



International Student Handbook

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About the AsureQuality Academy

AsureQuality is a recognised Private Training Establishment (PTE) (Category 1) with the New Zealand Qualifications Authority (NZQA) and it is positioned as a provider of technical vocational training.

We provide premium training products servicing niche technical areas. Our courses have been developed by our own industry experts and are constantly being updated and expanded in response to industry trends, customer issues and legislative requirements.

We deliver training courses in-house, at the employers' facilities and we also offer public courses in different [locations](#) around New Zealand and online.

To find out more about our story and the industries we work with, please click [here](#).

Enrolment

To enroll into an Academy course you please contact the Academy team [here](#) to check your eligibility. If you are eligible, you will be required to complete an enrolment form online. This form will request information about you and the course you are interested in. The Academy is required to capture this information to comply with NZQA and Ministry of Education requirements.

Depending on the course you are interested in and the length of the course, you may be required to provide additional information to confirm enrolment. This additional information may include: evidence of prior learning or experience; evidence of English proficiency; evidence of valid current employment; copy of insurance.

Most of our public courses are short courses available to domestic and international trainees. However when the course is only available to domestic students this will be specified on the course page.

Our long-term courses are delivered only in the workplace (in-house) and in partnership with employers and/or Primary ITO.

Short Courses (less than 12 weeks / 3 months):

If you are interested in attending a short course (less than 12 weeks or 3 months in length), and would like to discuss your enrolment please contact us at training@asurequality.com

A student visa is not required for our short courses. A visitor's visa is acceptable or any other temporary visa. However, you may be required to meet any entry requirements stated on the course page if applicable to the course of your interest.

We recommend you to read the course description on the website to find out more about the entry requirements and student eligibility for the course.

Long-term courses (12 weeks or more / 3 months or more):

Our long-term courses are only available to international students who are already living and working in New Zealand and who require the course for their work. You will need to meet the entry requirements of the course and be in paid employment with a valid work permit.

Please contact training@asurequality.com to check your eligibility for the course you are interested in, as most of these long-term courses are industry training arranged by the employer.

Entry Requirements

You must be 18 or over to enroll into our courses.

Please click on each course page to see the specific entry requirements for each course. Most of our courses will require certain level of industry experience or to be working on specific roles.

English Language Requirements

Please contact us to determine the English language requirements that applies to you and what evidence you will need to provide.

We recommend trainees with English as a second language to have an IELTS (general English) score of 5.5 or equivalent.

Although IELTS is our preferred assessment method there are other recognised programmes such as TOEFL, University of Cambridge and NZCEL.

English requirements will apply to specific courses. Please note that if your training is requested and arranged by your employer, evidence of your English proficiency won't be required.

Other Available Services

Please contact us for more information about the following:

- Recognition of Prior Learning and Credit Transfer
- Appeals

Terms and Conditions of Enrolment

Please read the [Terms & Conditions](#) at the end of this document very carefully before signing your consent form. There is some important information here for you that describes fee payments, fee policies, withdrawal fees, misconduct and complaints procedures.

Course Related fees

In some cases there will be additional course fees that relate to the special requirements of your course. Please refer to specific course information for these costs. Examples include AsureQuality attestations/verification fees. These will be included on your invoice.

Please note that invoices are sent to your employer post-course by the end of the month. If you are registering independently, the invoice will be sent to you post-course as well.

Immigration Requirements

Full details of visa and permit requirements and advice on rights to employment in New Zealand during your studies are available from the New Zealand Immigration's website www.immigration.govt.nz

Visa Conditions

A student visa is not required for our short courses available to domestic and international students. A visitor's visa is acceptable or any other temporary visa. However, if there are any entry requirements for the course, these must be met.

If you are on a work visa and the training is required for your job, we will require a confirmation that this training is arranged and paid by your employer.

Please note that most of our long-term programmes are only delivered in-house and in partnership with Primary ITO. You will be required to complete a Training Agreement between yourself, the employer and Primary ITO.

We recommend you visit the Immigration New Zealand [website](#) for full visa information.

Insurance

All international students including those on work permits and working holiday visas need to have appropriate insurance while living, travelling or studying in New Zealand.

Most international students are not entitled to publicly funded health services while in New Zealand, so may be liable for the full costs of any treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health – go to www.health.govt.nz

The **Accident Compensation Corporation (ACC)** provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but international students may still be liable for all other medical and related costs. For more information, go to www.acc.co.nz

You can purchase your insurance independently. We will require a confirmation of insurance at enrolment time and if required, copies of your insurance policy details in English when you start studying courses with a duration over **two weeks**.

Make sure you have appropriate insurance to cover the following:

- a) the student's travel—
 - a. to and from New Zealand; and
 - b. within New Zealand; and
 - c. if the travel is part of the educational instruction, outside New Zealand; and
- b) medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and
- c) repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
- d) death of the student, including cover of—
 - a. travel costs of family members to and from New Zealand; and
 - b. costs of repatriation or expatriation of the body; and
 - c. funeral expenses.

Code of Practice for the Pastoral Care of International Students

The AsureQuality Academy abides by the **Code of Practice for the Pastoral Care of International Students (2016)** which sets out minimum standards of advice and care that you can expect and provides a procedure that you can follow if you have concerns about the treatment you receive from us. The New Zealand Qualifications Authority (NZQA) administers the Code. An abridged version of the Code of Practice is available [here](#).

Click [here](#) to view the regulations to support international students while studying in New Zealand.

About New Zealand

If you are currently living overseas, you'll want to learn as much as you can about New Zealand before you arrive. AsureQuality offers courses in different parts of New Zealand.

For more information about studying, working or living in New Zealand, visit the official Tourism New Zealand [website](#).

View information about studying in New Zealand from the [New Zealand Government](#).

Finding Accommodation

You will be required to arrange your own accommodation during your stay in New Zealand.

Tips on finding a place to live - view this website prepared by the New Zealand Government on [Flattening 101](#).

Health, Safety & Wellbeing

In serious emergencies requiring an ambulance or Police, call 111.

For any other emergency during your training with AsureQuality please contact our Training Representative - Kerrie Fahey +64 219 08940 or Tel. +64 3 440 2200

After your enrolment has been confirmed, you will be provided with the contact details of your Training Administrator who will be able to offer support in case of an emergency during the duration of your course.

Mental health is also an essential part of our overall wellbeing. If you require mental health support, there are lots of people who can help you. For urgent mental health support, please ask for help from any of the services listed below which are available 24 hours a day, seven days a week unless otherwise specified:

- Free call or text 1737 any time for support from a trained counsellor
- Lifeline – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)
- Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO)
- Healthline – 0800 611 116
- Samaritans – 0800 726 666

Other Helpful Links

- [Personal Crisis Help Line](#)
- [Citizens Advice Bureau](#)
- [Legal Advice](#)
- [Victim support](#)

Complaints Procedure

If you have any complaints about your experience with the AsureQuality Academy or about us breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow the AsureQuality Academy formal complaint process first as detailed below:

1. Please contact your Trainer or Assessor in first instance who will try to resolve the complaint.
2. If your complaint is not resolved, please log a formal complaint to the AsureQuality Academy at training@asurequality.com - We will get in touch with you within three working days.
3. If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email qadrisk@nzqa.govt.nz
4. Or, if it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 00 66 75. More information is available on the iStudent Complaints website: <http://www.istudent.org.nz/istudent-complaints>

Please see the NZQA [brochure for international students about the complaints process](#) for more information.

For any other questions about international students and support, please contact us at training@asurequality.com

AsureQuality Academy Terms and Conditions

Invoicing

Clients will be invoiced upon course completion towards the end of the month or after the withdrawal period for Meat Inspection courses (from the eleventh working day after the start of the course). Clients who require a PO number are asked to record this in the area provided below and returned to training@asurequality.com. Credit Card payments can be requested. Card payments are processed after the course date. Invoices with Purchase Order numbers will be forwarded to the Accounts Payable contact where possible. Credit Card payments will generate an invoice and the card holder will be provided with this documentation noted as paid. Any registration whereby this information is not provided, invoices will be directed to the registered trainee at the employer contact email or company address. All figures are recorded in NZD for New Zealand courses.

Cancellation and Rescheduling

Notification of cancellation or rescheduling of training courses and booked services must be made in writing to training@asurequality.com.

Cancellation fees are based on full course costs and will be incurred as follows:

- Where you have given notification to AsureQuality Ltd at least 10 working days' prior to scheduled training or booking there is no cancellation or reschedule fee.
- Where you have given notification to AsureQuality less than 10 working days' prior to scheduled training or booking there is a 50% cancellation or reschedule fee.

Please note AsureQuality reserves the right to cancel any course due to insufficient numbers or circumstances beyond our control and we will notify you as soon as possible to reschedule.

Withdrawal fees

Notification of withdrawals must be made in writing. Withdrawal fees apply as follows:

- Course duration: Two days or less
Withdrawal period: None
Withdrawal fee: 100% of the course fee will be charged.
- Course duration: More than two days but under five weeks
Withdrawal period: If withdrawal occurs up to the end of the second day after the start of the course.
Withdrawal fee: 50% of the course fee will be charged.
- Course duration: Over five weeks but less than three months
Withdrawal period: If withdrawal occurs up to the end of the fifth day after the start of the course.
Withdrawal fee: 25% of the course fee will be charged.
- Course duration: Over three months
Withdrawal period: If withdrawal occurs up to the end of the tenth working day after the first day of the course.
Withdrawal fee: Administration costs up to 10% of course fee or \$500, whichever ever is the lesser.

or Withdrawal period: If the withdrawal occurs from the eleventh working day after the start of the course.
Withdrawal fee: ≤100% of the course fee will be charged.

Liability

Delegates will be notified as early as practical and offered a transfer to another course. AsureQuality is in no way liable for any loss whatsoever (including consequential loss) incurred by the Client as a result of the Services. Both parties will at all times comply with the Health and Safety at Work Act 2015 and any other applicable legislation. For the purposes of the New Zealand Health and Safety at Work Act 2015, the parties agree that where AsureQuality's personnel are providing the Services at the Client's Location, the Client is the person in control of the place of work. The Client will indemnify AsureQuality in respect of any claim, loss, damage, accident or injury (whether to persons or property) suffered by AsureQuality in providing the Services.

AsureQuality is required to ensure that international students enrolled in courses with a duration of two weeks or more take out appropriate and current medical and travel insurance to cover themselves against accident or illness, theft, loss of or damage to their personal property for the duration of their visa.

Termination

The parties may terminate this Contract by mutual agreement. If either Party is unable to pay its debts if and when they are due, gives notice of cessation of business, commits an act of bankruptcy, goes into liquidation, or has a receiver or manager appointed by any charge holder, the other party may terminate this contract immediately. Termination does not affect any rights or obligations of the parties that have arisen prior to termination.

Misconduct and Disciplinary Procedure

Misconduct includes: Irregular attendance of class, theft, use of alcohol, drugs, cheating and disruptive and disrespectful behaviour and non-compliance with laws of New Zealand.

AsureQuality reserves the right to terminate the training of any trainee at any time for misconduct subject to the points stated below or any other reason as they think fit after fair and reasonable notice & consideration of the student perspective.

- A disciplinary problem will be formally acknowledged by one verbal warning from AsureQuality Trainer or Assessor to the trainee concerned. If the student fails to rectify his or her behaviour, the AsureQuality Trainer or Assessor will formally notify Compliance who will write to the student with their concern and notice of their intention to exclude the trainee.
- Upon receiving written notification from Compliance, a trainee shall no longer be permitted to attend any further class or classes on any course if the enrolment is terminated.
- The AsureQuality Trainer or Assessor reserve the right to exclude students from a course if behaviour is not adequate, following one verbal warning.
- If the behaviour of any participant is considered dangerous, the AsureQuality Trainer or Assessor reserves the right to expel them from the course without any verbal warning.

Miscellaneous

The Client acknowledges that the Intellectual Property is AsureQuality's sole and exclusive property. To the extent that any Intellectual Property does not vest automatically in AsureQuality under this Contract or at law, the Client agrees to assign the Intellectual Property to AsureQuality. The Client will fully disclose any Intellectual Property to AsureQuality of which it becomes aware.

Any dispute between the parties concerning this Contract will be discussed between them in the spirit of goodwill with a view to a resolution. If the dispute cannot be resolved by the parties, either party may request that the dispute be referred to mediation, or arbitration under the Arbitration Act 1996.

Confidentiality

We confirm this service on the basis that it will remain confidential in every respect and will not be disclosed to any other party without AsureQuality's prior written approval.

Special Requirements

The client will inform AsureQuality, in writing, if there are any special requirements needed to cater for the trainees participating in the training event. Special requirements include anything in addition needed to assist with reading, writing, language, disabilities, cultural needs etc.

International students

International students will be required to submit a copy of their passport and visa, and if required, evidence of meeting the English Language requirements for the course.

Entry requirements

NZQA Approved Training Schemes require a level of written and oral English equivalent to IELTS 5.5 or higher to be eligible to enrol. The person responsible for making bookings to the course or the authoriser must agree to these Terms and Conditions prior to acceptance of their student(s) onto the course.

Students will also be required to meet any other entry requirements stated on the course information. These may include being currently employed in the industry or have relevant experience in a specific field.

Pre-Course and/or Post-Course Requirements

The client accepts full responsibility for failure to abide by any pre-course or post-course requirements. This includes, but is not limited to, completing and returning course documents, evidence of competency, attestation forms.

Attestation and/or Verification Forms

Some courses require attestations or verification forms to be completed and returned to AsureQuality. Clients will be given a timeframe to complete these forms. Failure to return a completed attestation or verification before due date may prevent the unit standard being processed as competent.

In-House Courses

If training is held at the client's premises, the client and AsureQuality will agree on the facilities the client will be required to provide according to the course requirements.

Representations

The Client may not use the AsureQuality logo or make any public reference to AsureQuality or AsureQuality's provision of the Services, including on packaging or in any advertising or promotional material, without the prior written approval of AsureQuality, which approval may be given or withheld in AsureQuality's absolute discretion.

Name: _____

Signature: _____

Course: _____

Course Date: _____ PO Number: _____

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