20	Kitchen Orientation	Dining Room	Judy Yoon
4:00	Student Council – Introduction Campus/Gordonton/Chartwell Tour	Meet in Dining room	Student Council
FRIDAY 19th February			
9:00 am	*Academic Programme	Classroom 2	Mark Budenberg
	ESOL Programme	ESOL classroom	Jan Meehan
10:30	Morning Tea #	Dining Room	
11:00	Library Orientation	Library	Mark Budenberg
11:45	Turnitin	Classroom 2	Jenny McDowall
12:00 p.m.	Internet Use	Classroom 2	Martin Campbell
12:30	Lunch #	Dining Room	Kitchen + 1 Student Council member
1:30	Duties and 'Prac' Property Maintenance	Dining Room	Lynda Jellyman Gordon Meehan
2:15	NZ Road Code, Fishing Regulations Health & Safety, Child Protection Policy	Classroom 2	Keith Jellyman
SATURDAY 20th February			
6:00 p.m.	Barbeque for everyone on site	Outside Dining Room	Kitchen and Student Council
WEDNESDAY 24th February			
1:30 p.m.	Assignment Writing Tutorial	Classroom 2	Mark Budenberg