

## **POLICY**

### **INTERNATIONAL STUDENTS**

#### **(05.003)**

*Order of Precedence:*

1. *Kaupapa Here Mana Tāpae ā-Motu / National Delegations Policy*
2. *Education A Rēhita Mana Tāpae / Standing Delegations Register*
3. *Te Kawa Maiooro / Education Regulatory Framework*
4. *Divisional Policies*

#### **POLICY**

Te Pūkenga | New Zealand Institute of Skills and Technology trading as NorthTec (hereafter NorthTec) has processes for the admission, enrolment and monitoring of international students that meet internal and external requirements.

#### **PURPOSE**

To ensure that internal and external requirements for international students are met.

#### **APPLICATION AND SCOPE**

This policy applies to all international students who intend to enrol or are enrolled at NorthTec and studying in New Zealand.

#### **DEFINITIONS**

- *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*  
This Code was established under section 534 of the Education and Training Act 2020 and provides a framework for education providers for the pastoral care of international students.
- *International Student*  
A person enrolled at NorthTec, who is a foreign student as defined in section 10 of the *Education and Training Act, 2020*. Persons who do not hold permanent residency in New Zealand are included within this definition.
- *Programme of Study*  
A coherent arrangement of learning or training that is based on clear and consistent aims, content, outcomes and assessment practices, and which leads to a qualification on the New Zealand Qualifications Framework (NZQF).
- *Component*  
Courses, which may include assessment standards, that make up a programme of study

#### **COMPLIANCE OBLIGATIONS**

- *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*
- *Education and Training Act 2020*
- *Immigration New Zealand (INZ)*
- *Human Rights Act 1993*
- *Immigration Act 2009*
- *NZQA Programme Approval and Accreditation Rules*

<b>Responsibility</b>	Executive manager with responsibility for International
<b>Approval dates</b>	May 2024
<b>Next Review</b>	May 2027

## OTHER RELATED DOCUMENTS

Associated Procedures and Guidelines (Appendix 1)

Policy: *Student Fees (03.017)*

Policy: *Student Registration and Enrolment (05.006)*

*The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*

*Northland Polytechnic Ltd Academic Statute and Regulations*

*Te Kawa Maorooro | Educational Regulatory Framework*

*Int001 International Registration Form and Guide*

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## PROCEDURES AND GUIDELINES

**1.0 INTERNATIONAL STUDENT ADMISSION AND ENROLMENT**

- 1.1 The Code of Practice (Part 6; outcome 9 & 10) details the information that must be made available to prospective international students and their parents or legal guardians before students enter into any commitments, either by referring the student to NorthTec website information or directly in writing via International Administration and via the International Student Guide.
- 1.2 International students must apply for admission to full-time programmes of study on the International Student application form (INT 001 International Registration Form).
- 1.3 Applications are received and processed by the International Office.
- 1.4 Copies of academic transcripts, graduation certificates and other documentation must be officially translated into English and verified by the issuing institution, a notary public, or (when specified in the recruitment agreement) an approved agent of NorthTec. Unverified copies will not be accepted.
- 1.5 If considered suitable for programme assessment, applications are distributed to relevant staff with delegated authority to admit students into the programme of study. Those with delegated authority are responsible for academic assessment, approval and advising the International Office that an international applicant can be offered a place.
- 1.6 Academic approval will confirm that the academic, English Language and prior learning entry requirements have been met, the published selection criteria have been followed, the courses selected are coherent and satisfy programme regulations, and that the student has a good chance of achieving the standards required for successful completion of the programme of study for which they have applied.
- 1.7 An Offer of Place (contract) does not guarantee student enrolment, as students are required to pay all fees and complete Registration and Enrolment procedures prior to programme of study commencement. Students studying in New Zealand must also apply for a student visa, arrange flights, and arrange compulsory medical, and travel insurance; and arrive on campus in time to attend International Student Orientation.
- 1.8 As specified in policy *Student Fees (03.017)*, NorthTec recognises that some international students, wishing to re-enrol in courses which they have previously failed, may experience difficulty paying tuition fees before course commencement. In such cases, NorthTec may allow students to re-enrol subject to a payment plan for the repeated courses being in place, and the student having a current valid visa or study permit for the course of study.
- 1.9 NorthTec must adhere, by law, to the following requirements determined by the Immigration Act 2009:
  - NorthTec may only enrol a prospective international student for a course lasting longer than 3 calendar months if the prospective student holds:
    - A current student visa or permit which is endorsed with the institution at which the prospective student is seeking to enrol and the course of study the prospective student intends to undertake; or
    - A current limited purpose visa or permit for the express purpose of study with the institution, or has a current variation of permit conditions to allow study with the institution; or

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- An interim visa if the student has applied for a Student Visa.

1.10 International students must supply a study permit or visa as evidence of their right to study in New Zealand.

Enrolment into a programme of study cannot be activated until this permit or visa has been provided to the International Office. Evidence of the permit or visa is to be recorded in the student management system (Artena) and placed on the student file.

1.11 The international applicant is responsible for complying with all conditions relating to the study visa or permit.

1.12 If the international student fails to obtain or maintain a valid study permit or visa or is required to leave New Zealand for whatever reason, the contract will lapse and NorthTec may offer the place of enrolment to another student.

1.13 International students are required to have a valid medical and travel insurance policy for the duration of their stay in NZ or for the length of their student visa. Enrolment into courses cannot be activated until a student has provided the International Office with evidence of a valid insurance policy to cover travel and medical insurance.

## 2.0 MEDICAL AND TRAVEL INSURANCE

2.1 All students are required to have appropriate Medical and Travel Insurance as specified in Part 6; Outcome 10; Process 5 in *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*.

2.2 All policies will be verified prior to the student's enrolment including ensuring that:

- The insurer/re-insurer is a reputable and established company with substantial experience within the Travel Insurance business and has a credit rating no lower than A from Standard and Poors, or B+ from A M Best.
- The Insurer is able to provide emergency 24-hours, 7 days 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 and repatriation benefits.
- Students are required to have current medical and travel insurance to be able to enrol in a programme of study and meet the conditions of the student visa.

2.3 For each student, NorthTec shall record the name of the Insurer, Policy number, and start and finish dates in the student management system, Artena.

2.4 A reminder to renew their insurance policy shall be issued to each student at the time of re-enrolment.

2.5 Policies available in New Zealand that meet NorthTec's requirements are:

- UNICARE
- Southern Cross International Student Policy MAX
- Insurance Safe NZ Student Policy
- Studentcare
- Orbit Protect Prime Policy
- Orbit Lite

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### 3.0 ORIENTATION

- 3.1 All international students must attend an orientation to provide each student with information and advice as per Part 6; Outcome 11; *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*, as soon as practicable after arrival and before the programme of study starts when possible.

### 4.0 WELL-BEING AND SAFETY

- 4.1 NorthTec will proactively monitor the well-being and safety of all its international students; provide a safe and inclusive learning environment; promote physical and mental health awareness; have in place appropriate well-being and safety practices to provide timely support; and to assist students to meet their basic needs, to access additional services if required and to build community networks, as per Part 4 of *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*
- 4.2 At international student orientation and again at information seminars, students shall be informed of the support services available, the names and contact details of staff responsible for international student support, and what to do to keep themselves safe and healthy, including how to react in an emergency situation.
- 4.3 International students must provide contact details for their next of kin and for their nominated emergency contact based in NZ. NorthTec will contact the emergency contact and the next of kin if there is concern regarding the welfare or safety of the student.
- 4.4 NorthTec will work with international students collectively and individually to develop, review and improve well-being and safety practices by providing opportunities for engagement, participation and feedback via Student Voice, Student Council, workshops, surveys and other informal processes as per Part 3, Outcome 2, Process 1 of *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*.
- 4.4 NorthTec will provide opportunities on campus for international students to share and discuss their views on any issue, safely and in confidence, particularly if it is affecting their ability to study.

### 5.0 INTERNATIONAL STUDENTS UNDER 18 YEARS

- 5.1 All international students under 18 years will be pro-actively monitored by NorthTec's International Department, with at least one staff member designated to ensure that students under-18 are safe, are adequately supervised, are in appropriate accommodation and know who to contact to address any concerns or issues as per Part 6, Outcome 12 *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*.
- 5.2 NorthTec's International Department will have practices in place to maintain effective communication with the parents or legal guardian and residential caregiver of all international students under 18 years.
- 5.3 NorthTec's International Department will have practices and safety checks in place that meet the requirements of Part 6, Outcome 12, Process 4 & 5 of *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021* to ensure that any accommodation (e.g. homestays) provided for international students under 18 years, is appropriate, safe and acceptable for the full length of the stay and that a signed, written agreement between all parties is in place.

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## 6.0 INTERNATIONAL STUDENTS AT RISK OR WITH SPECIAL NEEDS

- 6.1 Any international student who is identified as at risk of not completing their programme due to low attendance and/or attainment shall be supported as per clause 10.0 of these procedures and guidelines; and this will be documented in NorthTec Student Management System (Artena).
- 6.2 If NorthTec has reason to believe that the issue is serious and the student is unable to protect themselves or is at risk of harming others, then NorthTec International Critical Response Plan shall be followed and the Executive Manager with responsibility for International is informed, *See Part 4, outcome 4, process 3 of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*
- 6.3 Any international student that requires provision of an adapted programme of study will be enrolled with supports at the discretion of the Executive Manager with responsibility for International *See Part 4, outcome 4, process 3 of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*
- 6.4 If a student should develop a special need while enrolled at NorthTec, then support shall be negotiated with their insurer, the Executive Manager with responsibility for International.

## 7.0 MANAGING WITHDRAWAL AND CLOSURE

- 7.1 NorthTec ensures that the procedures for refund, as detailed in the policy *Student Fees (03.017)*, are fair and reasonable and students are informed in their Offer of Place of their rights and obligations to withdraw and how and when they can request a refund as per *Part 6, Process 7 of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*

## 8.0 DEALING WITH CONCERNS AND COMPLAINTS

- 8.1 All international students have access to a fair and proper concerns and complaints procedures as detailed in the *Ākonga Concerns and Complaints*, which meets the requirements of Part 3, Outcome 2, Process 2 of *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*. Students are informed about this procedure at Orientation, on the website and in the International Student Guide and are supported to access this procedure by the International Department and/or student advisors.

## 9.0 COMPLIANCE TO THE INTERNATIONAL STUDENT CONTRACT DISPUTES RESOLUTION SCHEME (DRS)

- 9.1 NorthTec International Department shall be familiar with the relevant DRS as per Part 3, Outcome 2, Process 3 of *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021* and inform international students of the correct process at orientation, on the website and in the International Student Guide.

## 10.0 MONITORING INTERNATIONAL STUDENT ATTENDANCE, ATTAINMENT AND ACADEMIC INTEGRITY

- 10.1 International students are required to attend and be present for the duration of all lectures, tutorials, practical classes, demonstrations, and undertake all assessments and examinations required by the course in which they are enrolled, in order to retain their

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right to study in New Zealand under a student visa. Failure to meet this requirement may result in the student's enrolment with NorthTec being terminated and notification to Immigration New Zealand (INZ).

- 10.2 International students are required to follow the principles of academic integrity in all assessment activities and submit assessments that are a product of their own work as per the *Academic Integrity Policy (06.002)*.
- 10.3 International students shall be notified of attendance, attainment and academic integrity regulations and procedures during the International Student Orientation and in the International Student Guide.
- 10.4 Teaching staff will closely monitor the academic progress and integrity and attendance of each student through a process of observation and enquiry. Records will be maintained in the attendance register and assessment modules of aPlus+ in a timely manner.
- 10.5 Teaching staff are required to be pro-active when the first signs of poor attendance, assignments not handed in on time, suspected cheating or plagiarism, or a poor level of attainment is obvious, by acting immediately and informing the Pastoral Care Coordinator and/or International Learning Advisor.
- 10.6 International students must comply with programme regulations for notification of absence due to illness or other circumstances as required for each course in which they are enrolled. Valid reasons for absence must be provided to teaching staff and/or International Department staff and supported by evidence as required.
- 10.7 A student who fails to complete a course or courses during their first semester of study is required to re-enrol in the course/s and pay full fees. Recognising that international students face difficulties adjusting in their first semester, NorthTec may consider discounted tuition fees for any course/s failed in the first semester of enrolment if they continue to study at NorthTec.
- 10.8 All allegations of academic misconduct will be investigated as set in NorthTec's *Student Disciplinary Regulations [Section 2]*. When an allegation involves an international student, a representative from the International Department will be involved in the investigation.
- 10.9 When a student's attendance or attainment level is unsatisfactory, and there are no extenuating circumstances, the procedure for an international student not meeting the attendance and attainment regulations shall be followed:
  - Meeting between the student, tutor, and International Pastoral Care Coordinator. The student may also bring a support person. The student enters into a learning and support plan that identifies what the student needs to do to improve and who can support them to make the changes. A verbal warning is issued, and the student record is updated on Artena, with the learning and support plan uploaded to the Documents tab.
  - A review of the plan will take place after 2 - 4 weeks. If there has been no improvement there will be a meeting between the student, the Pathway Manager or International Manager, and International Pastoral Care. The tutor maybe invited, and the student may also bring a support person. A first written warning will be issued from the Pathway Manager or delegated representative, reminding the student of their visa obligations and their contract with NorthTec, what they need to do to

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address the issue and what support is available to help them. The student's file will be updated on Artena with the written warning uploaded to their Documents tab.

- If the attendance/attainment issue still persists after another 4-week review, a final letter of warning is issued by the International Manager once they have met with the student and their nominated support person. This letter should clearly state the issues needing to be addressed and by when, the consequences for not addressing them, and the student's right to appeal the decision. The student's file will be updated on Artena with the written warning uploaded to their Documents tab.
- The International Manager may decide to commence proceedings to terminate the enrolment in a specific course or the programme of study as a whole if there is no improvement in attendance/ attainment by the deadline.
- Termination of enrolment from a course or courses commences upon the recommendation of the Programme Leader and the International Manager. A withdrawal form is completed and signed by the Pathway Manager, Pastoral Care Coordinator and the student.
- In the case where withdrawal from the programme of study results in termination of the contract, Immigration NZ is notified of the termination of contract by the International Manager or Pastoral Care Coordinator immediately upon termination of the contract.
- The International Manager and Pastoral Care Coordinator have delegated authority to complete the electronic notification of a student's termination to Immigration NZ immediately after termination.

10.10 Students will be informed that they may appeal any decision made against them as set out in NorthTec's *Academic Disciplinary Regulations [Section 3]* and Te Pūkenga *Ākonga Appeals Policy*.

## **11.0 CONDITIONS FOR TERMINATING ENROLMENT AND TERMINATING THE CONTRACT**

11.1 The following actions terminate the enrolment and terminate the contract:

- The student no longer wishes to study at NorthTec;
- NorthTec is unable to proceed with the programme of study;
- NorthTec ceases to be a signatory to the *Education (Pastoral Care of Tertiary and International Students) Code of Practice 2021*
- Compassionate reasons, serious illness;
- Non-Attendance or failure to achieve in the programme of study (see clause 10);
- Breach of NorthTec regulations;
- Visa, or extension to visa, is not granted.

11.2 The following actions terminate the enrolment in a programme of study or course:

- The student withdrew from a programme of study or course;
- NorthTec is unable to proceed with a programme of study or course;
- Non-attendance or failure to achieve in a course (see Clause 10).

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REVISION HISTORY			
Version	Description of Change	Author	Effective date
1	New – replaced: <i>Medical and Travel Insurance for international Students (05.008)</i> ; <i>Accommodation for International Students (06.004)</i> ; <i>International Student Admission and Enrolment (06.005)</i> ; <i>International Students (Group Students) (06.006)</i> ; and <i>Monitoring International Student Attendance and Attainment (10.007)</i>	International/ QMS Team	November 2015
2	Reflect changes to Code of Practice in policy and P & G	International/ QMS Team	July 2017
3	Additions to Procedures and Guidelines – Section 11	International / QMS Team	November 2017
4	Triennial review - Add new definitions; changes to Procedures and Guidelines	International/ QMS Team	September 2019
4.1	Update to acceptable insurance policies (P & G 2.5)	QMS Team	October 2019
4.2	Add 'Ltd' to Northland Polytechnic	QMS Team	May 2020
4.3	Update to meet new Code of Practice requirements	QMS Team	May 2022
5	Minor changes to wording. Update responsibility and institutional titles	International/QMS Team	May 2024