



Ringa Atawhai Mātauranga

Policies To Support The Code



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RINGA ATAWHAI MĀTAURANGA

Marketing and Promotion Policy

Scope

To include all international learners holding student learner visas and work visa learners.

1. Purpose

1.1 The intent of this policy is to ensure prospective international students, and their families have a full and realistic picture of what it will be like to live and study in New Zealand, and in particular at Ringa Atawhai Mātauranga (RAM). We will ensure that the marketing and promotion to prospective international students of services provided by RAM includes clear, sufficient, and accurate information enabling those students to make informed choices about the services provided. All information provided to prospective students will be either in writing or in an electronic format, and available for inspection by the Administrator.

1.2 RAM will make the following information available in writing to prospective international students before students enter into any commitments, either by referring the student to specific website information or directly providing the information on:

- 1.2.1 Cost of tuition and all other course-related costs, so that there are no substantial hidden costs;
- 1.2.2 Application requirements and procedures;
- 1.2.3 Conditions of acceptance;
- 1.2.4 Refund conditions;
- 1.2.5 English language proficiency requirements (if applicable);
- 1.2.6 Information on facilities, equipment and staffing;
- 1.2.7 Information on the course/s or qualification/s the signatory offers, including pathways for further study and employment,
- 1.2.8 Information on medical and travel insurance requirements; and
- 1.2.9 Information and advice on the types of accommodation applicable to students.
- 1.2.10 Quality assurance results.
- 1.2.11 the International Student Contract Dispute Resolution Scheme (DRS);

1.3 The following standard wording will be included with any prospectus or promotional material:

THE CODE

1.3.1 Ringa Atawhai Mātauranga has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available from the NZQA New Zealand website at www2.nzqa.govt.nz

Immigration

1.3.2 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.

Eligibility for Health Services

1.3.3 Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may 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.

Accident Insurance

1.3.4 The Accident Compensation Corporation 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. Further information can be viewed on the ACC website at www.acc.co.nz.

Medical and Travel Insurance

1.3.5 International students must have appropriate and current medical and travel insurance while in New Zealand.

2.0 Self-Review of Publications

2.1 RAM will review all publications and promotional material at the end of each semester to ensure the information is kept up to date. Any amendments will be made prior to the commencement of the new year.

2.1.2 Kaiako will regularly engage with their respective students and seek their input as to the suitability of promotional material provided to them.

2.1.3 At time of enrolment students will be asked for feedback on the suitability of and promotional material accessed either in print (hard copy) or electronically.

2.1.4 At the end of each module delivery, in addition to other key evaluative questions students will be surveyed to gauge the suitability and effectiveness of promotional material available to them.

- 2.1.5 The CEO will liaise with stakeholders and seek their feedback on the suitability of promotional material available to them.
- 2.1.6 The information gathered will be forwarded to the Academic Manager for collating and analysis. Suggestions warranting changes and or improvements will be activated as soon as possible and documented in the annual attestation of self-review.

Key Evaluative Questions

KEQ	How effectively	How do we know?	How can we improve?
How effectively do our current practices ensure our international learners can make informed choices about the services we provide?			
How effectively do we identify the information needs of international learners we intend to enrol?			
How effectively does our marketing and promotion material provide clear, sufficient and accurate information?			

RATIFICATION:

Policy ratified by Board:

C. Pea
(Signed for Board)

20/02/2025
(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

RINGA ATAWHAI MĀTAURANGA

Self-Review Policy

1. Purpose

1.1. The purpose of this policy is to enable the PTE to achieve its goals and purposes and ensure that it meets its on-going obligations as a signatory to the Pastoral Care of International Students Code of Practice 2016 (the Code).

Ringa Atawhai Mātauranga is committed to implementing:

- quality assurance throughout the PTE based on robust self-review processes.
- a model that evaluates and assesses quality, value and the importance of educational outcomes and the key contributing processes;
- an authentic, structured, planned, collaborative, results (outcomes) based, strategically focused and evidence-based self-review programme, that has an emphasis on improving outcomes for learners and better meeting stakeholder needs;
- findings of the self-review to guide decision-making, inform the planning process and the allocation of resources, and achieve sustainable improvement within the PTE; and
- robust collaborative consultative engagement with stakeholders, to ensure their input into strategic and annual operational planning.

2. Guidelines

1. The PTE will implement planned, structured and robust self-reviews. The self-review programme will reflect the PTE's Charter, the specific needs, nature, context and circumstances of the PTE and its stakeholders.
2. The self-review model used by the PTE will be based on practice-based principles of self-review and the Guidelines for Self-review for the Pastoral Care of Tertiary and International Learners Code of Practice 2021.
3. The self-review process must be of genuine real value to the PTE and its stakeholders. It will be honest, focused, purposeful and embedded into the culture of the organisation.
4. Self-review will use formalised, evaluative, evidence-based, results (outcomes) & strategically focused approach, with an emphasis on improving the outcomes for domestic and international learners and better meeting the needs of stakeholders.
5. The PTE will encourage an inclusive, collaborative team approach to self-review by the Board, staff, taura employers and other key stakeholders. The Academic Manager in collaboration with the CEO will have overall responsibility for the implementation of self-reviews within the PTE.

6. Self-reviews will have a structured framework, be organisation-wide and be encouraged and implemented at all levels within the PTE including a comprehensive organisational self-review by management and the Board of Directors.
7. A participatory approach will be adopted to stakeholder consultation /engagement. The use of stakeholder needs assessment / analysis, meeting stakeholder needs and providing regular feedback to stakeholders on improvement initiatives, will be key aspects of the self-review programme.
8. A well-documented and transparent review process will be used, with valid and robust collection, analysis and evaluation of data, information and other evidence.
9. Data and information collection will be systematic and purposeful. A range of types of reliable, 'fit for purpose' qualitative and quantitative data, information and other evidence will be collected from a variety of sources; including from on-going internal monitoring, regular stakeholder consultation and feedback from learners / stakeholders.
10. Valid baseline data, performance measures, appropriate evaluation indicators and externally referenced benchmarks and reference points will be used to measure, evaluate and review the PTE's performance and progress. Relevant evidence of educational outcomes, learner achievement and learner personal development outcomes will be collated, critiqued, processed and analysed, and trends, patterns and changes evaluated and reviewed.
11. Nationally developed evaluation tools (i.e. Key Evaluation Questions) will be used to provide a focus, scope and common framework to evaluate and review the PTE's performance, educational outcomes and progress. Self-reviews will complement and help prepare the PTE for the annual attestation of the internal self-review.
12. Organisational self-review by management and the PTE Board will include regular internal reviews, cyclic and targeted review of key areas and programmes, and strategic self-review of the PTE's performance and progress towards achieving its Annual Operational Plan, Desired Outcomes and Annual Targets.
13. Evidence based judgements will be used to review performance, improve practice and inform the design and delivery of key outcomes of the Code. Self-review will also be used to identify priorities, inform & guide planning, policy development, decision-making, and resource allocation, and contribute to the on-going sustainable improvement of the PTE.
14. The Self-review programme and the improvement initiatives that result from the process will be appropriately integrated and aligned with existing internal structures, operational processes (in particular internal monitoring and annual planning) and the on-going management and operation of the PTE.

15. Management / PTE Board will report the results, findings and conclusions of the PTE's annual self-review to key stakeholder representatives and obtain advice and guidance before proceeding with any improvement initiatives / strategies.

16. Changes and improvement initiatives that result from the self-review process will be appropriately reported to stakeholders, monitored and evaluated and reviewed as part of the on-going self-review cycle.

3. Summary

The 4 key components of this policy involve:

1. Preparing: Planning the process so we know what we are looking at, why, how, and when
2. Gathering: Collecting relevant information systematically from multiple, diverse sources
3. Making sense: Looking closely at the information gathered to see what it tells us about our current practices
4. Deciding: Decision-making for ongoing improvement connected to the outcomes sought by the self-review

RATIFICATION:

Policy ratified by Board:

C. Pea
(Signed for Board)

20/02/2025
(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

CONSULTATION:

Key stakeholders including taura, PTE employees, taura employees, management and directors are to be consulted as part of the review of this policy.

Self – review Gap Analysis

Phase in the gap analysis process:		PREPARE		MAKE SENSE	
Key required processes	Information we can gather to use as evidence of our compliance with this clause	Compliant	GAP (in evidence)	GAP (in practice)	
Process 1: Strategic goals and strategic plans Clause 7 (1). Providers must have strategic goals and strategic plans for supporting the wellbeing and safety of their learners across the PTE, including student accommodation, describing how they – (a) give effect to the outcomes sought and processes required by the code; and (b) contribute to an education system that honours Te Tiriti o Waitangi and supports Māori-Crown relations					
Clause 7 (2). Providers must – (a) regularly review their learner wellbeing and safety strategic goals and strategic plans as described in subclause (1); and (b) make amendments to their learner wellbeing and safety strategic goals and strategic plans within a reasonable timeframe					
Clause 7 (3). Providers must work proactively with learners and stakeholders (and document this work) when – (a) developing and reviewing their learner wellbeing and safety strategic goals and strategic plans described in subclause (2).					
Compliant	- We have the required practices in place - We have sufficient evidence on which to make judgements about the effectiveness of our practices				
GAP (in evidence)	We have the required practices in place but we have limited evidence on which to make judgements about the effectiveness of those practices				
GAP (in practice)	We do not have the required practices in place				

RINGA ATAWHAI MĀTAURANGA

Complaints and Dispute Resolution Policy

1. Purpose

- 1.1. The purpose of this policy is to ensure that tauira have access to a complaints and dispute resolution process that is timely, fair, effective, culturally appropriate, and upholds the principles of natural justice in accordance with the Education (Domestic Tertiary Student and International Student Contract Dispute Resolution Scheme) Rules 2023 (SL 2023/199).

2. Audience and scope

- 2.1 This policy is an organisational wide policy that applies to concerns and complaints from tauira that may include:
- a) Their course or programme
 - b) An enrolment or admission decision
 - c) The actions and behaviour of other tauira or kaimahi
 - d) Administrative systems, services, or decisions
 - e) Ringa Atawhai Mātauranga's compliance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code)
 - f) Access to regulations, policy, or procedures that affect tauira

The term kaimahi includes all staff of Ringa Atawhai Mātauranga.

3. Principles

- 3.1. The Complaints Policy and Procedures follow the principles of natural justice.
- 3.2. Tauira are entitled to culturally appropriate processes and responses that consider traditional processes for raising and resolving issues.
- 3.3. Information on the concerns and complaints process is accessible.
- 3.4. Complaints are resolved in a timely and consistent manner.
- 3.5. Tauira are treated with respect, fairly and without bias.
- 3.6. Information is shared only with those who need to know, being mindful of the rights of the complainant and any individual named and involved.
- 3.7. Complaints about kaimahi are referred to the CEO and are not shared with tauira due to privacy obligations.
- 3.8. All parties are entitled to an advocate and support at all steps in the concerns and complaints process.
- 3.9. All parties affected by a complaint are kept regularly informed of the progress of the complaint, given an opportunity to present evidence, and to read interim findings and

recommendations before a decision is made.

- 3.10. RAM treats complaints as a valuable form of feedback and an opportunity to put things right where appropriate, and to promote continuous quality improvement.

4. Responsibilities

- 4.1. All tauira who have a concern and complaint are responsible for following the procedures set out in this policy
- 4.2. All RAM staff are responsible for implementation of this national policy
- 4.3. RAM is responsible for ensuring tauira are informed of their right to raise a concern or make a complaint and that information on the procedures is published and accessible.

5. Procedures

5.1. Support

- a. RAM ensures information on support services is available to the complainant and any individuals involved.
- b. At any time during the process, the complainant and any individuals involved are entitled to access support from internal or external services.

5.2. Concerns

- a. Tauira are encouraged to resolve their concerns either directly with the person concerned, through the PTE's online feedback or Student Voice portal, or with the Academic Manager.
- b. Kaimahi directly involved will either manage the resolution of the concern or refer the matter to the Academic Manager who will identify the appropriate person to follow up and resolve the concern.
- c. If the tauira wishes to be contacted, they will be kept informed or advised of the outcome within five working days.
- d. If a concern cannot be resolved to the satisfaction of the tauira, they may make a formal complaint.

5.3. Complaints

- a. The complainant makes their complaint in person or in writing to a kaimahi or directly to the Academic Manager normally within 21 days of the incident or issue. The kaimahi who receives an oral complaint puts it in writing to the satisfaction of the complainant.
- b. Complaints made 22 or more days following the incident or issue may proceed at the discretion of the Academic Manager.
- c. The Academic Manager identifies the relevant procedures, assesses the complaint for

legal or other implications and initiates an investigation following RAM's the procedures.

- d. The Academic Manager reports the outcome to all parties in writing within 30 days of receipt of the complaint. The communication will also include the complainants right to appeal if they are not satisfied with the outcome to:

[Concerns about education providers - NZQA.](#)

- e. At all times throughout this process, the complainant has the right to involve a support person of their choice or to withdraw the complaint. It is the responsibility of the kaimahi involved to advise the student of this right.
- f. Feedback on the complaints process will be sought from the complainant on their experience of the process and will be used to inform continuous quality improvement of the procedures.

5.4. Documentation and Reporting

- a. The Academic Manager will register all complaints and resolutions in the PTE's Complaints Register. Access to the Register will be restricted.
- b. Documentation relating to the complaint is kept in accordance with relevant legislation and the PTE's Records Management Policy and General Disposal Authority.
- c. Any reports generated from the register will maintain the privacy of complainants and any other persons involved in the complaint in accordance with the Privacy Act (2020).
- d. The Academic Manager reports monthly to the CEO who has overall responsibility for Concerns and Complaints, who in turn reports to the Board of Directors quarterly unless the complaint is of a serious nature for example, potential litigation against the PTE.

RATIFICATION:

Policy ratified by Board:

C. Pea
(Signed for Board)

20/02/2025
(Date confirmed)

REVIEW:

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Review Date: 20/02/2027

RINGA ATAWHAI MĀTAURANGA

Student Fee Protection and Refund Policy

1. Overview

1.1 Ringa Atawhai Mātauranga Ltd (RAM) has developed its student fee protection procedures in accordance with the NZQA Student Fee Protection Rules 2022, Outcome 10 of the Education (Pastoral Care of International Students) Code of Practice 2022 and section 452 of the Education and Training Act 2020.

1.2 RAM's student fee protection procedures are designed to ensure that student fees (both domestic and international) are handled consistently and in accordance with approved accounting practices. This ensures that student fees are secure from misappropriation and are only made available to RAM in accordance with the New Zealand Qualification Authority's Student Fee Protection Rules 2022.

1.3 The Mechanism through which student fees are protected is overseen by the Public Trust New Zealand. Student fee protection covers all payments made to the PTE by, or on behalf of, a learner including:

- (i) fees (including programme-related costs and agents fees and/or commission)
- (ii) accommodation
- (iii) living expenses.

This arrangement has been accepted by the New Zealand Qualifications Authority as meeting the requirements of the Education and Training Act 2020 and the Student Fee Protection Rules 2022.

2. Scope

This policy applies to all students, agents, sponsoring parties (employers) and staff of Ringa Atawhai Mātauranga Ltd.

3. Refund Criteria

A refund of fees (tuition and non-tuition fees) shall be made to a student account where the eligibility criteria for a refund are met. The eligibility criteria includes:

- 1) When a written application to withdraw within 28 days from the start date of the enrolment period and when an approved re-enrolment opportunity, as a result of a Special Consideration application has been declined a full refund will be paid to the payee.
- 2) Any money paid by Study-link will be refunded to Study-link minus any non-refundable fees.
- 3) Where a "*Fee Appeal*" is upheld in the student's favour as determined by the DRS findings after an investigation.

- 4) Where the programme is cancelled or where the provider ceases to be a Code Signatory.
- 5) Where the student's enrolment is cancelled by the PTE.
- 6) Where the criteria for incurring a charge or fee is not met.
- 7) Where disputed charges are upheld in the student's favour.
- 8) When the student has failed to obtain a study visa.

NB: *When an employer has covered the cost of tuition fees, any applicable refunds will be credited to that person/agency's nominated bank account as per the terms and conditions outlined above.*

3.1 Withdrawal Timeframes

Date Withdrawal Received	Refund or Fees Paid	Effect on Results
Within 28 days of the official start date of the enrolment period	100% less any non-refundable fees*	There will be no record of The student's enrolment
After 28 days and up to 75% of programme enrolment period	No refund	Your academic record will state, "Withdrawn Incomplete"
You may not withdraw after 75% of programme enrolment period	No refund	If you do not complete the programme requirements, your record will state "Failed to Submit" or "Withdrawn Failed"

4. Special Consideration

Special consideration may be approved and is intended to assist students if they have been disadvantaged due to exceptional circumstances beyond their control.

4.1 Eligibility

The reasons for applying for Special Consideration must be classified under one of the following categories:

- 1) **Medical** – to cover conditions of a serious nature e.g. hospitalisation, serious injury or serious illness
- 2) **Bereavement** – e.g. death of a close family member.
- 3) **Trauma** – e.g. sudden loss of employment, severe disruption to domestic arrangements, victim of crime.

4.2 Supporting Documentation

Documentation required with a Special Consideration application is as follows:

- 1) **Medical Condition** – a certificate from a registered Doctor or health professional describing the condition suffered, relevant dates the student was affected and how the condition has, or would, affect their studies. Stating ‘illness’, ‘medical condition’, or ‘not fit for work’ on a medical certificate is not sufficient explanation.
- 2) **Bereavement** – a death certificate or notice and evidence which shows the relationship between the student and the deceased person.
- 3) **Trauma** – a letter from the student’s employer, or lawyer, or a police report, which explains the trauma impact in detail and the way in which it has, or would, affect the student’s ability to complete their programme within the enrolment period.

5. Specific Conditions – International Students

In accordance with Outcome 10, clause 7 of the Pastoral Care of Tertiary and International Learners Code of Practice, RAM’s student fee protection policy serves to ensure all relevant parties are clear about their interests and obligations prior to entering into an enrolment contract.

- 1) International students must hold sufficient funds in their student account to cover the relevant tuition and related fees for the duration of their visa.
- 2) Refunds of credit balances to enrolled international students will be made in accordance with the “Refund Criteria” noted above.
- 3) Renewing the appropriate study visa through Immigration Zealand is the responsibility of the international student, and failure to renew the visa may not of itself warrant a tuition fee credit.
- 4) New international students who do not hold a visa will not be enrolled.
- 5) Any accommodation bond payment made to RAM will be retained by the Public Trust for the purpose of the accommodation. Accommodation bonds will not be refunded to students unless the terms of the tenancy have been met and the refund is approved by the Academic Manager.
- 6) International students seeking to transfer to another New Zealand tertiary institution may have their refund of funds transferred to the institution concerned on evidence of an Offer of Place and accordance with RAM’s withdrawal timeframes.
- 7) If additional funds have been paid to RAM by or on behalf of an International Student to cover their living expenses for Visa purposes, the student is entitled to receive a refund of those living expenses in full upon request.
- 8) If the student is enrolled and based in New Zealand, the refund of living expenses will be made to their New Zealand bank account.
- 9) If an International students decides not to continue with their enrolment at RAM, prior to start of study the refund will be made to the bank account from which the payment was made. They

may be subject to an International Administration Fee. If study has commenced, then withdrawal timeframes (pg. 13) would apply.

- 10) Refund of surplus funds to International students will be made to a bank account in the student's name in their home country unless the amount is inconsequential, the student is still enrolled as an internal student, or they provide evidence of having obtained a suitable visa/permit to remain in New Zealand long term (other than a visitor visa/permit).

6. Mode of Refund

- 1) Where tuition fees have been paid by student loan, employer or scholarship and RAM is party to such agreement any credit of fees that results in a credit balance in the fee account, the refund of surplus funds held, will be made directly to the third party involved, or in a manner directed by the specific agreement.
- 2) Where tuition fees have been invoiced to a third party the refund of fees will be made via credit note to the debtor concerned. Refund of a credit account balance will be made to the relevant debtor on request.
- 3) Where tuition fees have been paid by credit card, wherever possible the refund of a credit balance will be made to the credit card concerned.
- 4) Where tuition fees have been paid via a bank transfer, where practicable a refund of a credit balance will be made to the same bank account.
- 5) Other than the exceptions detailed above the refund of funds will be made to a New Zealand bank account in the name of the student who is registered for tuition.

6.1 Timing

- 1) All refunds of fees will be made as soon as possible after the withdrawal, change of circumstances, identification or error, or fee appeal resulting in a refund decision.
- 2) Refunds of funds will be made as soon as practicable upon request.

6.2 Extent of Liability

- 1) No liability will be accepted for the payment of interest or other consideration in respect to monies held, nor does Ringa Atawhai Mātauranga acknowledge any liability for student losses arising from exchange rate movement, conversion charges, bank fees, or fees paid to recruitment agents.

7. Fee Protection

- 1) Ringa Atawhai Mātauranga is governed by the Public Finance Act, the Education and Training Act, and NZQA regulations in regard to student fees.
- 2) An individual fee account is maintained for each enrolled student with the Public Trust.

- 3) Any programme offered by the PTE and listed in its calendar may be cancelled by the PTE as a result of insufficient resources or student demand.
- 4) The Board of Directors confirm that Ringa Atawhai Mātauranga has the financial resources available to credit fees to students enrolled in any cancelled programme.
- 5) If a programme is unable to proceed due to destruction or damage to buildings, plant and equipment or other tangible assets, fees may be refunded to the students affected, from insurance proceeds.
- 6) In this case the fees refund would be covered by the PTE's Industrial Special Risks policy and be classified as a consequential loss. Under such conditions the PTE may be unable to meet normal timeframes for Fee refunds.

8. Communication

- 1) All students will be informed of the conditions for refunds at the commencement of each enrolment period, including any timeframes which apply, and the required process to be followed and information to be supplied.
- 2) Third party payees will be communicated with in accordance with the terms of any agreement in place and will be advised of any refunds due with regard to accounts that they have paid.
- 3) Where refunds are granted which impact on immigration conditions and the PTE is party to authenticating requirements, Immigration New Zealand will be advised.
- 4) Where refund requests do not appear commensurate with Anti-Money laundering requirements, the relevant banks will be advised.

9. Failure to Trade

If Ringa Atawhai Mātauranga voluntarily closes, ceases to offer a Course in which students are enrolled or ceases to be a signatory to the CODE, RAM will ensure a pro rata refund is made for the affected student or third-party payer, within five working days from the date of the closure or cessation or longer if the NZQA allows.

10. Avenues of Redress

In the event a student or third party feels they have not been treated fairly in respect of fees refunds they will be directed to the NZQA who will refer them to FairWay Resolutions Limited for the complaint to be resolved under the International Student Contract Dispute Resolution Scheme (DRS). Alternatively, students or the third party can also contact the DRS directly on 0800 774 420.

RATIFICATION:

Policy ratified by Board:

C. Pea
(Signed for Board)

20/02/2025
(Date confirmed)

Review Date: 20/02/2027

RINGA ATAWHAI MĀTAURANGA

Deferral and Withdrawal Policy

1. Overview

This policy outlines the procedure for assessing and approving a deferment or withdrawal from study at Ringa Atawhai Mātauranga (RAM) and outlines the grounds for termination of enrolment at RAM.

This policy has been developed in line with requirements of the Education (Pastoral Care of International Students) Code of Practice 2016 including amendments 2019 and the Private Training Establishment Registration Rules 2021 under section 452 (5) of the Education and Training Act 2020.

Scope

This policy applies to all current and prospective students of RAM.

2. Definitions

Term or Acronym	Definition
Course	The term course is used to mean a single module of learning.
Deferral	To delay commencement or continuation of a programme
Letter of Offer	A formal offer of a place at RAM in a nominated programme. This forms a binding contract between RAM and the student.
Programme	The term programme is used to mean a study programme consisting of several courses.
Student	A student, in respect of this policy is an international student who is not a New Zealand or Australian citizen or holder of a permanent residency visa.
Te Code	The Education (Pastoral Care of International Students) Code of Practice 2021 and the Private Training Establishment Registration Rules 2021 under section 452 (5) of the Education and Training Act 2020.
Semester	A defined and formal period of study within a programme. RAM runs two formal study periods annually.
Registration Day	The last day for new students to enrol in a programme and the last day for current (returning) students to register in class or make changes to their programme. Census Day falls on the 28th working day after the published commencement date of the semester and is the end of the Refund Period.

3. Policy Statement

- A student may request to defer or withdraw their enrolment at any time during a semester in accordance with the sections 5 and 6. RAM may cancel or terminate the enrolment of a student on the grounds outlined in section 7.
- Students should be aware that deferment, withdrawal, cancellation or termination of enrolment may result in the cancellation of their student visa, and that they should refer to Immigration New Zealand for further information.
- RAM will notify Immigration New Zealand within seven days of any deferment, withdrawal, termination or cancellation of a student's enrolment, as required under Section 235E of the Education Act 2020.
- RAM must provide particulars of any breach of conditions of a student visa to Immigration New Zealand, even if the student has ceased to be a student of RAM. A student cannot avoid being reported to Immigration New Zealand for non-attendance or failure to progress by cancelling or withdrawing their enrolment at RAM.
- Students who are sponsored must provide RAM with written evidence that a proposed deferral of studies or withdrawal from RAM has the support of their sponsor.
- Academic and/or financial penalties may apply as a result of a proposed deferment or withdrawal from studies at RAM. Refer to the Refund Policy for further details.

4. Deferral

- Students wishing to defer studies must notify RAM in writing stating the reason for their request.
- Relevant documentation must be provided to support the request for deferment.
- In the case of deferment RAM will retain any fees received, which will be used towards the subsequent semester charges. If the student subsequently withdraws, the Refund Policy applies.
- RAM will normally only allow an applicant or student to defer the commencement or continuation of studies twice. If a third request for deferral is made, RAM may refuse the request unless there are exceptional circumstances demonstrated by the student and supported with relevant documentation.
- Student applications for deferral will be considered on the following grounds:
 - Delay in visa being granted or inability to gain a student visa in time for entry into the semester of application.
 - Failure to meet entry requirements (either Academic or English language).
- Compassionate and compelling circumstances including, but not restricted to:
 - The student, or accompanying family member has an acute medical condition requiring treatment;
 - The student has been involved in legal proceedings where the timing is beyond the student's control;
 - The student has been caught up in a natural disaster, political uprising or other similar event;

- The student has an accident, falls seriously ill or contracts a serious medical condition after arriving in New Zealand;
- Unavailability of courses as a result of a student failing a prerequisite course(s) or the course(s) not being offered in the following semester of study.

5.4.4 Amendment: COVID-19 deferral policy:

- Applications for deferral by a student affected by the COVID-19 virus situation may be granted in the first instance for up to one year.
- Applications for deferral will be considered on a case-by-case basis.
- Commencing students will need to apply for any additional extensions by contacting: robyn@ram.org.nz
- Returning students will need to apply for any additional extensions by contacting: robyn@ram.org.nz
- Students will be advised about any effect that deferral may have on their study plans.
- Student fees will be frozen and will be used for re-commencement of studies. Failure to re-enrol will result in the application of the refund policy.
- Students who have commenced studies will not forfeit the balance of semester fees for the semester they defer due to an impact of COVID-19.
- RAM will notify Immigration New Zealand of a student's deferral as required.
- The COVID-19 policy will be reviewed in line with changing developments.

5.5 Deferment from a programme prior to programme commencement (for reasons not related to COVID-19)

- Where a deferral of offer prior to commencement is approved, RAM will hold any fees paid until commencement of the new semester of offer and will not impose a cancellation charge for the deferral.
- Where an application has already been submitted to Immigration New Zealand, RAM will notify Immigration New Zealand immediately that the student is not intending to study at RAM.
- RAM will issue a new Letter of Offer for the semester that the student is intending to commence, in order for the student to apply for the relevant visa. A receipt for fees will also be provided. Note: fees are subject to change.
- If the applicant subsequently rejects their new offer, cancellation charges will be applied as at the initial deferral date (relevant to the initial semester of offer).
- Where a deferral of offer is not approved, it will be considered that the applicant has requested a withdrawal, and cancellation charges will be applied, based on the original deferral request date, and the refund policy will apply.

5.6 Deferral from a programme after programme commencement (for other reasons)

- Students who have commenced the semester must complete an Application to Defer Studies form and submit to the RAM Office with supporting documentation. Any queries should be sent to robyn@ram.org.nz
- Where requested, students applying to defer must contact the Academic Manager to discuss their deferral and any consequences.
- If a currently enrolled student leaves RAM without prior approval of a deferral it will be considered that the student is no longer a bona fide student of RAM and RAM will terminate the student's enrolment.
- If a student defers after Registration Day they will forfeit the fees for that semester. Registration Day typically falls on the 28th working day after the commencement of the semester.
- If a student has not re-enrolled by the end of the approved period, it will be considered that the student is no longer a student of RAM and RAM will terminate the student's enrolment. It is the student's responsibility to contact RAM well before re-commencement to confirm their intentions to re-enrol. It is also the student's responsibility to ensure that they allow adequate time to secure an appropriate visa and to ensure all fees are up to date.
- RAM will assist the student by providing a new Offer letter, fees receipt and Provisional Academic Transcript.

6. Withdrawal

Student applications for withdrawal will be considered on the following grounds:

- Delay in visa being granted or inability to gain a student visa in time for entry into the semester of application.
- Failure to meet entry requirements (either Academic or English language).
- Compassionate and compelling circumstances including, but not restricted to:
 - Unexpected severe illness or death of a family member;
 - Involvement of custody proceedings for their child;
- The student, or accompanying family member has an acute medical condition requiring treatment;
- The student has been involved in legal proceedings where the timing is beyond the student's control;
- The student has been caught up in a natural disaster, political uprising or other similar event;
- The student has an accident, falls seriously ill or contracts a serious medical condition after arriving in New Zealand;
- Unavailability of courses as a result of a student failing a prerequisite course(s) or the course(s) not being offered in the following semester of study.

6.2 Withdrawal from programme prior to programme commencement

- Students wishing to withdraw prior to programme commencement must notify the Academic Manager in writing. Students wishing to withdraw are encouraged to speak directly with the Academic Manager.
- Once written confirmation is received that the student wishes to withdraw from RAM, RAM will cancel their enrolment. RAM will notify Immigration New Zealand immediately.
- Any available refunds will be calculated and processed in line with the Refund Policy.
- Any applicant who has had their application to enrol refused will need to submit a new application if they wish to re-apply for a future semester.

6.3 Withdrawal from programme by student after programme commencement

- A student may request to withdraw from their programme at any time during the semester. The student should discuss the matter with a member of the Academic Manager. The Academic Manager will provide information about the consequences of withdrawing so that the student can make an informed decision.
- Notification of withdrawal from a programme of study should be made formally by submission of a Withdrawal Form, available from reception or by emailing info@RAM.org.nz.
- Once confirmation is received that the student wishes to withdraw from RAM, RAM will cancel the student's enrolment and notify Immigration New Zealand immediately. Refunds, if applicable, will be calculated and processed in line with the Refund Policy.

7. Termination of enrolment by RAM

- If a returning student is not registered in classes by Registration Day, it will be deemed that the student is no longer a student at RAM. RAM will terminate their enrolment on the next subsequent working day.
- RAM has the right to terminate a student's enrolment as outlined in the Attendance, Satisfactory Programme Progress, Student Code of Conduct and Academic Integrity Policies. Students should refer to the Code of Conduct policy for details.
- The grounds which RAM may use to terminate a student's enrolment include, but are not restricted to, the following:
 - Misconduct, (including Academic Misconduct)
 - Breach of attendance requirements
 - Unsatisfactory Programme Progress
 - Any breach of the Conditions of Enrolment,
 - Any breach of their student visa, including not renewing a visa before expiry date
- RAM will notify the student of its decision to terminate the student's enrolment.
- Where the student is sponsored and on a work visa, the sponsor will be informed if the student is at risk of having their enrolment terminated.

8. Academic Penalties

The following criteria is applied to students who cancel, withdraw, defer or have their enrolment terminated in a programme during a semester:

- Students who withdraw from their programme before the end of week two (2) of a semester will not incur an academic penalty but the programme will not be recorded on their academic transcript.
- Withdrawal from any programme between weeks three (3) and nine (9) of a semester will incur a grade of WI (withdrawn incomplete). The student will be eligible for a partial refund as per the Refund policy.
- Withdrawal from any programme after week nine (9) of a semester will incur a grade of WF (withdrawn fail). The student will not be eligible for a refund.

RATIFICATION:

Policy ratified by Board:

C. Pea

(Signed for Board)

20/02/2025

(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

RINGA ATAWHAI MĀTAURANGA

Disciplinary Action Policy

Scope

This policy applies to international learners on student visas and those on work visas.

Purpose

The following is the PTE's current disciplinary policy for dealing with breaches of the Contract of Enrolment. This is not intended to restrict the PTE's general power of discipline and this policy may be changed from time to time at the discretion of the Academic Manager.

Overview

Except in serious situations where immediate termination of the Contract of Enrolment is necessary, or where the breach does not warrant any formal response other than a warning, the PTE will endeavour, where appropriate, to follow a two-stage disciplinary process.

In **Stage One**, the PTE will investigate and determine the facts, and will reach a conclusion on what happened and whether it amounts to a breach of the Agreement.

In **Stage Two**, if the PTE has determined that a breach has occurred, the Academic Manager will consider the appropriate response to that breach, up to and including termination of the Agreement.

The student will have an opportunity to provide a response to the alleged breach that the PTE is investigating (the Allegation) and any proposed disciplinary action that the PTE is considering taking (the Proposed Action).

This policy does not limit the PTE's power to take appropriate disciplinary action urgently and without following this process if this is necessary having regard to the seriousness of the breach.

This policy also does not limit the PTE's power to suspend the student for the duration of the disciplinary process where suspension is considered necessary for the safety or education of any person.

General Policy

When the PTE is conducting a disciplinary process involving the student it will provide the Student with the following:

- a) a written summary of the Allegation or the Proposed Action;
- b) an opportunity to respond to the Allegation or the Proposed Action, either in person or in writing or both, at the choice of the student;
- c) an opportunity to consider the Allegation or the Proposed Action for a reasonable period of time (having regard to the seriousness of the Allegation or the Proposed Action) before giving a response;
- d) an opportunity to hear from support people giving a response, unless the delay caused by contacting that/those person/people is unreasonable having regard to the seriousness of the Allegation or Proposed Action;
- e) an opportunity to have an independent support person of the student's choice to be present at any meeting relating to the disciplinary process;
- f) an opportunity to meet with that support person in private at any stage during the disciplinary process;
- g) an opportunity to have a translator present (or otherwise facilitate the student participating in the process in his or her own language) during any meeting or process
- h) if the PTE considers that a language barrier means that a translator is required; and
- i) a copy of this policy setting out the rights, which the student has when engaging in the disciplinary process.

Disciplinary Procedure

Stage One: Incident Investigation

- 1) When the PTE learns of any incident or any other thing that may be a breach of the Enrolment Agreement or might otherwise warrant a disciplinary response, the PTE will notify the student of the Allegation and will provide them with an opportunity to give a response.
- 2) Where appropriate, having regard to the seriousness of the Allegation, the student will have the opportunity to respond either in person or in writing or both, as they choose. The PTE will receive this response and give it genuine consideration before making a decision about what further action will be taken.
- 3) Once a decision about the allegation has been made the Academic Manager will advise the student in writing, if possible, about its conclusion as to what happened and whether it amounts to a breach of the Enrolment Agreement.

Stage Two: Outcome Discussion

- 1) If the PTE determines that a breach of the Agreement has occurred, it will advise the student of the possible disciplinary actions that it will consider taking in response to the breach and will provide the student with an opportunity to give a response.
- 2) Where appropriate, having regard to the seriousness of the breach, the student will have the opportunity to respond either in person or in writing or both, as they choose. The response, once received, will be given genuine consideration before a decision is made about the disciplinary action to be taken (which may or may not include termination).
- 3) When the Academic Manager decides what disciplinary action will be taken, in response to the breach, she/he will advise the student of the decision, verbally and in writing.
- 4) The disciplinary action will not take effect, and no actions to put it into place will be undertaken, until the student has been advised of the decision.

RATIFICATION:

Policy ratified by Board:

C. Pea

(Signed for Board)

20/02/2025

(Date confirmed)

REVIEW:

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RINGA ATAWHAI MĀTAURANGA

Immigration Policy

Purpose

The purpose of this policy is to ensure that:

- a) the PTE does not allow or continue to allow a person to undertake educational instruction if that person is not entitled under the Immigration Act 2009 to undertake the educational instruction; and
- b) all reasonable precautions and due diligence are taken in ascertaining whether international student/s are entitled, under the Immigration Act 2009, to undertake the educational instruction for which they enrol.

Overview

Overseas students must meet certain criteria, as well as ongoing conditions, to get a visa to study in New Zealand. Anyone wanting to study a programme longer than 3 months in total duration must apply for a student visa. To meet the criteria for a student visa, applicants will need to provide an offer of place from a New Zealand education provider as well as evidence they have accommodation arranged through the provider, if applicable.

Similarly work visa learners have certain conditions to meet. Please refer to page 70 for further details or see: <https://www.immigration.govt.nz/new-zealand-visas/visas/visa/student-and-trainee-work-visa>

What must be in an “offer of a place” letter

The offer of place letter must:

- be signed and dated by a representative of the education provider, and
- contain the following information:

Provider details

- Name of education provider
- Address
- Phone, fax number, and email address.

Student details

- Full name of student (with the family name underlined)
- Current address of student

Course or programme details

- Length of programme of study (if longer than 1 year, state the minimum completion time).
- Date the programme starts.
- Scheduled vacations if the programme of study or training scheme is 1 academic year or more.
- Year of study, such as 'year 5' for primary and secondary schools or 'first year' for tertiary.
- Type of study for tertiary:
 - Full-time
 - Part-time

Fee payment details

- Type of fee:
 - Foreign student fee
 - Domestic student fee, or
 - MFAT-funded NZ scholarship funding or other scholarship.
- Fee amount for the complete programme of study (if applicable): \$ _____
- Fee amount paid: \$ _____ for:
 - the complete programme of study, or
 - the term/semester, until (date).

For applications processed outside New Zealand, evidence of payment is not required until after the application has been approved in principle.

Accommodation details

Fee-paying foreign student accommodation must comply with the Code of Pastoral Care for International Students.

Suitability of Programme offered

The offer of place must also contain confirmation from the education provider that:

- they have assessed and are satisfied that the programme offered is appropriate for the student's expectations, and
- the student has the English language proficiency and academic capability to succeed in the programme.

See Appendix 1 for a copy of the International Student Offer of Place.

Procedures

- 1) Once the PTE has gathered all the required documentation from the applicant the Academic Manager will issue either an unconditional offer of place or a conditional offer of place if some documentation is missing. Once all relevant documentation is received the applicant will be informed to proceed with their visa application.
- 2) To ensure that each international student who enrolls with RAM has the necessary immigration status for study in New Zealand, the operations manager will log onto the Immigration's VisaView website and confirm that the visa details are correct and current.
- 3) VisaView website: <https://www.immigration.govt.nz/about-us/our-online-systems/visaview>
- 4) View the reference guide at: [VisaView Guide for Education Providers \(immigration.govt.nz\)](https://www.immigration.govt.nz/visa/visa-view/visa-view-guide-for-education-providers)
- 5) Known or suspected breaches of visa conditions by international students will be reported to the Immigration service by emailing the Immigration Service's Compliance Investigations team. The Academic or Office Manager will provide as much information as possible about the offence and will include contact details in case Compliance Investigations team requires more information.
- 6) When the PTE has cause to terminate the enrolment of an international student the Academic Manager will notify Immigration New Zealand by logging on to [Student enrolment termination form | Immigration New Zealand](#) and completing the online questionnaire as prompted. Follow-up actions will be determined by the results of the Immigration Service findings and subsequent notifications to RAM.

RATIFICATION:

Policy ratified by Board:

C. Pea

(Signed for Board)

20/02/2025

(Date confirmed)

REVIEW:

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RINGA ATAWHAI MĀTAURANGA

Orientation Policy

Purpose

The intent of this policy and associated procedures is to ensure that international students, participate in a robust orientation programme developed to help them settle into life and study in New Zealand. We will:

- engage international tertiary students effectively with the PTE, their selected programme, their kaiako and fellow students.
- ensure that senior management and other staff members understand the importance of orientation and their respective responsibilities before and on the day.

Policy

- i. International and domestic students joining the PTE must participate in an effective orientation programme so that they understand the establishment, their study environment, and their role and responsibilities within that environment
- ii. All new fulltime students will participate in a full orientation commencing with a formal pōwhiri.

Related procedures

Key responsibilities

1. The Academic Manager will:
 - schedule and provide details of the orientation day to all other staff members
 - assign tasks to staff as required for example:
 - organising appropriate members of the PTE staff to facilitate the pōwhiri protocols such as the;
 - kaikarakia
 - kaikaranga
 - kaikōrero
 - kaitautoko
 - catering
 - endorsing the support of the local hapū during the pōwhiri process
 - preparing the venue
 - organising transport (if required)
 - rubbish removal and reinstatement of the venue after the event
 - notify new students by email and text of the planned day of the orientation, the time and the location.

- send out a panui to students, supporting whanau, employers and or sponsors so that they know what to expect on the day
2. All directors and staff members are expected to attend and participate in the orientation activities fulfilling their assigned roles and responsibilities.
 3. Orientation is mandatory for all new students both domestic and international. Some sessions on orientation day are specially designed for international students, for example, understanding the pōwhiri process and basic marae protocol.
 4. Individual kaiako will be responsible for imparting information to students about their respective programmes for example, total programme hours, workplace components and other relevant information.
 5. The Academic Manager will be responsible for all other aspects of the orientation programme, and she/he may endorse the support of community representatives such as the police, WINZ, Kainga Ora etc.
 6. The day-to-day student support needs of international learners will be overseen by the PTE administrator, Sue Bradshaw.
 7. Posters will be on display at our head office 131 Dent Street, Whangarei and brochures will be available to students upon request. For example:
 - Know your legal rights
 - The complaints procedure
 - Health and safety obligations

Orientation Day Panui

Pōwhiri Formalities

Karanga

Karakia

Mihimihi

Whakanoa

Topics typically covered during Orientation will include:

- Tour of the venue
- Introduction to kaiako (tutor), student support team and academic manager
- Introduction to te Ao Māori

- Application of Te Tiriti o Waitangi in Aotearoa/New Zealand.
- Contact details of 24/7 staff member for urgent support outside hours
- Overview Code of Practice
- Immigration requirements
- Insurance requirements.
- Refund policy
- Grievance procedure (internal and external)
- Student Complaints process
- Building evacuation in case of emergency
- Meet and greet other students in your programme
- Introduction to Life in NZ
- Facilities provided by RAM
- Internal and external support Services for international students
- Health and safety
- Attendance
- Legal rights, obligations and entitlements.
- Disciplinary process
- Termination of enrolment
- Programme overviews
- Emergency response procedures.

The information listed above is included in the International Student Handbook.

RATIFICATION:

Policy ratified by Board:

C. Pea
(Signed for Board)

20/02/2025
(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

RINGA ATAWHAI MĀTAURANGA

Student Behaviour Expectations Policy

Rationale

Ringa Atawhai Mātauranga recognises that students and kaiako have a right to a safe, pleasant working and learning environment. Students and staff need also to be responsible for their own actions and to show courtesy and respect for others, for the property of others and for the environment.

Ringa Atawhai Mātauranga recognises that there will be times when serious breaches of regulations and requirements occur, and that processes for dealing with such breaches must recognise the rights and obligations of those involved as well as applying fair and impartial responses.

The reputation of the PTE is dependent upon all students, both domestic and international, understanding expectations of behaviour and the consequences of unacceptable behaviour.

Purpose

- To develop an environment in which mutual respect is a chief tenet and where students appreciate the rights of others to learn in a safe secure environment.
- To help students appreciate the consequences of their actions.
- To provide clear direction for staff and students for the procedures to follow in the event of inappropriate behaviour by any student.
- To provide a process of separate and impartial judgement in the event of any serious or repeated breach of regulations and requirements.
- To encourage and promote a sense of kotahitanga, within the PTE.

Guidelines

- 1) The Academic Manager shall be responsible for implementing this Policy and for informing all students and staff of this Policy and its rules, and any additional regulations approved by the Executive Principal.
- 2) The Student Code of Conduct provides the basis of expectations for student behaviour in the PTE. A positive approach is encouraged. Students are expected to behave well and in accordance with the requirements stated in the Code of Conduct.

- 3) The Code of Conduct is applicable at all times to students studying at Ringa Atawhai Mātauranga, and at all times students are attending external placements off-site and during any field trip excursions.
- 4) Staff will model behaviours that set positive examples for students to follow.
- 5) All notes, records of interviews/conversations regarding breaches of the Code of Conduct and subsequent disciplinary action must be recorded in the student's file in accordance with the organisations Disciplinary Action Policy.
- 6) The Academic Manager may interview students regarding any breach of the Code of Conduct or in support of a staff member attempting to address behaviours of concern.
- 7) Disciplinary actions that may be considered range from a conversation with the student to formal warnings. There are several levels of disciplinary warnings dependent on the nature of the offence and/or the student's disciplinary history.

Discipline

Discipline warnings at the PTE follow the process below except in certain circumstances such as inflicting violent and or aggressive behaviours toward others in which case immediate expulsion from the programme will be initiated.

Process:

- i. An official verbal warning from the kaiako for minor incidences such as sporadic attendance, for example.
- ii. An official first written warning from the Academic Manager in cases of suspected plagiarism, for example.
- iii. A final written warning from the CEO for repeated breaches of the Code of Conduct and possible referral to the Disputes Resolution Scheme (DSR) for arbitration.
- iv. A database of student behaviour incidents and their consequences shall always be accurately maintained. The Academic Manager shall ensure that all correspondence, logged incidents and staff notes use correct, fair and neutral language which at no time overstates, nor understates, facts, and which at no time pre-empt or suggests any later discipline outcomes.
- v. The Academic Manager shall also ensure that staff understand that any such records may be used in a court of law, and as such should reflect Ringa Atawhai Mātauranga's commitment to the fair and neutral recording of facts.

- vi. Personal information included in this database will be collected, stored, used and disclosed in accordance with the privacy principles established under the Privacy Act 2020 as amended or replaced from time to time.

All students are expected to:

1. Attend all wananga as required.
2. Always be in on time and ready to learn.
3. Follow the given guidelines for good learning.
4. Ensure that all work submitted for assessment is their own work.
5. Only use electronic devices in class time for work directed by the kaiako.
6. Act in a way that does not disrupt the learning of others.
7. Respect the personal property of others.
8. Respect the personal rights of others.
9. Respect the PTE's property and learning environment.
10. Abide by all Ringa Atawhai Mātauranga's regulations and requirements.
11. Behave in ways that do not create health and safety hazards, impede operational activities, or bring the PTE into disrepute.
12. Comply with all reasonable directions/instructions given by a staff member.
13. Dress in an appropriate manner whilst respecting multi-cultural differences.
14. Wear appropriate footwear at all times when off-site on field trips for example. This is a health and safety requirement.
15. Comply with the non-smoking/vaping regulations and not smoke/vape in any area of the premises, except those designated as smoking/vaping areas.
16. Refrain from accessing, altering or removing items from the records of any present or past student or staff member, in either printed or electronic form.
17. Comply with New Zealand laws and regulations.
18. Adhere to the alcohol and drug free policies of the PTE.

RATIFICATION:

Policy ratified by Board:

C. Pea

(Signed for Board)

20/02/2025

(Date confirmed)

REVIEW:

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RINGA ATAWHAI MĀTAURANGA

Procedures for Managing International Student 24 Hour Contact

RAM will have a designated person available 24 hours a day, 7 days a week to respond to a crisis.

N.B. This policy applies to all international students both student visa learners and work visa learners.

Provision of an emergency contact number

1. The emergency contact number is **0225167609** (CEO) Ringa Atawhai Mātauranga.
2. The emergency contact number will be made available to students in the following ways:
 - On cards provided to students at orientation.
 - On the PTE's website international page.
 - In the International Student booklet provided to students.
 - By reminding students during interviews and checking they are aware of the emergency number.
 - On noticeboards at head office, 131 Dent Street, Whangarei.

Staffing the emergency contact.

- The emergency contact number is **0225167609**
- The emergency contact people will be rostered on call and will include the CEO, Academic Manager, Rongoā Lead and the Chairperson of the Board.
- When on duty as the emergency contact, the staff member will keep the emergency phone on and within earshot at all times.
- During holiday times a plan is made of who is available for support, although the Emergency number is still used.

Important information held by emergency contact staff members

1. Personal mobile numbers for the CEO, Academic Manager, Rongoā Lead and Board Chairperson are pre-loaded on the emergency phone as are general emergency services.
2. Mobile number for the kaikarakia.
3. Telephone numbers for local taxi companies.
4. Contact number for NZQA.

5. Staff members holding the emergency phone will also hold the following information in a shared google drive/enroller:
 - Contact details of all current international students' next of kin.
 - Copies of all current international students' passports.
 - All current international students' insurance policy details.
 - Details of any medical conditions of all current international students.

In the case of an emergency phone call

1. The staff member on duty should call the emergency services if this has not already been done and is needed.
2. The staff member should take whatever other steps are necessary to assist the student.
3. The staff member on duty should notify the CEO immediately.
4. The CEO should ensure that the next of kin are informed on the welfare of their loved one and agree on an emergency response, if necessary.
5. If necessary, the PTE's critical incident procedures should be implemented.
6. The staff member on duty should arrange for another staff member to go to the hospital, in the event that an international student has been admitted.
7. When the emergency has been resolved, the staff member responsible should document what occurred and store the information in the student's electronic file.

A. Critically Incident Response Plan

Critically Ill or Death of an International Student

1. Staff who hear of a death, very serious injury or other serious trauma involving an International Student should contact either the CEO or Chairperson of the Board immediately.
2. They should verify details:
 - When, where, what happened, who was involved, how it happened.
 - Is there an investigation; has the body been identified?
3. Two staff members will deal with the care of critically ill student:
 - One to accompany the critically ill student to hospital eg Rongoā Lead.
 - One to deal with liaison and communications at the PTE eg Academic Manager.
4. The person accompanying the critically ill student when they are transported by

ambulance (or helicopter) and/or while in the Intensive Care Unit (ICU), prior to the next of kin arriving, will be relieved if there is a need for night shift and day shift care. This staff member will:

- Have the International Student Contact List, noting enrolment and medical insurance details etc.
- Have any medical information for the student and/or medication that the student is on. If they have been airlifted to another centre, the school contact to scan and fax/email this information to the ICU.
- Will keep written records in case of a Coroner's inquest (in the event of death) and/or review of processes.
 - Day-to-day log of events/actions/conferences with medical staff
 - Phone calls – who, time, why

The CEO will:

1. Contact the next of kin immediately
2. Contact the insurance company as soon as is practicable:
 - Provide the insurance policy number, policy type and expiry date.
 - Provide a clear, concise summary of what happened.
 - Provide the contact details for the hospital (and for the ward eg ICU).

The insurance company will e-mail the insurance claim forms through. They will also contact the underwriters to confirm the costs of treatment, daily allowances for the family etc.

B. IN THE EVENT OF THE DEATH OF A STUDENT

The CEO will:

1. Contact the Police. Interpol will inform the next of kin. Ringa Atawhai Mātauranga should **not** make the first contact in this situation.
2. Contact the appropriate Embassy – support for next of kin and any regulations that may need to be followed especially with returning the body or ashes to the home country.
3. Contact the family (after Interpol has informed parents). The family will need to decide whether the funeral will be held in New Zealand or in their country of origin.
4. Note any religious or cultural considerations.
5. Contact the undertaker – the hospital staff can provide contact details of local undertakers.

- A death certificate is required.
- Family to be advised re either cremation or burial.
- Organisation of travel of body/ashes home.
- Check any provisions around the transport of human remains with the particular courier company (via the airline). Some countries e.g. Germany will not allow the family to carry ashes into their country. The undertaker will need to organise this.

Also:

- Put special support in place for other International students.
 - New Zealand immigration Service (termination of the visa)
www.immigration.govt.nz
 - Arrange the appropriate refund of fees to the family when appropriate.
 - Monitor relevant social media platforms such as Facebook/Instagram
6. Keep written records in the event of a Coroner's inquest and/or review of processes:
 - Day-to-day log of events/actions/conferences with medical staff.
 - Phone calls – who, time, why
 7. Consult with the Board to determine other appropriate provisions (as with a domestic student) e.g. memorial service, etc.

Refer to pages 35 – 40 “Critical Incident Response Plan Checklist” List for International Students

C. INTERNATIONAL STUDENTS' EMERGENCY AND ACCIDENT PROCEDURES.

Emergencies – Staff should be able to respond immediately.

In the case of an emergency or accident involving an International Student, the PTE's major accident/emergency procedures should be followed.

The Major Emergency and accident procedures are as follows:

1. Report incident to the Academic Manager.
2. Two First Aiders go directly to emergency taking Ready Reaction Kit and assess situation sending information back to the Academic Manager.
3. First Aid personnel to assess and to call ambulance (use 111) if necessary.
4. Inform Academic Manager of outcome.
5. The following to be contacted/reassured if necessary:
 - Next of kin.
 - Staff at scene of accident involved in any way.

- The PTE in general if it is considered necessary to avoid unnecessary upset/rumour.

NOTE: Ready Reaction Kit is kept in the walkway cupboard adjoining the 2 office blocks.

Informing Kaiako

Kaiako taking excursions outside the classroom should make themselves aware of any allergies or medical conditions prior to departure. Check student file/s to confirm. They also need to be aware of the need to contact the Academic Manager if an accident or emergency occurs with an International Student while off-site.

Contact with next of kin

If a student is in a critical condition or has been killed, contact with the next of kin should be made by Interpol or the NZ Police. All other notifications to next of kin or whanau will be undertaken by the CEO or Academic Manager.

Informing Student's Insurance companies – In the case of an emergency, the student's

Insurance company should be informed. Insurance company details are available on the student's file.

D. IMPORTANT INFORMATION - Doctor Hospital visits

Keep a copy of your student's Insurance safe. They need to either take a photo or a copy, if they go out of town, in case they need medical treatment.

1. If student/s needs to go to the doctor or hospital they need to take their:
 - Insurance Certificate
 - Passport
 - Visa
2. The student needs to advise the health provider that they are an International Student at Ringa Atawhai Mātauranga.
3. If the student has any concerns, they should phone the RAM office and we can guide them through the process.

4. Unless student/s are advised by the doctor, only go to the hospital if there is an Emergency or Accident. Treatment for non-residents at the hospital is very expensive. The doctor is definitely the preferred option.
5. For the insurance to cover visits we need:
 - A letter of consultation from the Doctor/Hospital confirming the date of the visit and treatment received.
 - A copy of the Receipt.
 - Discharge form from the hospital.
6. Students should always advise RAM if they have been to the doctor or hospital so that the appropriate action can be taken to process an insurance claim on the student's behalf, in a timely manner.
7. Normally accidents are covered by ACC and medical issues are covered by insurance.
8. Pre-existing conditions are not normally covered unless they have been assessed and added to the Insurance Certificate.

RATIFICATION:

Policy ratified by Board:

C. Pea
(Signed for Board)

20/02/2025
(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

RINGA ATAWHAI MĀTAURANGA

Off-site International Student Placement Policy

1. Purpose and Scope

Ringa Atawhai Mātauranga is committed to supporting international student placements for the development of an appropriately trained and educated social and community health sector workforce.

The purpose of this policy is to ensure that international student placements at external organisations are guided by fair and consistent principles and sound administration so that there is a positive experience and outcome for taura, the host organisation and **Ringa Atawhai Mātauranga**.

This policy applies to all staff and taura on placement at **Ringa Atawhai Mātauranga**. The policy encompasses but is not limited to:

- Legal and regulatory responsibilities
- Pre-assessment of taura placements
- Supervision and management of taura on placement.

2. Definitions

International Student a student entering Aotearoa on a student visa, work visa or an open work visa.

Taura (student): an unpaid person who is required to partake in workplace experience as part of an approved course of academic or practical study. A taura is not considered to be volunteering.

Volunteering: an activity which takes place through not-for-profit organisations or projects and is undertaken:

- to be of benefit to the community and the volunteer
- of the volunteer's own free will and without coercion
- for no financial payment
- in designated volunteer positions.

3. Principles

Ringa Atawhai Mātauranga is committed to placing taura in an environment that is conducive to learning, values the contribution of the person and is in line with current learning objectives.

The organisation will ensure that taura on placement undertake work which provides them with relevant workplace training and experience aligned to their current educational requirements.

Tauira on placement are not substitutes for paid staff members and will be adequately supported and supervised whilst on placement.

Ringa Atawhai Mātauranga will ensure tauira are placed where environments are equitable, safe, and encouraging.

4. Outcomes

- Tauira placements are consistent with the objectives of the programme.
- Tauira on placement are supported to achieve their educational outcomes and provided with supervision that enhances their professional development.
- **Ringa Atawhai Mātauranga** maintains links with appropriate Health Providers who support the educational outcomes of the course.

5. Functions and Delegations

Position	Task/Delegation
Board of Directors	Endorse Tauira Placement Policy. Ensure compliance with relevant legislation. Be aware of the cultural safety of tauira whilst on placement.
Management	Compliance with the Tauira Placement Policy and relevant legislation. <u>Academic Manager</u> Endorse tauira placements. <u>Placement Supervisor</u> Human resource responsibilities for tauira, shared with programme kaiako/tutor.
Staff	Identify possible placement opportunities and liaise with Academic Manager . Supervise tauira where applicable and maintain contact with the placement coordinator. Support the supervision of tauira placements when required. i.e. in absence of the placement coordinator.
Tauira	Compliance with Tauira Placement Policy and relevant legislation. Agree to and sign a Tauira Placement Agreement. Sign and adhere to Code of Conduct. Understand and comply with policy and procedures specific to the host organisation. Participate in continuous quality improvement initiatives to review this policy and supporting documents.

6. Risk Management

- Relevant screening checks, such as, criminal record and working with children checks will be carried out prior to commencement of tauira placements.
- Tauira undertaking placements will be involved with activities which align with their learning goals.
- Tauira will be adequately supervised by a staff member with relevant supervisory skills.
- To avoid wasting resources, expectations of the placement from both the tauira and the host organisation will be made clear at the outset, as will the process by which tauira may be withdrawn from the placement.

7. Policy Implementation

This policy has been developed in consultation with approved host organisations and ratified by the Board of Directors. All tauira on placement are responsible for understanding and adhering to this policy.

8. Policy Detail

8.1 Selection of Tauira

Before placement occurs tauira will be assessed on an individual basis to determine their personal competencies and relevant experience which demonstrate a capacity to achieve agreed outcomes. Programme kaiako will conduct interviews with tauira to determine their suitability for external placement.

To encourage and promote optimal outcomes for tauira kaiako will:

- Ensure mutually agreed objectives are achievable.
- Only agree to placements that undertake tasks which provide relevant training for the tauira's programme of study.
- Make realistic commitments about the length of tauira placements.

Tauira assessed as unfit for placement will not be permitted to take up an external placement. Reasons when this may occur could include but are not limited to:

- Criminal record of violence of abuse of others
- History of theft or fraud
- Unresolved mental health issues
- Unresolved family issues

In the event this occurs the Academic Manager will:

- Discuss the matter privately with the person clearly outlining the reasons a placement is not possible at that time.
- Take steps to provide pastoral care support, professional supervision or counselling.
- Draw up an action plan in consultation with the person so that any presenting issues can be worked on in a safe and supportive way.

- Review the action plan at agreed stages until the person is deemed safe to practice or a final decision is made to withdraw the person from the course on the grounds of their inability to meet the placement criteria.

8.2 Legal Responsibilities

Ringa Atawhai Mātauranga requires all tauira while on placement to contribute to a safe work environment. Tauira must comply with relevant legislation including:

Health and Safety

Introduction

Tauira safety while on placement is paramount. Ringa Atawhai Mātauranga will ensure health and safety issues are determined prior to tauira placement.

Relevant information about workplace health and safety will be included in tauira' learning plans and covered before a placement begins.

General Requirements

Ringa Atawhai Mātauranga must be satisfied that the workplace environment is safe and appropriate for structured workplace learning and ensure that tauira welfare and interests are protected.

Both the host organisations and tauira must also be aware of, and able to comply with their respective obligations under the Health and Safety at Work Act 2015 and the Human Rights Act 1993.

A written agreement (MOU) between the host organisation, tauira and Ringa Atawhai Mātauranga will be signed as part of the Tauira Placement Agreement.

Health and Safety at Work Act 2015 and Human Rights Act 1993

The Health and Safety at Work Act 2015 and the Human Rights Act 1993 apply to organisations providing workplace learning. This means:

- Host organisations are required to train tauira in basic health and safety in the workplace in the same way as they train their employees;
- Host organisations must not discriminate against tauira in any way on any of the grounds prohibited in the Human Rights Act 1993. An organisation who breaches either the Health and Safety at Work Act 2015 or the Human Rights Act 1993 in respect of tauira can be prosecuted under New Zealand law.

Tauira have a responsibility to ensure their safety and the safety of others by:

- Complying with all host organisation's health and safety policies.
- Following instructions, and
- Ensuring that their actions do not put themselves or others at risk.

Employer Responsibilities

The host organisation must keep employees (including tauira on workplace learning placements) safe by:

- identifying hazards at work;
- eliminating or managing identified hazards to ensure they do not harm employees;
- providing employees with information to enable them to work safely;
- making sure that employees have the right knowledge, experience and supervision to work safely;
- providing clothing and equipment where appropriate; and
- instructing employees in the correct use of any equipment provided.

Employee Responsibilities

Employees (including tauira on workplace learning placements) have a duty to take all reasonably practicable steps to:

- ensure their own health and safety; and
- ensure that nothing they do harms any other person.

Tauira also have specific responsibilities to:

take all practicable steps to use protective equipment and to wear protective clothing provided by the employer or employee (if applicable);

- not undertake work which is unsafe or which involves unsafe practices;
- make unsafe work situations safe or inform their supervisor or manager if they are unable to make the situation safe;
- be aware of and follow their workplace's health and safety practices and procedures including reporting of work-related accidents and injuries, and hazards;
- co-operate with monitoring workplace hazard and employee health; and
- comply with any improvement and prohibition notices issued for their workplace.

If a tauira is injured while in the workplace, the Accident Compensation Corporation (ACC) will determine if it will be able to cover the injury. This situation is not generally deemed to be a work accident.

All tauira will sign the Code of Conduct form prior to being placed.

8.3 Remuneration

There is no remuneration or reimbursements of personal expenses for tauira placements unless through duties undertaken at the request of the organisation. Travel expenses to and from the office and home are not reimbursable.

8.4 Supporting Tauira

Staff responsible for supporting tauira should ensure that:

- Tauira are aware of all policies and procedures relevant to their placement.
- Mechanisms are in place to enable tailored learning goals for the student.

- Orientation and induction are completed.
- Suitable resources and equipment/office space is available for taura on commencement of placement.
- Environmental adjustments are implemented as required.
- Taura progress is monitored during placement and regular supervision is provided.

8.5 Resolving Difficulties on Placement

If there are problems arising from a taura's performance or behaviour on placement, these should be managed as outlined in the Disputes Settling Policy and Procedure.

If the issue is not resolved, then the Academic Manager must be consulted. The same processes apply if the taura experiences difficulties affecting their learning and/or performance.

8.6 Variation or Cancellation of Placement

The placement may be altered or cancelled at any time by the taura or host organisation sighting valid reasons for doing so.

Any variation may be discussed between relevant parties and noted on the Taura Placement Learning Agreement.

The placement coordinator will inform the Academic Manager as soon as possible if cancellation of the placement is to occur. A letter will be provided to inform those involved, of the reasons for cancellation of placement.

Taura must inform the placement coordinator as soon as possible if they wish to cancel their placement clearly stating the reasons why.

8.7 Completion of Placement

Taura will undergo an end of placement interview with their kaiako at which time a placement assessment will be conducted.

RATIFICATION:

Policy ratified by Board:

C. Poa
(Signed for Board)

(Date confirmed)

20/02/2025

Review Date: 20/02/2027

RINGA ATAWHAI MĀTAURANGA

International Student Offer of Place Agent's Form

All providers must be signatories to The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Issue date of offer	
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Student Details

Name as shown in passport (the Student)	Given/First names	Family/Last name
Date of birth		
Nationality of passport		
Student ID number		

Provider Details

NZQA-registered name of provider	
Trading name of provider (if different from above)	
NZQA EER rating (if applicable)	
Delivery site address - City	

Study Details

Student category	Choose an item.		
Programme name			
Length of programme			
NZ study start date	Click or tap to enter a date.	NZ study end date	Click or tap to enter a date.
Scheduled vacations	Provide website link here: Click or tap here to enter text.		
Full-time or Part-time			
If part-time, please provide further detail			

Fees Details

Tuition fee invoiced	NZD \$	
Approval in Principle (AIP)	The Student is seeking approval in principle	Choose an item.
Tuition fee paid and date	NZD Amount:	Date Paid: Click or tap to enter a date.
Accommodation included	Choose an item.	NZD Amount:

24-hour emergency phone number	
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Education Agency/ Licensed Immigration Adviser Details (if applicable)

Details of any education agent or licensed immigration adviser representing the student at the time the offer is made must be included.

Business name (the Agent)			
Business address			
Representative name			
Contact phone		Contact email	
LIA number (where applicable)			

Provider Declarations

As a representative of the education provider named in this offer of enrolment, I declare that:

1.	As per the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, the education provider has assessed and is satisfied that the programme is appropriate for the expectations of the student named in this form, and that the prospective student has the English language proficiency and academic capability to succeed in the programme offered.	Choose an item.
2.	The student will be expected to attend the course in-person at all times as required, at the delivery site named in this form unless there are genuine reasons for absences.	Choose an item.
3.	The education provider has instructed the education agent/retailer or licensed immigration advisor to declare their involvement in the student visa application form.	Choose an item.
If you have declared "No" to question 1 or 2, please provide further detail about why you are accepting this student onto the course:		

Declaration for students under 18 years of age

4.	The Student's accommodation has been reviewed and complies with The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.	Choose an item.
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Declaration for students returning for a further period of study

5.	The student is returning to continue their studies with our school, and their attendance and progress to date has met requirements. An attendance record has been provided.	Choose an item.
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Provider details and signature

Name of provider representative	Signed
Position held with education provider	Date

Point of contact for Immigration New Zealand (to verify information if needed)

Contact name		Position	
Contact email		Contact phone	

CRITICAL INCIDENT RESPONSE PLAN CHECKLIST FOR INTERNATIONAL STUDENTS

Death of a Student

First Name:	Surname:
Date of Birth:	Date of Death:
Student ID:	Programme:

Requirement	Date/Time	Notes
Communicate effectively and efficiently about the deceased student.		
Before notifying anyone, confirm who has died, their full name and identifying details, and details surrounding the death.		
Do not give unnecessary details about how the student died unless they are asked for and the NZ Police have given clearance to communicate this information.		
Determine if the death is due to PTE activity. If so, notify the Health and Safety Officer.		
Identify any religious or cultural considerations.		
Initiate the RAM Crisis Intervention Plan.		
Meet team within 24 hours to explain roles and responsibilities. Thereafter, it is not necessary for the whole team to meet (only as required).		
CEO to report regularly to relevant senior Management personnel within instruction		
Deal with NZ Police. Identify and get details of appropriate contact.		
Establish that the family has been notified.		
Facilitate visas for family where required (via MFAT/NZ Police).		
Dealing with student friends/classmates, etc.		
Decide on the appropriate way to notify students of the death when this should occur and when the death should be formally announced. (Due to social media students are often first to know).		
Gather affected students together with the kaikarakia.		
Identify which friends may be badly affected/at risk and need support.		
Media		
Media response developed and agreed.		

First Name:	Surname:
Date of Birth:	Date of Death:
Student ID:	Programme:

Requirement	Date/Time	Notes
Student Information		
Ensure that all information about the student is removed from the PTE web pages. Note that this may also need to include protecting the anonymity of other students impacted by the death.		
Family Matters		
Establish what the family wants to do with the body (repatriate or funeral).		
Liaise with the insurance company to facilitate and expedite approvals		
Liaise with the funeral director.		
Organise a tapu lifting ceremony for the site if appropriate.		
If family are coming to New Zealand, arrange airport pick-ups		
Arrange accommodation for family members.		
Maintain contact with and support for family and friends of the deceased.		
Keep next of kin informed.		
Respond appropriately to any cultural issues relating to the death of the student. Involve cultural advisors if needed.		
Facilitate and accompany family to visit the site of the incident.		
Establish whether it is appropriate to have a memorial service for the deceased.		
Communicate funeral/memorial details to classmates and staff.		
Organise letter/flowers of condolence to the family from RAM.		
Verify if any refund is due and organise for transfer of funds.		
Media Releases.		
CEO briefed as events unfold and facts are confirmed.		
Decide on appropriate media releases and log.		
Information Sharing.		
Report regularly to other staff to keep them informed.		

Requirement	Date/Time	Notes
Follow up.		
Ensure thanks and acknowledgements go to people who have helped and offered assistance.		
Evaluate plans, procedures and practices.		
Meet with all staff and debrief immediately after the incident		
Evaluate within two to three weeks of the incident.		
Identify and follow up outstanding tasks and address concerns.		
Include recommendations to improve procedures (e.g. upskilling staff).		
Write a report on the review and file for future access.		

RINGA ATAWHAI MĀTAURANGA

Restorative Justice Guidelines

At the heart of restorative justice is the idea that everyone is inherently worthy and that our connection to one another is what matters most.

In many training establishments, restorative justice starts out as a tool to use in a crisis, a way of repairing harm. However, restorative justice is most potent when used proactively. It builds and nurtures meaningful and just relationships, and a strong sense of community.

What is restorative justice?

In a restorative approach, the inherent worth of each individual is recognised, and we seek to strengthen the essential ties that bind us to one another – in the PTE.

Restorative justice provides a framework that kaiako can use to create safe, supportive spaces throughout the PTE. All staff members should engage with others and learn from honest – and sometimes difficult – conversations.

When relationships break down – as they will – it is about having fair responsive processes in place in which everyone can share their stories, hear the impact of their actions, repair the relational harm and figure out the best way forward, together. It builds capacity – in adult students – to live in, understand and embrace the real world, with all its contradictions and complexities.

Restorative justice is not a way to police bad behaviour

Restorative Justice is not a kinder, gentler way to punish or to achieve compliance from students. It is not a quick fix for behavioural – or any – issues. It is not a technique, a tool, a set of steps, or a one-size-fits-all package. It is a way of being, thinking, interacting, teaching and learning – with relationships at the centre of all we do, every day.

Restorative justice should be used proactively

For a restorative culture to be built, restorative justice cannot be something that the PTE employ only when things go wrong. Restorative principles – that everyone is worthy and that we are all interconnected – need to be intentionally and rigorously infused into all aspects of the PTE's life.

On a daily basis, students need to feel valued – no matter what – and to be actively involved in the building of meaningful relationships. Otherwise, they will have little reason to trust the processes in place to repair those relationships when conflict or harm occurs.

Ways the PTE can build a restorative culture

Introduce the concept of whitiwhiti kōrero (peer supervision) wananga that involve the whole class. Sessions can be used to build listening and speaking skills, share knowledge, practice for tests, or problem solve for issues affecting the whole class.

- Teach and model communication skills so that students can both share and listen to diverse opinions. Embrace dissenting ideas as part of the learning process.
- Ensure that practices and policies are flexible, not rigid. This enables the PTE to respond to students and staff as unique and valued individuals.
- Teach in a way that connects students with themselves and each other and, with that, to their programme and the world. Make content relevant and engaging. Provide students with voice and choice in activities.
- Explicitly teach skills and attitudes for students to be able to problem-solve on their own and as a collective. Implicitly model a problem-solving stance in wananga interactions and in the way you facilitate.
- Be constantly curious. Ask questions. Don't make assumptions. Listen for understanding. Help students to do the same – in their social relationships and in their coursework.
- Treat conflict as natural, necessary and educational. Assure students that conflict will happen, and when it does, you will support them. Emphasise it's something you will all learn from.
- Put significant time into developing staff relationships that are honest, supportive and collaborative.

How to respond to conflict or harm using a restorative justice approach

In a restorative response, staff are reminded that when a student does something “against the rules” the important thing is not that a rule has been broken. Rules exist for the purpose of helping us stay safe and live well together. This idea helps move the focus beyond rules to the people involved and the relationships that have been harmed.

Each situation is unique, each person involved has different needs, and each solution looks different. What remains the same is that staff seek to repair harm and make things as right as possible.

This is very different from a punitive approach that seeks to blame, shame and give a "wrongdoer" what they "deserve". The difference can be seen in the questions that are asked when something occurs.

Retributive / Punitive justice	Restorative justice
What rules have been broken?	What happened?
Who did it?	Who has been harmed?
What do they deserve?	What needs to happen to make things as right as possible?

Staff can intentionally build a restorative culture through how they respond to conflict and harm. Here are examples about what it looks like in practice.

- View discipline as an educational process in which students are supported to recognise mistakes, be accountable for their actions and learn for next time.
- Move away from finding the wrongdoer and meting out punishment and towards understanding who has been harmed, how they have been harmed and what they need to feel safe and whole.
- Provide transparent processes for students to bring forward matters of concern. It is important for students to know who to go to for help in dealing with issues and what sorts of conversations they might engage in when they access that help.
- Use non-blaming restorative questions when discussing any behaviour or issue with students.
 - What happened and what were you thinking at the time?
 - What have you thought about since?
 - Who has been affected by what happened? How do you think they've been affected?
 - What about this has been the hardest for you?
 - What do you think needs to be done to make things as right as possible?

RINGA ATAWHAI MĀTAURANGA

Student Placement Agreement

Placement Agreement made in respect of the Health and Wellbeing Programme (the Programme)

on _____ between:

1. **Ringa Atawhai Mātauranga Ltd (the PTE) of 131 Dent Street, Whangarei and**
2. _____ (Host Organisation)

This agreement outlines the responsibilities of the PTE and the Host Organisation in respect of the provision of a placement experience in accordance with Schedule 1 (the Placement).

The PTE is committed to working with employers and professional, statutory and regulatory bodies (PSRBs) to ensure that its provision meets the needs of students, employers and society in general.

The PTE seeks to maximise the opportunities students have to develop practical experience of professional settings and to learn through placements.

The PTE and the Host Organisation agree to work together and share information to ensure that _____ has the best possible opportunity of being successful in the placement. In particular, they will endeavour to:

- Support the student in meeting the Intended Learning Outcomes as described in the Assessment Tasks.
- Undertake any Assessment Activity in a fair and appropriate manner and in accordance with any regulations, codes or similar requirements.
- Report any issues promptly and liaise to reach a suitable resolution.

PTE Responsibilities

The PTE will:

- Provide formal confirmation of placement approval to the Host Organisation before he/she commences their placement.
- Provide him/her with a briefing about the placement, including its importance to the programme and their responsibilities.

- Identify a main contact for any enquiries or other information (including making a complaint) related to the placement and ensure both the student and Host Organisation have the full contact details of the PTE staff member who is designated as the main contact, for placement enquiries hereafter the PTE's Placement Supervisor.
- Provide appropriate support in accordance with Schedule 1 to meet any additional support needs.
- Carry out risk assessments in accordance with the **Health and Safety at Work Act 2015 the Human Rights Act 1993 and the Vulnerable Children's Act 2014.**

Host Organisation Responsibilities

The Host Organisation will:

- Provide students with a safe and legal working environment.
- Ensure all activities which the student engages in are appropriately risk assessed and that he/she is supervised where appropriate.
- Identify a placement contact to coordinate the placement activities and act as a contact for the student if they have any queries and concerns and ensure that the student and the PTE have their full contact details. The host organisation will conduct or make arrangements for day-to-day supervision of the student including instruction regarding hazards and health and safety precautions.
- Provide students with a full and clear induction to the Host Organisation and its working practices, including health and safety arrangements, fire precautions and emergency evacuation arrangements, how to report accidents, incidents and unsafe conditions.
- Ensure that the student receives adequate support, guidance and all-round experience, to enable them to achieve the Intended Learning Outcomes (see Schedule 1).
- Provide appropriate support and guidance in accordance with Schedule 1 to meet any additional support needs.
- Facilitate access to the student for visits by the PTE's Placement Supervisor if required.
- In cases of accidents and incidents involving the student or **breaches of discipline by the student**, to advise and consult the PTE Placement Supervisor as soon as possible.
- Provide the PTE with feedback about the progress of the placement when requested by the PTE, including any feedback required by professional validating bodies (see Schedule 1).

Without prejudice to the general right of the Host Organisation to temporarily suspend the placement on reasonable grounds, including but not limited to, unforeseen events, accidents or incidents involving the student or misconduct by the student, the Host Organisation and the PTE agree that this Placement Agreement may be terminated by either party on the grounds of misconduct or other serious breaches by the student provided that the PTE is satisfied that the relationship between the Host Organisation and the student has irretrievably broken down. Any suspension must be reported to the PTE's Placement Supervisor within 24 hours.

I have read and agree to the above:

Signed by an authorised representative for and on behalf of the **Host Organisation**

Signed:

Print Name:

Host organisation:

Signed by an authorised representative for and on behalf of Ringa Atawhai Mātauranga Ltd

Signed:

Print Name:

RINGA ATAWHAI MĀTAURANGA

Initial Contact Policy

Purpose

The primary purpose of the initial contact process is to establish the needs of the student and ensure the student receives all pre-enrolment information applicable to the programme they are interested in. By providing students with pre-enrolment information early, we are also ensuring that prospective students are informed about their rights and obligations, about the training and assessment services to be provided and about the fee payment and refund arrangements.

Policy

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 requires that international learners enrolled with New Zealand education providers are provided with accurate, appropriate and up to date information. This policy serves to ensure international students are well informed and provided with accurate information prior to enrolment.

Scope

This policy applies to the Office Manager, Academic Manager, CEO and agents (if applicable).

Procedures

RAM staff will establish a positive client relationship from the start. How questions and answers are provided, may make a significant difference between securing an ongoing relationship or losing them to a competitor. Staff responding to enquiries are to do so courteously and professionally.

The following guidelines are to be applied when engaging with an enquiring person:

Try to establish, over the phone, which programme would be most appropriate. If the person needs a programme that is not within the scope of RAM's scope of accreditation, advise the person that we are not able to provide the training and tell them how they can find a programme that better suits their needs. One way of doing this is to direct them to <http://www2.nzqa.govt.nz>

If the person's needs do align with one of our programmes, schedule a time for a pre-enrolment interview via a phone call and follow the steps as per the initial interview checklist.

Obtain an email address from the person and send them, via email, information about accessing the RAM website to obtain a copy of the PTE prospectus, relevant programme brochure and International Student Handbook.

Provision of pre-enrolment Information to international students

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 Process Clause 41 (2) requires each signatory to ensure that, before entering into a contract of enrolment or enrolling with the signatory, each international tertiary learner (or the parents or legal guardian of international students under 18 years) is informed of the learner's rights and obligations in relation to receiving educational instruction from the signatory, including the rights under this code.

At RAM, we will achieve this by providing prospective students with the following pre-enrolment information sources:

Pre-Enrolment Interview to be conducted for all students including students offshore and onshore either by the student's agent or the RAM staff member. If the students come through an agent, the agent will complete the whole admission process and agents are trained by RAM to follow through professionally and appropriately.

The International Student Handbook. The international student handbook is the primary information vehicle to inform students about their rights and obligations prior to their enrolment. This can be supplied electronically, as a PDF document, or can be accessed from the RAM Website.

Programme Overview Booklet. The programme overview booklet is the primary means of informing prospective students about the terms and conditions of a specific programme leading to the granting of a qualification or micro-credential. Staff will ensure students are aware of the reference points for future information such as the RAM website and the downloadable PDF files which students may print and review. A programme brochure will also be sent to the student via email as part of a pre-enrolment pack which summarises the programme information details.

Schedule of Fees and Charges. Provides information for students about fees and charges to participate in services with RAM. Information regarding fees and charges will be included in the pre-enrolment pack and accessible on the International Student portal of RAM's website.

Informing students and Education agents of all RAM changes

If at any time there is a change to the agreed services to be provided or policies relating to the student's rights and the payment of fees and other charges, RAM will advise current students and agents prior to any of these changes coming into effect. This includes changes in relation to new third-party arrangements or changes to ownership of RAM.

Initial Interview Checklist.

- Provide persons making an enquiry with accurate and ethical marketing and pre-enrolment information that enables them to make confident and suitable decisions about selected training programmes;
- Conduct a one-on-one pre-enrolment interview either face-to-face, online or telephonic interview to individually assess the person's needs and circumstances and provide them information about their rights and obligations;
- Provide information about the pre-enrolment interview where students engage with an agent or staff member to get more details about their goals, learning outcomes, experience and any other details that will help RAM in informing students if the programme they are applying for meets their needs;
- Provide information about any additional requirements for their desired training programme and pathways to obtain these;
- Provide information about the occupational outcomes produced by their selected programme and discuss how these align with their occupational goals and aspirations;
- Determine if the applicant has the required access to information technology including modern computer systems and access to the internet if applicable.
- Determine that the applicants have appropriate language, literacy and numeracy skill and abilities to meet the requirements of their desired training programme;
- Determine if the applicant has any need for reasonable adjustment at the point of enrolment to allow training programmes to be suitably adjusted;
- Ensure there are no unnecessary barriers for the student to participate in the training programme of their choice;
- Provide comprehensive administrative support that allows the applicant to complete enrolment efficiently and commence training at an agreed time and place; and
- Inform applicants about alternate pathways to training such as gaining national recognition for current competence or recognition of prior learning.
- Inform applicants of termination of contract policy, procedures, their legal rights and when termination of enrolment may occur and under what circumstances.

RATIFICATION:

Policy ratified by Board:

C. Pea

(Signed for Board)

20/04/2025

(Date confirmed)

RINGA ATAWHAI MĀTAURANGA

Admission and Enrolment Policy

Purpose

To ensure that students are fully informed of the programmes, services, opportunities and policies to support them to realise their educational goals prior to admission to Ringa Atawhai Maturanga.

Policy

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 supports the wellbeing of tertiary and international learners enrolled with New Zealand education providers. This policy serves to ensure international students are appropriately supported during the enrolment process.

Scope

This policy applies to the Office Manager, Academic Manager and CEO.

Procedures

At time of enrolment inform students that, as a signatory to the Code, our organisation has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Students) Code of Practice 2021 (the Code) and the International Student Contract Dispute Resolution Scheme Rules 2016 (the DRS Rules).

Ensure all relevant student documentation is available and completed accurately for example:

1. Academic Transcripts and Credentials (if any)
2. English Language Results
3. Passport
4. Insurance Documentation
5. Valid Student Visa

Ensure the student has been informed of and understands the implications of the following information:

- I. RAMs quality assurance results.
- II. The educational instruction, staffing, facilities, and equipment available to them.
- III. The International Student Contract Dispute Resolution Scheme (DRS).

- IV. Potential learning outcomes for international students, including pathways for further study and employment, where applicable.
- V. Estimated study and living costs for international students; and accommodation and transport, or ways to obtain such information.
- VI. Refund and withdrawal conditions.
- VII. English language proficiency requirements.
- VIII. Fees applied to each programme.

Read through each section of the application form with the student ensuring they understand the ramifications of each statement.

English Language Proficiency

Conduct a naturally occurring English language proficiency assessment by gauging how well students:

- Respond to and understand the verbal information provided.
- Are able to complete the enrolment form unaided.

Students who display limited English language proficiency will be referred to the IELTS website to complete an English language proficiency test. The following results will apply to the respective programme levels.

1. Certificate at Level 3

General or Academic score of 5 with no band score lower than 5.

2. Certificate at Level 4

General or Academic score of 5.5 with no band score lower than 5.

3. Certificate or Diploma at Level 5

Academic score of 5.5 with no band score lower than 5.

Once all sections of the enrolment form have been completed, sign off and place hard copies in the student's file along with copies of all relevant documentation for entry into the PTE's database.

Proceed to and complete the International Student Contract of Enrolment.

RATIFICATION:

Policy ratified by Board:

C. Pea

(Signed for Board)

20/04/2025

(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

RINGA ATAWHAI MĀTAURANGA

Contract of Enrolment

Contract of Enrolment made in accordance with the Education (Pastoral Care of International Students) Code of Practice 2021 and the laws of New Zealand governing the care and protection of all international students:

on _____ between:

1. **Ringa Atawhai Mātauranga Ltd (the PTE) of 131 Dent Street, Whangarei and**
2. _____ of _____ (The Student)

The conditions in this agreement apply for the whole time the student is enrolled at Ringa Atawhai Mātauranga. (PTE)

Dates of enrolment: (beginning and end dates)	
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1) IMMIGRATION

- The Student must meet the requirements of Immigration New Zealand to study in New Zealand.
 - See www.immigration.govt.nz/new-zealand-visas/options/study for more information.
- Students must have a Student Visa for enrolments longer than 3 months.
- The Student's passport and visa must be shown at enrolment. He/she must ensure that all documentation, including visas and insurance, are kept up to date. The PTE will notify Immigration New Zealand if it becomes aware of a breach of visa conditions.
- The PTE will report any termination of enrolment to Immigration New Zealand immediately.

2) FEES

- The tuition fees must be paid in full before an "offer of place" can be made.
- The tuition fee includes all tuition costs of the student's chosen programme but does not include:
 - electronic devices or costs associated with any extra-curricular activities, e.g. sports,
 - any specialist teaching required, other than English as an additional language (EAL)

- dental and health services
- The student must pay accounts promptly to the PTE through their designated Public Trust account when invoices are issued.
- Where fees have been paid, but the student withdraws before the course begins, an administration fee will be deducted from any refund given.

3) FEE PROTECTION AND REFUND

The conditions of the Fee Protection and Refund Policy must be accepted before enrolment begins. The PTE holds sufficient reserves to be able to refund the Student's fees if the PTE is unable to provide, or continue, the course of tuition.

- See the Fee Protection and Refund Policy.

4) INSURANCE

- Most international students are not entitled to publicly funded health services while in New Zealand. International students receiving medical treatment while in New Zealand may be liable for the full costs of that treatment.
- ACC (the Accident Compensation Corporation) provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but international students may be liable for all other medical and related costs.
 - See www.acc.co.nz for more information.
- The Student must have comprehensive travel and medical insurance for the full period of enrolment from leaving home to returning home. Ringa Atawhai Mātauranga will organise medical and travel insurance that meets all the requirements of the Code of Practice upon acceptance of enrolment.
- Appropriate insurance, as outlined in the Code of Practice, should cover:
 - travel to and from New Zealand, within New Zealand, and outside New Zealand (if part of the course)
 - medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation
 - 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
 - death of the Student, including cover of travel costs of family members to New Zealand and costs of repatriation or expatriation of the body or funeral expenses.
- The insurer must be a reputable and established company with a credit rating no lower than A from Standard and Poors, or B+ from A M Best. AAA is the highest credit rating. The insurer must be able to provide 24/7 cover.

5) LIVING ARRANGEMENTS

- The PTE does not provide accommodation but will support The Student to make suitable living arrangements that comply with the terms and conditions outlined in the Education (Pastoral Care of International Students) Code of Practice 2021.

6) ENROLMENT

- An international student enrolment form will be completed at the time of enrolment, and enrolment will begin after all documentation is completed.
- The Student must provide any information requested in relation to their enrolment before the application is processed.
- The Student must disclose any known learning differences or difficulties, and any social, emotional, or health needs the Student has. Enrolment may be terminated if the Student is found to be unsuitable for the programme the PTE is able to offer.
- The PTE will issue relevant credentials at the completion of the programme and once all accounts have been paid and PTE resources returned.

7) PTE

Quality assurance information about New Zealand PTEs is available from the NZQA website: www.nzqa.govt.nz

- The Student is part of the regular PTE assessment and reporting programme and will receive the same learning opportunities as all students at the PTE. This includes access to extracurricular activities.
- The PTE may change a student's programme placement after enrolment if it is in the Student's best interests at their request
- The PTE provides orientation for the student, their whanau and or natural supports.
- English for Speakers of Other Languages (ESOL) tuition is based on individual needs.
- The Student is expected to take part in all PTE learning activities. The Student must take part in education outside the classroom and will indemnify the PTE against litigation for accidents or incidences outside of the PTE's control.
- PTE staff will monitor progress and deal promptly with any issues that may affect learning. If the Student is found to have unexpected learning difficulties, the enrolment may need to be reviewed.

8) STUDENT'S OBLIGATIONS

- The Student is expected to follow all PTE rules and policies including attendance and behaviour. Failure to adhere to the Student's Code of Conduct conditions could result in disciplinary action being taken or termination of this agreement.
- Must provide proof of English proficiency in accordance with the PTE's English Language Proficiency assessment procedures.

8.1 Attendance

- The Student must follow the PTE's attendance rules and maintain satisfactory attendance. The Student must attend PTE on all occasions when it is open unless prevented by illness or other urgent or approved cause. The PTE reserves the right

to terminate this agreement and inform Immigration New Zealand if the Student fails to comply with the programme attendance requirements.

- The PTE must be notified about any planned absence by the Student and reasons given.
- The Student must not attend classes if they are unwell. The PTE must be notified about any absence due to illness.
- The PTE must be informed about any infectious conditions the Student may show symptoms of.

8.2 Behaviour

- If the Student's behaviour is causing concern, a meeting will be arranged with the Student, the kaiako, and the Academic Manager to resolve any issues. The Student may arrange to have a support person present. If the Student's behaviour does not improve, written notification will be given to the student and the disciplinary procedures will be invoked.
- It is acknowledged that all relevant provisions of the Education and Training Act 2020, will apply to the Student while in New Zealand. Any decision under these provisions to expel or suspend the Student for a specified period will terminate this agreement and the refunds policy will apply. The Student will have no claim for damages or for compensation if this agreement is terminated in these circumstances.

9) STUDENTS' OBLIGATIONS

- The Student agrees to provide the PTE with academic, medical, or other information relating to the well-being of the Student as may be requested from time to time by the PTE.
- The Student will comply with all New Zealand laws. Any breach will be reported to the appropriate authorities.
- The Student must maintain an up-to-date visa as stipulated by Immigration New Zealand.

Contact details

- The PTE must have the correct contact address and phone details for international students at all times. This includes:
 - contact details for where the student is living
 - a local emergency contact
 - home country emergency contact details, e.g. next of kin and or whanau.
- If any contact details change, the PTE must be notified immediately.

10) LIABILITY

- a) The PTE shall do its best to ensure the safety, health, and well-being of the Student but will not be liable for:

- any loss or damage to the Student's property, however caused, during or after PTE hours
- any wilful damage done by the Student to PTE property incurring cost (this is the financial responsibility of the Student).
- In no event will the PTE liability exceed an amount equal to the tuition fees paid by the Student.

Force majeure

- Neither party is liable to the other for failing to meet their obligations under this agreement to the extent that the failure was due to circumstances beyond their reasonable control (the Fee Protection and Refund Policy will apply).

11) PRIVACY AND AUTHORISATIONS

- Personal information collected by the PTE, about the Student may be held, used, and disclosed to third parties to enable the PTE to:
 - process the enrolment application
 - provide tuition to the Student
 - provide the Student with information or advice about products and services that may be of interest to the Student
 - communicate with the Student for any purpose.
- All personal information provided to the PTE is held by the PTE at 131 Dent Street, Whangarei.
- Under the Privacy Act 1993, the Student has the right to access and request corrections to any personal information concerning them held by the PTE.
- Under the Privacy Act 1993, any information collected may be provided to education authorities.
- Information relating to the education, health, wellbeing, or safety of the Student may be released to relevant parties outside the PTE, at the discretion of the PTE.
- Photographs and videos of the Student may be used for the Student's records and in any publicity material for the PTE.
- The Student authorises staff of the PTE to:
 - receive information from any person, authority, or corporate body concerning the Student, including but not limited to medical, educational, and welfare information
 - receive financial information relating to the Student, including bank account details, debt, and/or income of the Student
 - provide consents in respect of any activity carried out and authorised by the PTE
 - provide necessary consents on the Student's behalf in the event of a medical emergency where it is not reasonably practicable to contact the next of kin or whanau.

12) GRIEVANCE PROCEDURES

- If the Student wishes to make a complaint related to the welfare and support, they have received from the PTE, the first contact is the programme kaiako and then the Academic Manager. (See the PTE's Complaints and Dispute Resolution Policy.)
- If the complaint is not resolved through the PTE's internal complaints procedures, the Student can contact NZQA about their complaint. All international students are given information about this complaints process.

13) ENTIRE AGREEMENT

- This agreement consists of:
 1. Application to Enrol as an International Student
 2. International Student Contract of Enrolment
- This agreement contains the entire understanding of the parties and supersedes all prior discussions and agreements covering the subject matter of this agreement.
- The terms of this agreement may be changed at any time by the PTE, and any such change will be notified to the Student in writing.
- This agreement will be construed and take effect as a contract made in New Zealand and will be governed by New Zealand law, and the Student submits to the exclusive jurisdiction of the New Zealand courts.
- This agreement may be renewed yearly subject to the satisfactory performance and attendance of the Student. The issuing of an invoice for a new period of tuition, and the receipt of fees for that period will be understood by both parties to constitute a renewal of this contract for the period for which tuition fees have been paid.
- Notices given under this agreement must be in writing and sent to the addresses set out in the enrolment application. Notices sent by post will be deemed to have been received 5 working days after posting.
- Email correspondence is also a suitable means of communication, and emails will be deemed to have been received when acknowledged by the party or by return email.
- Nothing in this agreement limits any rights the Student may have under the Consumer Guarantees Act 1993.

14) TERMINATION OF AGREEMENT

- The PTE's responsibility for the Student ends on their last day of enrolment.
- Either party may terminate this agreement at any time upon 2 weeks' written notice being given to the other party. If the agreement is terminated, the Fee Protection and Refund Policy will apply.

15) TERMINATION OF ENROLMENT BY RAM

If a student does not attend orientation day without a valid excuse, it will be deemed that the student is no longer a student at RAM and their enrolment will be terminated on the next subsequent working day.

The grounds on which RAM may use to terminate a student's enrolment include, but are not restricted to, the following:

- Misconduct, (including Academic Misconduct)
- Breach of attendance requirements
- Unsatisfactory Programme Progress
- Any breach of the Conditions of Enrolment,
- Any breach of their student visa, including not renewing a visa before expiry date
- Failure to disclose any psychological, medical or behavioural difficulties

RAM will notify the student of its decision to terminate their enrolment with clear reasons as to why.

Where the student is sponsored, the sponsor will be informed if the student is at risk of having their enrolment terminated.

16) EXECUTION AND ACCEPTANCE OF TERMS

- The parties acknowledge that before signing this agreement, they have had the opportunity to seek independent legal advice in respect of its content and effect.
- The parties agree that any dispute in relation to this agreement will be resolved in accordance with the PTE's policies and the requirements of the Code of Practice, including the Dispute Resolution Scheme.
- I have read and understood the terms and conditions set out in this agreement, including the attached documents, and agree to them:
 - Fee Protection and Refund Policy
- I acknowledge that providing false information or withholding relevant information may result in termination of enrolment.

I have read and agree to the above terms and conditions:

Signed by _____ (Print name)

Signed:

Date:

Signed by an authorised representative for and on behalf of Ringa Atawhai Mātauranga Ltd

Signed by: _____ (Print Name)

Signed:

Date:

Student and Trainee Work Visa

Identity

You must provide proof of your identity

- 1 acceptable photo if you apply online, or 2 photos if you use a paper application form.
- your passport or certificate of identity.

If you apply online, you must upload a copy of your passport when you apply. We will let you know if you need to send your passport after you have applied.

If you submit a paper application, provide your original passport or a certified copy. We can usually process your application faster if you provide your original passport.

Health

You must be in good health

Immigration New Zealand may ask you to have a chest X-ray, a medical examination or both as proof of your good health.

If you are staying less than:

- 6 months you do not normally need a chest X-ray.
- 12 months you do not normally need a medical certificate.

Character

You must be of good character

If you have a criminal conviction or are a security risk to New Zealand, you may not be granted a visa.

You must provide police certificates if your total time in New Zealand will be 24 months or longer across all visits. This includes any time you have spent in New Zealand in the past on other visas, even if you have been out of the country since then.

You must also provide police certificates if Immigration New Zealand ask for them.

Police certificates must be less than 6 months old when you submit your application. They must be from any country you are a citizen of or have spent more than 5 years in since you turned 17.

Genuine intentions

You must genuinely intend to meet the conditions of your visa

When Immigration New Zealand decide if your intentions are genuine, they will consider all the information:

- you provide to support your application
- your personal circumstances, and
- information provided in any previous applications.

Funds or sponsorship

If you're a student doing practical work experience, or a dental or medical trainee, you must have enough money to support yourself while you're in New Zealand or have an acceptable sponsor.

You must have at least NZD \$1,000 per month, or NZD \$400 per month if you've already paid for your accommodation.

Evidence can include:

- proof of accommodation pre-payment, like hotel pre-paid vouchers or receipts
- bank statements
- credit card statements
- bank drafts
- travellers' cheques
- a 'Sponsorship Form for Temporary Entry' completed by an acceptable sponsor.

If you are sponsored:

Your sponsor must provide evidence they can look after you in New Zealand. Evidence can include:

- recent bank statements
- pay slips
- employment agreement
- accommodation ownership or payment of rent.

Practical work experience

You must meet the requirements for students who need to do practical work experience as part of their study or training

To meet the requirements, you must provide evidence:

- your work experience is directly related to your study or training
- your education provider supports your work experience
- you have a written offer of work from a New Zealand education provider or employer
- you have enough money to live on while you're in New Zealand or have an acceptable sponsor (see 'Funds or sponsorship').

For further information go to: <https://www.immigration.govt.nz/new-zealand-visas/visas/visa/student-and-trainee-work-visa>

Policy: Performance Review of International Student Agents

Purpose:

This policy establishes a structured process for evaluating the performance of international student recruitment agents to ensure they meet Ringa Atawhai Mātauranga's standards, comply with agreements, and align with the Education (Pastoral Care of International Students) Code of Practice 2021.

Scope:

This policy applies to all international student recruitment agents engaged under formal agreements with Ringa Atawhai Mātauranga.

Responsibility: CEO

Key Objectives:

1. Ensure agents adhere to ethical recruitment practices.
2. Monitor compliance with institutional and legal requirements.
3. Evaluate the effectiveness of recruitment efforts.
4. Provide constructive feedback and identify areas for improvement.

Performance Review Criteria:

1. **Recruitment Targets:** Achievement of agreed student enrolment numbers.
2. **Compliance:** Adherence to institutional policies, legal requirements, and the Code of Practice.
3. **Student Feedback:** Satisfaction levels of recruited students regarding the agent's services.
4. **Communication:** Timeliness and quality of communication with the institution.
5. **Marketing Practices:** Accuracy and appropriateness of promotional materials and advice provided to students.
6. **Retention Rates:** Success in recruiting students who remain enrolled and succeed academically.

Review Frequency:

Performance reviews will be conducted annually, with additional reviews as needed based on performance concerns.

Consequences of Non-Performance:

Agents failing to meet performance standards may face probation, additional training requirements, or termination of the agreement.

Template: Performance Review for International Student Agents

Agent Name: _____

Review Period: _____

Reviewer: _____

1. Recruitment Performance

- **Target Enrolment:** [e.g., 50 students]
- **Actual Enrolment:** [e.g., 45 students]
- **Comments:**

E.g., Agent achieved 90% of the target. Improvement needed in specific regions.

2. Compliance

- **Adherence to Policies:** [Yes/No]
- **Compliance with Code of Practice:** [Yes/No]
- **Comments:**

E.g., Agent adhered to all policies but requires better documentation of student interactions.

3. Student Feedback

- **Overall Satisfaction Rating:** [e.g., 4/5]
- **Common Issues Raised:**

E.g., Delays in communication, unclear visa guidance.

4. Communication

- **Timeliness:** [Excellent/Good/Fair/Poor]
- **Quality of Information:** [Excellent/Good/Fair/Poor]
- **Comments:**

E.g., Communication is timely but lacks detail in some cases.

5. Marketing Practices

- **Accuracy of Information Provided:** [Yes/No]
- **Use of Approved Materials:** [Yes/No]
- **Comments:**

E.g., Marketing materials were accurate but not updated regularly.

6. Retention Rates

- **Retention Rate of Recruited Students:** [e.g., 85%]
- **Comments:**

E.g., Retention rates are satisfactory but could improve with better pre-arrival support.

Overall Performance Rating:

[Excellent/Good/Fair/Poor]

Recommendations:

- *E.g., Provide additional training on compliance requirements.*
- *E.g., Increase focus on underperforming regions.*

Reviewer Signature: _____

Agent Signature: _____

Date: _____