

Ringa Atawhai Mātauranga LTD International Learner Policy



As a signatory to the Education (Pastoral Care of International Students) Code of Practice 2021, Ringa Atawhai Mātauranga may enrol international fee-paying students. Ringa Atawhai Mātauranga will ensure that each student has a safe and supportive environment in which to learn. This policy gives an overview of our full policies and procedures for international students, both student visa learners and work visa learners. Our policies are designed to meet the Code of Practice requirements and ensure that high quality systems are in place

Policies and procedures in place include but are not limited to:

- Fee Protection Policy
- Refund Policy
- Complaints Policy & Procedures
- Procedures for Managing Student Enrolment, Visas & Insurance
- Procedures for Managing Student Medical & Travel Insurance
- Procedures for Managing Student Accommodation
- Procedures for Managing Recruitment Agencies
- Procedures for Managing Attendance & Withdrawal
- Procedures for Managing Discipline
- Procedures for managing cancellation of work visas
- Procedures for the care of work visa learners.

Refer to document, “Pastoral Care of Tertiary and International Learners Code of Practice” and “Policies to Support the Code” for full details.

Ringa Atawhai Mātauranga agrees to be compliant with all aspects of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Ringa Atawhai Mātauranga specialises in training and upskilling the unregulated health workforce. By enrolling international students, the PTE aims to support one of the Government’s health reforms by making it easier to get international healthcare workers to New Zealand and, in so doing, lighten the burden on workforce availability in the healthcare sector.

We will provide opportunities for learners and staff from different cultures to work alongside each other in teaching and learning, providing different perspectives in order to develop each individual's understanding of other cultures.

There are significant potential benefits in enrolling foreign fee-paying learners for example:

1) Addresses workforce shortage challenge

Within the aged-care sector in New Zealand, the workforce shortage crisis has now reached a tipping point. Hiring talent that is already in New Zealand and understands the culture as well as the nuances of the industry will provide a big advantage to various facilities. They will not only help fill-in the gaps within organisations, but also bring with them a global experience that is nurtured in kiwi values.

2) Provides a competitive advantage

Access to a globally experienced talent pool gives employers a chance to find the right professional for a role. Certain skill sets and experiences are essential when working in the healthcare industry. Being able to source from a larger pool will help employers find a talent that fits the job description. New Zealand has a strong international reputation for its working conditions and providing a work-life balance to employees. International healthcare professionals are ready to work and willing to also relocate to New Zealand for a better life and opportunities

3) Helps improve quality patient care

All healthcare professionals work on the values of patient safety and care, first. One of the problems of being short-staffed is being unable to provide quality care to patients. Hiring staff from overseas or with overseas experience, will give patients more time with their caregivers, leading to more focused care. This will also reduce professional burnout faced by many aged-care facilities, which in turn will help mitigate risk to patients and organisations.

All enrolled foreign fee-paying learners will be given the benefits and services applicable to New Zealand students in addition to the expectations and requirements laid down in the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Foreign fee-paying learners and learners on work visas are expected to adhere to all Ringa Atawhai Mātauranga's policies and rules.

Appropriate staff and resources will be allocated by the PTE for the recruitment, administration, and pastoral care requirements of international fee-paying learners.

Procedural Guidelines

- 1) Enrolment of International fee-paying students will be considered on a case-by-case basis subject to the terms of their immigration status, visa conditions and employer sponsorship requirements (if applicable and those on work visas).
- 2) Enrolment will be subject to sufficient class and space size and not limiting access to domestic students, as well as any appropriate testing results that may present needs that the PTE cannot meet.
- 3) Any health, learning or behavioural issues need to be declared at the time of enrolment. Failure to provide correct details may result in the student's placement being terminated.
- 4) All students, regardless of their needs, will be treated equitably in the spirit of manaakitanga.
- 5) Staffing, facilities and support services will be outlined at the initial interview, at enrolment and on orientation day
- 6) Complaints with regard to attendance requirements, terminating tuition conditions, pastoral care and grievance procedures, must go through the internal grievance procedures, and if no agreement is reached, the student will be referred to the Dispute Resolution Scheme (DRS).
- 7) All International students will be charged an administration fee of \$500.00 per student (non-refundable).
- 8) Additional costs for resources and materials range between \$500 to \$1500.00 depending on the programme of study.
- 9) Tuition costs per annum are as follows, GST exclusive:
 - Level 2 Programmes \$12,000
 - Level 3 Programmes \$14,583
 - Level 4 Programmes \$22,000
 - Level 5 Programmes \$25,000
- 10) Tuition fees for international students must be paid, in full, into their individual Public Trust account prior to an offer of placement being agreed on and or signed.
- 11) An estimate of all costs can be sighted in Appendix 1 attached to this policy.
- 12) The Refund Policy covers eligibility for refunds and international fees' protection.
- 13) Force Majeure: Neither party shall be in default or in breach of their obligations in the event of force majeure. Force majeure means an event beyond the reasonable control of either party.
- 14) Ringa Atawhai Maturanga reserves the right to adjust fees.
- 15) International students must have appropriate and current medical and travel insurance whilst studying in New Zealand. Students must provide evidence of medical and travel

insurance on enrolment. The insurance must cover the full length of time that will be spent in New Zealand. New Zealand Insurance cover will be accepted or an overseas policy if it is accompanied with an English translation. The PTE will keep a record of the Insurance Policy number and the type of cover provided.

- 16) If an international student withdraws from the PTE, for whatever reason, the New Zealand Immigration Service will be notified.
- 17) Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying and reporting requirements are available through the New Zealand Immigration Service and can be viewed on their web site www.immigration.govt.nz
- 18) International Student fees will be held in trust by the NZ Public Trust and will be handled and drawn down in accordance with the rules outlined in section 452 of the Education and Training Act 2020.
- 19) Ringa Atawhai Matauranga will maintain a Standard Public Trust account where each student's fees are paid into an individual student trust account. The Public Trust will hold the fees in trust and pay them to RAM over the duration of the student's programme, according to an agreed payment schedule.
- 20) If the PTE is unable to continue to run a programme the unspent portion of the fees will be returned to the student.
- 21) Fees are non-refundable after 28 days unless special circumstances are applied at the discretion of the Board of Directors.

RATIFICATION:

Policy ratified by Board:

C. Pea
(Signed for Board)

20/04/2024
(Date confirmed)

REVIEW:

This policy is to be reviewed as part of the PTE's Self-review Programme (Cyclic Review)

Review Date: 20/02/2027

Appendix 1.**Table of Fees and Charges**

Fee Type	Amount (NZD)
Tuition Fee	As per Procedural Guidelines # 9 above.
Enrolment & Administration Fee	\$500.00
Resources & Materials	\$500 - \$1500.00
Medical & Travel Insurance *	\$800.00
GST (15%)	[\$GST]
Total Payable	[\$Total]

***What does health and travel insurance cover?**

Health and travel insurance (sometimes called 'medical and travel insurance') has a wide range of benefits that will protect you as you study in New Zealand. These benefits can be broken down into the following categories.

Medical treatment and related expenses

Health and travel insurance will cover the costs of medical cover during the duration of the policy. This includes emergency medical treatment, emergency dental treatment, optical care, and treatment for mental illness.

It will also cover funeral and repatriation expenses. Note that if you are repatriated to your country of origin, the policy may not continue to cover the cost (or it will cover less of the cost) of medical treatment while you are in your home country.

You or your family will also be compensated if you die or become disabled.

Travel disruption

A health and travel insurance policy will compensate you if your travel is disrupted in some way. For example, you can claim:

- if you lost a deposit for travel
- for expenses related to delays in travel
- if you missed a transport connection.

You will also be covered for the loss or damage to your luggage, some property, money, and travel documents.

Personal liability

Personal liability covers the expenses involved if you become legally liable for damage you cause through your negligence. This might be damage you cause to someone's property, or it might be an injury you cause someone.