

## Pastoral Care of International Students

Eastwest College ('Eastwest') is an approved signatory, and has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016 ('the Code') published by the New Zealand Qualifications Authority (NZQA). The Code is about supporting and providing information for international students and not about academic standards.

At Eastwest, we aim to provide support to international students from admission and enrolment through to graduation. 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](http://www.eastwest.ac.nz/student-life/dates) or the academic year planner in the student handbook.

### 2. Application Requirements and Procedures

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

- on Eastwest website at [www.eastwest.ac.nz](http://www.eastwest.ac.nz);
- through a WEC branch office; or
- via a request from the college's address, email or phone number.

Once your application has been approved by the college, you are then required to submit a signed declaration that you have read and understood this document, and forward your fees to the Public Trust Account.

When the fees have been received into the Trust Account (which sometimes takes several days), Eastwest will forward the relevant documents to you to apply to your 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 will only issue a formal offer of place upon receipt of all fees.

### 3. Conditions of Acceptance

You must have legal entitlement to study in New Zealand with appropriate immigration status. In addition, all of the following conditions must be met for a student to be accepted for enrolment at Eastwest College:

- **Certificate in English for Intercultural Studies (Level 3):** NZ Certificate in English Language (Level 2) or IELTS 4.5 (General) or CEFR A2.
- **Certificate in English for Intercultural Studies (Level 4):** NZ Certificate in English Language (Level 3) or IELTS 5.0 (General) or CEFR B1.
- **Diploma in Intercultural Studies (Level 5):** Where English is not the first language of the student, IELTS academic score of 5.5 with no band score lower than 5.0, or NZ Certificate in English Language (Academic) (Level 4), or equivalent.
- **Diploma in Intercultural Studies (Level 6):** Where English is not the first language of the student, IELTS academic score of 6.0 with no band score lower than 5.5, or NZ Certificate in English Language (Academic) (Level 4), or equivalent.
- 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, Eastwest 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 has accepted a student for enrolment, your acceptance is guaranteed unless you have provided incorrect information on your application documentation.

## 5. Qualifications Offered

The programmes which Eastwest College of Intercultural Studies offers are approved and accredited by the New Zealand Qualification Authority (NZQA) and lead to the following qualifications listed on the NZ Qualification Framework (NZQF):

- NZ Certificate in English Language (Academic) (Level 3) [ref:1882]
- NZ Certificate in English Language (Academic) (Level 4) [ref:1883]
- NZ Diploma in Christian Studies with strand in Intercultural Studies (Level 5) (120 credits) [ref: 2793]
- NZ Diploma in Christian Studies with strand in Intercultural Studies (Level 6) (120 credits) [ref: 2773]

## 6. Arrangements for 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 complete an application for cross credit form, submit the required documentation and an approved formal transcript (with an English translation if necessary). 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 the College. The decision of the faculty in regard to cross credits is final. A fee is involved in this process.

In each of the Diploma in Intercultural Studies programme, the maximum number of credits that can be awarded from other institutions is 20. Students must still complete at least 100 credits in each of the Eastwest 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 the week before classes start with a “Welcome In” dinner on Wednesday. At this time, new students have an opportunity to meet the college staff.

On the Thursday and Friday, the orientation programme takes the form of an introduction to the college lifestyle, learning about the academic programme and regulations and helping you to settle in. A tour of the campus and of the surrounding Gordonton village, and a trip to the nearest shopping complex (approx. 12 kms from the college) are included.

Staff explain what is meant and involved – by 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 and chapels.

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. Information about student support will be given.

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, 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):

- Continued and unexplained absenteeism.
- A sexual relationship outside of marriage, or any other form of immorality including pornography, etc.
- The exclusion or expulsion of the student in accordance with the Education (Stand-down, Suspension, Exclusion, and Expulsion) Rules 1999.
- Provision of false or misleading information by the student on enrolment.
- Plagiarism or any other form of cheating.
- Inadequate progress by the student.
- Failure by the student to pay fees.
- Where the College is unable to guarantee accommodation due to the student's behaviour.
- In the event of criminal behaviour by the student (including such behaviour outside Eastwest College's premises).
- An inability to attend due for reasons such as illness or family obligations, where the student cannot practicably make up the missed course time.
- 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 New Zealand Qualifications Authority (NZQA)

For concerns and complaints about Eastwest breaching the code, you can contact NZQA by phone on 0800 697 296 or email [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz). If it is about money or contracts, you can contact iStudent Complaints by phone on 0800 00 66 75.

## 13. Staff Dedicated to International Students

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

- Lynda Ballard, who deals with visas or financial matters relevant to international students is at [finance@eastwest.ac.nz](mailto: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](mailto:joyce.campbell@eastwest.ac.nz).
- Jenn Miller, who is responsible for pastoral care of students, can be contacted at [jenn.miller@eastwest.ac.nz](mailto:jenn.miller@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

When you arrive in New Zealand and are travelling to and from Auckland Airport, it is your own responsibility to arrange transport. Shuttle details are included with your official acceptance correspondence.

## 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 with a “per sheet” charge.
- College does not provide individual telephone connections in student units. 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 Gordon Meehan.
- 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](mailto: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](http://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](http://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](http://www.acc.co.nz).

## 21. Compulsory TB Testing

You will need to be screened for TB if:

- 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
- 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 physical examination by a registered medical practitioner.
- A chest X-ray.
- 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](http://www.police.govt.nz/advice/drugs-and-alcohol).

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

## 24. Medical & Travel Insurance

International students (including group students) and their families must have appropriate and current full medical, surgical and travel insurance while in New Zealand.

When enrolling international students, the College is required by Immigration New Zealand/Ministry of Education/NZQA to ensure that international students have proof of 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:

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

## 26. Suggested Minimum Content for Appropriate Insurance Policies

The policy should:

- Commence the minute the student leaves home for the airport on their way to New Zealand.
- Apply while in transit.
- Apply while the student is in New Zealand.
- Cover the student for any trips to other countries during the period of study.
- 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:

- 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.
- 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

#### a. 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.

#### b. 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.

#### c. 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:

- 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.

- The insurer is able to provide emergency 24-hour, 7-day per week cover.
- 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. The 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. The code is available in different languages from their website at <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/>. 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](http://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](mailto: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 (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 on a monthly basis. On enrolment, students sign a payment schedule showing the monthly payments to the college of their fees. All monies held in the Fee Protect Trust are NZ 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.
- Withdrawals after ten 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 NZ\$500.

- Withdrawals after 40 calendar days from the commencement of the semester will not receive any refund of fees for that semester.
- 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
- Personal costs ie. stationery, toiletries, telephone calls/rental, small items of clothing, etc.: approximately \$50+ per adult per week
- Food costs during semester breaks and not included in accommodation costs: \$150 to \$200 per week per family
- Car purchase (optional): an example would be \$3000 for a 10 year old car
- Car registration and insurance: \$1200+ per year
- Petrol costs
- Holiday accommodation motel costs if sightseeing: \$120 or more for two people per night
- Fees for school-age children: \$7000 (or more) per year for primary school tuition and \$10,000 (or more) per year for secondary school tuition
- Textbooks: approximately \$200 for textbooks each semester
- Further medical examination if studying for more than one year: \$380+

### 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

- 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.
- 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.
- 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.
- 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.
- 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.
- 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 DEALT DIRECTLY WITH THE SCHOOL CONCERNED,  
NOT EASTWEST COLLEGE**



**THE EDUCATION (PASTORAL CARE OF INTERNATIONAL STUDENTS)  
CODE OF PRACTICE 2016**

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](mailto: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.***