



# Code of Practice for the Pastoral Care of International Students

## Code

IPLS has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code). A full copy of the Code is available on the IPLS website: [www.ipls.org.nz](http://www.ipls.org.nz)

## Immigration

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service and can be viewed at [www.immigration.govt.nz](http://www.immigration.govt.nz)

## Eligibility for Health Services

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 at [www.moh.govt.nz](http://www.moh.govt.nz)

## Accident Insurance

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](http://www.acc.co.nz)

## Medical and Travel Insurance

International learners must have appropriate and current medical insurance while studying in New Zealand. This should include coverage for your:

1. medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation
2. repatriation or expatriation as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation
3. death, including cover of travel costs of family members to and from New Zealand; costs of repatriation or expatriation of the body and funeral expenses.

**Feel free to phone 0800 776 376 for further assistance or email the IPLS Trainee Services Co-ordinator, Suzie Nguyen at [s.nguyen@ipls.org.nz](mailto:s.nguyen@ipls.org.nz)**



# International Trainee Withdrawal and Refund Policy and Procedures

**This document should be read in conjunction with the Definitions for Use with Trainee Policies and Procedures**

IPLS recognises at times international trainees may need to withdraw from the course completely, for personal reasons. This policy and these procedures apply to withdrawals and any refund a trainee may be entitled to as a result.

## Withdrawals and Refunds

Please note:

- A trainee may withdraw from the course at any time before it starts at no cost.
- If a notice of a withdrawal is received any time up until 5:00pm on the 10th working day from the start of that course the full course fee (less an administration fee of 10% of the course fee – up to a maximum of \$500) will be refunded to the trainee.
- After this time (from the 11th working day onward) the full published course fee will be forfeited by any trainee withdrawing from an IPLS course.

## The procedure

- 1. Prior to the course commencing:**
  - a. The prospective trainee emails the Enrolments Manager requesting to withdraw from the course. A full refund of any monies paid will be provided.
  - b. The Enrolments Manager will action the request and advise the trainee.
- 2. Ten working days or less from the start of the course:**
  - a. The trainee must complete and send the Trainee Universal Application form to IPLS for approval by the National Director.
  - b. The full course fee (less an administration fee of 10% of the course fee - up to a maximum of \$500) will be refunded to the trainee.
- 3. Eleven working days or more from the start of the course:**
  - a. The trainee must complete and send the Trainee Universal Application form to IPLS for approval by the National Director.
  - b. The full course fee is non-refundable but may be transferred to another intake of the trainee's choice with the approval of the National Director and subject to availability.

**This document was reviewed:** June 2022



# International Trainees Medical and Travel Insurance Policy

**This document should be read in conjunction with the Definitions for Use with Trainee Policies and Guidelines**

## Requirement for medical and travel insurance

All international trainees who study in New Zealand are required to have appropriate medical and travel insurance as specified in the Code of Pastoral Care. IPLS will advise all prospective international trainees about medical and travel insurance requirements during the enrolment process. Information is also available in the FAQ section of the IPLS website.

International trainees purchasing insurance through a New Zealand insurer should purchase insurance cover before they travel to study in New Zealand or at the time of fee payment if sooner.

Where the insurance is provided by:

- A New Zealand insurer, policy details should be provided in the international trainee's first language where possible
- An overseas insurer, international trainees must provide IPLS with the policy details in English at least one month before they commence training with IPLS or travel to New Zealand (whichever is the later)

## Insurance policy verification

Verification of policies will be undertaken by the Enrolments Manager prior to enrolment and a record will be kept of the policy for each international trainee, including the name of the insurer, policy number and policy start and end dates.

As part of the verification process, IPLS will ensure the international trainee:

- Has a certificate of currency and policy wording from the insurer stating the international trainee has purchased the cover for the duration of the planned period of study. The certificate and policy wording must also detail medical sums insured, repatriation benefits, etc
- Is given written notice of any upcoming expiry of their policy, with a date by which the policy must be renewed

Where an international trainee does not provide a certificate of currency for their medical and travel insurance policy prior to the course starting, IPLS:

- Will advise the international trainee of the medical and travel insurance requirement
- Will not complete enrolment until such time as IPLS receives a copy of the medical and travel insurance policy for the international trainee.

**This policy was reviewed:** June 2022



# International Trainees Grievance Procedure

## For International Trainees wishing to make a complaint about the treatment received by IPLS

**This policy should be read in conjunction with the document: Definitions for Use with Trainee Policies and Guidelines**

The **Code of Practice for the Pastoral Care of International Students** (the Code) requires IPLS to have fair and equitable internal grievance procedures for trainees. The Code requires trainees to have used all internal processes available before taking a complaint further.

IPLS strives to ensure your Profs experience is a positive one and as such, your concerns are of the utmost importance to us. We recognise that, from time to time, you may be dissatisfied with an aspect of your time at IPLS. We encourage all trainees to attempt to resolve any issues or concerns directly with the person involved, where possible, in the first instance.

This informal process can assist with resolution without the matter being further escalated. We understand that at times, it may be difficult for you to do so if you fear reprisal from that person. This policy sets out the IPLS stance on complaints and what the process is, should you wish to make a formal complaint. You can be assured IPLS takes all complaints seriously and will ensure your complaint is treated with sensitivity.

This policy relates to the following:

1. Harassment or Bullying by a fellow trainee
2. Dissatisfaction with a grade you have received
3. Dissatisfaction with your treatment by an IPLS employee

### 1. Harassment or Bullying by a fellow trainee

IPLS is committed to ensuring all trainees are able to learn and work in a safe and secure environment free from harassment or bullying. Harassment in any form will not be tolerated. Harassment is any form of behaviour or attention (verbal, written, physical or visual) that is unwanted by the recipient and that is repeated

or significant enough to interfere with the recipient's work or study environment. It includes sexual, gender and racial harassment, intimidation and bullying.

#### Definitions of Harassment

**“Sexual Harassment”** is any request, whether direct or indirect, for sexual intercourse, sexual contact, or other sexual activity, which contains or implies an overt promise or threat of preferential treatment or any unwelcome or offensive use of language, visual material of a sexual nature directed at another trainee or employee.

**“Racial Harassment”** is any use of language, visual material or behaviour that expresses hostility, or brings into contempt or ridicule, any other person on the grounds of colour, race, or ethnic or national grounds, causes hurt or offence and has a detrimental effect on that person's ability to perform their role.

## International Trainees Grievance Procedure – continued



“**Workplace Bullying**” is defined as repeated and unreasonable behaviour directed towards a Trainee or employee that creates risk to health and safety. Repeated behaviour refers to the persistent nature of the behaviour and can involve a range of behaviours over time. “Unreasonable Behaviour” is what a reasonable person would see as unreasonable, including behaviour that is victimising, humiliating, intimidating, or threatening. Reasonable management action to direct and control the way work is carried out including course work, is not bullying, provided it is reasonable in light of the circumstances.

### 2. Dissatisfaction with a grade you have received

IPLS is responsible for ensuring only those who display competence in a skills assessment are certified as competent in that skill. IPLS takes its assessment and certification role seriously and one aspect of this role is the determination of appeals against grades. However, we recognise the right of a trainee to appeal a grade. (See separate Appealing a Grade Policy)

### 3. Dissatisfaction with your treatment by an IPLS employee

IPLS is committed to providing a supportive learning environment of mutual respect. IPLS will:

- Ensure all employees are aware of what constitutes a supportive learning environment and what treatment trainees have a right to expect from IPLS employees
- Provide appropriate procedures to deal with trainee dissatisfaction.

## Complaints Procedures

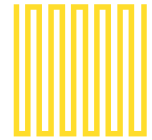
1. Harassment by a fellow trainee – see below
2. Dissatisfaction with a grade you have received – see separate Appealing a Grade Policy
3. Dissatisfaction with your treatment by an IPLS employee – see below

### 1. Harassment by a fellow trainee

If an IPLS trainee wishes to make a complaint of harassment against another IPLS trainee, he/she should:

- Discuss the matter with his/her instructor. It may be possible for the instructor to put in place a plan of action which resolves the issue to the satisfaction of the complainant, without involving any other party
- Should the matter not be resolved by the instructor, he/she will request the complainant puts his/her complaint in writing and emails it to the National Director.
- The instructor and National Director will discuss the matter and:
  - Develop a plan of action to resolve the issue to the satisfaction of the complainant, without involving any other party.

## International Trainees Grievance Procedure – continued



- If this is not possible, the National Director may request a meeting or phone conversation with the complainant, and any witnesses to the claimed harassment, to gather further information to seek a mutually acceptable resolution
- The complainant may, if he/she is comfortable doing so, ask to meet with the respondent to discuss the complaint. The National Director or other
- appointed employee will also be present along with anyone that both parties wish to have present.
- If the complainant declines the opportunity to discuss the complaint with the respondent being present, but agrees to the complaint being disclosed to him/her, or the respondent declines to be present to discuss the complaint, the National Director will:
  - > Provide a copy of the written complaint to the respondent at the earliest opportunity and invite the respondent to respond to the complaint in writing
  - > Consider the complaint and the response of the respondent
  - > Determine the appropriate course of action from that point and advise all parties in writing.
- If the complainant does not agree to the complaint being discussed with, or disclosed to, the respondent, the National Director will inform the complainant she will not be able to take the matter further formally but will try to provide a range of options for the complainant.

### 3. Dissatisfaction with your treatment by an IPLS employee

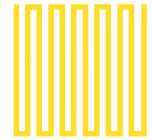
If IPLS trainee wishes to make a complaint against an IPLS employee, the trainee should email his/her complaint to the National Director. In order to make a fair and just decision, the National Director will inform the employee a formal complaint has been made. The correspondence includes a summary of the complaint. The employee is asked to respond.

The National Director will contact the trainee to discuss the matter further in order to reach a mutually acceptable resolution. If the trainee feels there may be repercussions if the employee is given his/her name he/she must indicate this in the formal written complaint correspondence. The National Director will discuss this with the trainee.

If the trainee **agrees** to discuss the complaint with the employee being present, the National Director will:

- Disclose the complaint without delay to the relevant employee and make available to the employee the document containing the substance of the complaint
- Not discuss the complaint further with the trainee until the employee is present
- Hold a meeting with the trainee and the employee at the earliest opportunity to discuss the complaint and to facilitate discussion about the complaint between both parties
- Determine the appropriate course of action from that point and advise both parties in writing. The trainee may bring a support person to that meeting if he/she wishes.

## International Trainees Grievance Procedure – continued



If the trainee does **not agree** to discuss the complaint with the employee being present, the National Director will:

- Disclose the complaint without delay to the relevant employee and make available to the employee the document containing the substance of the complaint
- Invite the employee to respond in writing to the complaint within a time frame commensurate with the efficient resolution of the complaint
- Make the employee's response available to the trainee, although no right of reply will be given to the trainee, except in exceptional circumstances
- Determine the appropriate course of action from that point and advise both parties in writing.

### Raising your concerns with NZQA

If you are not satisfied with the outcome of IPLS's formal complaint process, you may raise your concerns with NZQA. An NZQA staff member will consider the information you provide and advise you whether NZQA can accept it for investigation as a formal complaint.

NZQA might not be able to accept your complaint for formal investigation, if:

- The issue is from too long ago
- It relates to matters that fall outside of NZQA's jurisdiction
- It is already being investigated by another agency
- It is clear that the organisation has fully and appropriately dealt with the issue
- There isn't enough evidence.

If NZQA does carry out a formal complaint investigation, both you and IPLS will have the opportunity to provide information and NZQA will write to you to advise you of its findings.

For further details: [www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/](http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/)

### Contract Dispute Resolution

International trainees may also refer to the International Student Contract Dispute Resolution Scheme Rules 2016. Under these rules a trainee may initiate a dispute against IPLS by making a claim under the scheme to the DRS operator. The claim may be made in writing or orally and is free of charge. More information can be found at: [www.legislation.govt.nz/regulation/public/2016/0042/latest/whole.html#DLM6748772](http://www.legislation.govt.nz/regulation/public/2016/0042/latest/whole.html#DLM6748772)

## International Trainees Grievance Procedure – continued



### Raising your concerns with a different agency

If your concerns are not resolved by IPLS internal grievance procedure, you may contact the International Education Appeal Authority (IEAA).

The IEAA's procedure for making a complaint can be found by following the links at: [www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForInternationalStudentsAndParents/CodeOfPracticeInfoForStudents/MakingAComplaint.aspx](http://www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForInternationalStudentsAndParents/CodeOfPracticeInfoForStudents/MakingAComplaint.aspx).

You can also check this list to see whether there is a different agency that may be able to help you:

<b>If your concerns relate to:</b>	<b>You could contact:</b>
<b>A tertiary education organisation that belongs to ITENZ</b>	<a href="#">Quality Commission</a>
<b>An international student's financial or contractual dispute with their provider</b>	<a href="#">iStudent Complaints</a>
<b>A public provider (Institutes of Technology and Polytechnics, Wānanga, or Universities)</b>	<a href="#">Office of the Ombudsman</a>
<b>Course-related costs or travel allowances for a TEC funded course</b>	<a href="#">Tertiary Education Commission</a>
<b>Discrimination</b>	<a href="#">Human Rights Commission</a>
<b>Someone's safety being at risk</b>	<a href="#">WorkSafe New Zealand</a> <a href="#">New Zealand Police</a>
<b>How information about you has been stored or used</b>	<a href="#">Privacy Commissioner</a>

**This policy was reviewed:** June 2022





# International Trainee Information

IPLS has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Ministry of Education. Copies of the Code are available from the New Zealand Ministry of Education website at [www.minedu.govt.nz](http://www.minedu.govt.nz).

## Before you leave home there are some important things you need to check:

- Arrange your student visa by contacting the New Zealand High Commission
- or the New Zealand Embassy in your home country.
- Ensure your passport is valid for the intended length of your study period in New Zealand
- Have medical, optical and dental check-ups and arrange any prescribed medication with your doctor.
- Start looking for temporary and long-term accommodation. • Make sure you are enrolled in your course.
- Make a note of emergency contact numbers including your institution, accommodation, embassy and family members.
- Pack your letter of acceptance, academic records from previous study, identification documents, important contact numbers, and a written character reference to help in securing accommodation or employment.
- Check customs and quarantine regulations and pack any items you wish to declare separately.

## Cost of living

Living costs vary from student to student. IPLS courses run for either 13 weeks or 18 weeks. Here are some estimated expected minimum weekly living costs for which you should budget. You should also complete research into your own expected costs.

Description	Estimated Weekly Cost (\$NZ)
<b>Rent</b>	\$250 - 450
<b>Food</b>	\$100 - \$150
<b>Mobile phone</b> (excludes overseas calls)	\$5 - \$15
<b>Public Transport</b>	\$20 - \$50
<b>Laundry</b>	\$10 - \$25
<b>Insurance</b>	\$15 - \$35

## IPLS International Trainee Information – continued



These sites also have some potentially useful information on living costs in New Zealand:

[www.newzealandnow.govt.nz/living-in-nz/money-tax/comparable-living-costs](http://www.newzealandnow.govt.nz/living-in-nz/money-tax/comparable-living-costs)

[www.aucklandnz.com/study-work-and-live/study/student-life/student-support](http://www.aucklandnz.com/study-work-and-live/study/student-life/student-support)

[www.wellingtonnz.com/work-and-study/study-in-wellington/](http://www.wellingtonnz.com/work-and-study/study-in-wellington/)

[www.christchurchnz.com/study/studying-in-christchurch](http://www.christchurchnz.com/study/studying-in-christchurch)

### Accommodation Options

IPLS does not offer on-campus student accommodation, however being located centrally there is a selection of nearby apartments, flats, and hostels that accommodate students.

#### Flatting (Renting)

This is a very common form of student accommodation in New Zealand. Flats range from fully-furnished apartments to houses (flats) students share with a group of others. Flats, often the cheapest option, are advertised mainly on TradeMe ([www.trademe.co.nz](http://www.trademe.co.nz)) or in the main daily newspaper, The New Zealand Herald ([www.nzherald.co.nz](http://www.nzherald.co.nz)). You may also find sites such as [www.realestate.co.nz/useful](http://www.realestate.co.nz/useful). You may be required to sign/co-sign a tenancy agreement and share the cost of electricity and sometimes phone/Internet and food.

#### Homestay

You can be part of a local family with 'homestay' accommodation where you'll learn how to live like the kiwis do in your home away from home. There are a number of websites on the internet dedicated to homestay options in Auckland and across New Zealand. One website you may like to visit is [www.aucklandhomestay.org](http://www.aucklandhomestay.org)

#### Short Term Accommodation

Short term accommodation is available at many central city backpackers. These offer cheap accommodation close to bus routes. Information on these can be found at:

[www.aucklandnz.com/VisitorInformation/Where To Stay/](http://www.aucklandnz.com/VisitorInformation/Where To Stay/)

[www.backpackerboard.co.nz/hostels/auckland-hostels/](http://www.backpackerboard.co.nz/hostels/auckland-hostels/)

#### Google Search

Google is often a useful tool when searching for accommodation.

#### IPLS Wellbeing Hub

Don't forget to check out all the useful information in the IPLS Wellbeing Hub as soon as you receive your eEquip login.

**This document was reviewed:** June 2022