

International Student **Information Booklet**



New Zealand

New Zealand is culturally diverse and home to people from all over the world. It is a country with stunning landscapes and immense beauty.

From rolling green farmlands, to sparkling beaches, to majestic snow-covered mountains New Zealand has a reputation of the world's most beautiful scenery. North Island, South Island and Stewart Island are the main Islands in New Zealand with over 70% of the population living in the North Island. The land size of the country is about that of the UK or Japan. New Zealand is a developed country and most people live in cities. New Zealanders are known the world over for their creativity and friendliness. English is the most widely spoken language in the country, with Māori and New Zealand Sign Language as the official languages in Aotearoa New Zealand.



Level 4, 34 East Street,
Papakura, Auckland

21 Ruakura Road,
Hamilton East, Hamilton

20 Twigger Street,
Addington, Christchurch



Vision College Limited

Vision College Limited (Vision College) is a registered charitable company.

Vision College Limited is registered as a Private Training Establishment (PTE) by the New Zealand Qualifications Authority (NZQA), pursuant to the Education and Training Act 2020, and is accredited to deliver and assess against unit standards and approved courses, included in our NZQA scope of accreditation.

Vision College Limited is an approved provider with a Category 2 status. NZQA assesses the standard of education for tertiary education organisations, through a regular system of external evaluation and review

Vision College Limited is a signatory to The Education (Pastoral Care of Domestic and International Learners) Code of Practice 2021.

Vision College Limited has a Quality Management System, which includes all policies and procedures, outlining how we are required to operate as an education provider.

Vision College Limited offers a unique Christian-based environment for study. Christian values of care, honour and respect are part of our culture and are all designed to help learners excel. People of all religions and cultures are welcome to study at Vision College Limited.

Hamilton

Hamilton (Māori name: Kirikiriroa), sometimes known as the Fountain City, is New Zealand's largest inland city located beside the Waikato River. Hamilton is the gateway to the central North Island. Known for its magnificent gardens and parks, Hamilton is at the centre of one of the richest agricultural and pastoral areas in the world - <https://www.visithamilton.co.nz/welcome/about-hamilton>.

Our well-equipped campus is located in Claudelands, 10 minutes' drive from the city centre, and close to the university. Our campus has been designed for the student's comfort. It includes climate-controlled classrooms and a well-stocked library. In addition to books, there is access to a wide range of on-line learning resources.

Our café offers a place to eat and interact with students from New Zealand and the rest of the world. The café has coin-operated machines supplying drinks and food/candy items.

Students receive a student ID card that is also a copier/printing card, giving access to high-speed digital printers and scanners as well as building access. ID cards also provide discounts at some shops and movies.

Plenty of free parking is available for those that have their own transport; otherwise, Hamilton has a modern public bus transport facility.



Auckland

Auckland (Māori name: Tāmaki Makaurau), also known as the City of Sails, is located in the North Island and is the largest city in New Zealand. <https://www.tourism.net.nz/new-zealand/about-new-zealand/regions/auckland/regional-information.html>

The city lies between the Hauraki Gulf to the east, the Hunua Ranges to the south-east, the Manukau Harbour to the south-west, and the Waitakere Ranges and smaller ranges to the west and north-west. Auckland is one of the few cities in the world to have a harbour on each of two separate major bodies of water.

Auckland is a vibrant, bustling, multicultural city and is the centre of commerce and industry for New Zealand.

The campus is situated at Level 4, 34 East Street, Papakura, is approximately a 15 minute drive from Manukau City centre.

Some on-site parking is available for those that have their own transport; otherwise, Auckland has a modern public bus and train transport facility.

Students can have access to Library facilities at the nearby Polytechnic and Hamilton campus library, via the online library catalogue - Koha.

The campus has excellent tea/coffee making facilities and appliances for storing, preparing and heating lunches.

Students receive a student ID card that is also a copier/printing card giving access to high-speed digital printers and scanners. ID cards also provide discounts at some shops, movies and a sticker on the card gives discounts for transport.

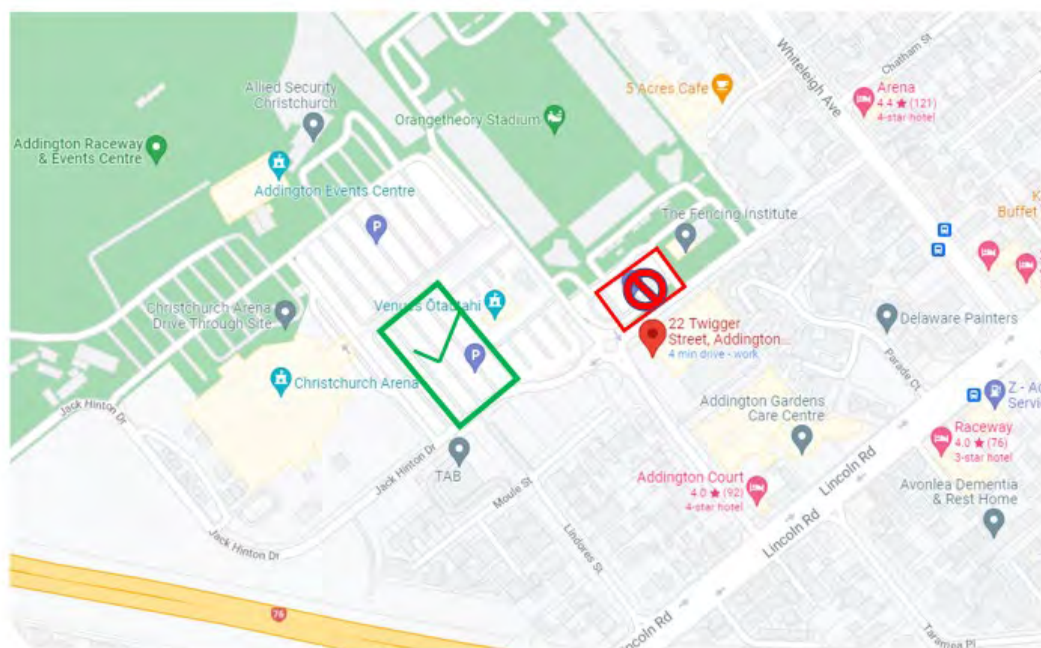


Christchurch

Christchurch, (Maori name: Ōtautahi), sometimes known as the Garden City, is the largest city in the South Island but the oldest in New Zealand. <https://www.christchurchnz.info/>

Christchurch lies on the South Island's east coast, just north of Banks Peninsula and is the gateway to New Zealand's South Island. Many popular destinations such as Kaikoura, Akaroa, Mt Hutt and South Canterbury are less than two hours' drive from Christchurch

The Christchurch campus, situated near to the city centre, is a modern well-equipped building. It has parking available to student (see map below). Student are unable at this time to park in the Arena carpark as it is a vaccination centre/RATs pick up. Talks are underway with VBase (the red DO NOT PARK area on the map) to allow students to park there for now. A parking permit is required – see reception.



This is only a few minutes' walk away from the building. Bus services are available nearby on both Lincoln Road and Whiteleigh Avenue. The student cafeteria offers indoor and outdoor seating. It has a coin-operated machine supplying hot drinks, or alternatively free tea/coffee/sugar and milk is supplied.

The campus has access to the Hamilton library through the library catalogue - Koha, which is well stocked with all the information students need to help with their studies. In addition to books, there is access to high-speed internet to a wide range of on-line learning resources.

Students receive a student ID card that is also a copier/printing card giving access to high -speed digital printers and scanners. ID cards also provide discounts at some shops and movies.



Life in New Zealand

General

This is the place for information on life as an international student in New Zealand – NauMai NZ - <https://naumainz.studyinnewzealand.govt.nz>.

Information and suggestions to help students find their way to connect with and explore their potential new home.

Application Information

This information is to help students with their application to enrol in our courses.

1. Cost of Tuition

Course fees are on the Course Related Costs sheet available on the website.

2. Course-related Costs

Course related costs are available for download under the specific programme tab on our website.

Students are responsible for their own basic stationery, photocopying and printing costs (approximate cost \$15.00 per month). The IELTS (\$395.00) or Pearson (\$385.00 or (\$481.25 late fee) examination fee, student visa (\$395.00) and insurance (\$510.00), are not included in the fees.

Recreational activities are not included as a part of the normal programme fee. Our Student Services staff can help students to find information on the wide range of recreational activities available in New Zealand.

Estimated Recreational Costs

- A movie ticket with student ID \$17.50 - \$21.00
- Coffee or tea at a café \$5.00 - \$5.50
- A breakfast in a restaurant from \$8.00 - \$20.00 and dinner from \$20.00 to \$50.00 per person
- Accommodation costs referred to in Section 17

Transportation costs to consider (approx. costs):

- Purchasing a second-hand car, if students have the appropriate driver's licence, can be a cost effective option if they are staying for several months. Students will need to allow \$5,000 - \$12,500 for a reasonable used vehicle. Remember you get what you pay for!

- If students choose to use a bus, the cost will be from \$4.00 - \$11.50 one way (depending on the number of zones and the city). You may be able to get a concession card that will reduce the cost. Please note homestay students may be expected to take the bus to class.
- Walking and/or biking are also options, depending on the student's location in the city.

All prices are in New Zealand dollars and include New Zealand taxes.

Agriculture Course (Employer Accredited Work Visa)

Students enrolling into the New Zealand Certificate in Primary Industry Skills (Level 2) will be required to obtain a work visa once they have been offered a position on a farm. Vision College uses a Hamilton based company who assist in finding placements and processing work visa applications. The cost of their services is \$1207.50 (assistance with Accredited Employer work visa application) and \$750.00 (INZ fee for work visa).

Payment for processing EAWV applications are made to this company by the 6th week of the programme of study. Once the visa application process starts it is unlikely money can be refunded.

Students who choose to use another agency will need to cover those costs. Vision College will not be responsible for the student's application for a work visa, or if the employment relationship does not work out. If the student has paid these fees to Vision College, and they have not been used, a refund may be made to a New Zealand bank account upon application.

Note: Students who start the process with one company and swap to another, may be liable for costs in both companies.

3. Application Requirements and Procedures

Application Process:

1. Choose the preferred Programme of Study from our website – <https://visioncollege.ac.nz>
2. Check the fees and course related costs or ask for a quote.
3. Read the International Student Information booklet on the website - https://visioncollege.ac.nz/assets/International/VC_International_Student_Information_Booklet.pdf. The International Student Information booklet will also be provided in the student's orientation pack.
4. Complete the International Application form. Extra documents may be required to be completed (ask or check our website) such as
 - Statement of Intent
 - Student Medical Statement
 - Passport
 - Driver Licence
 - CV
 - Educational and Vocational certificates (supporting application for chosen programme of study)
 - Copy of valid English test results (IELTS or Pearson or equivalent) – the test must be no more than 2 years old from issue date (if required)
 - Video – 2 – 3 minutes in length speaking about your family, employment, hobbies, why you want to study in NZ
 - Homestay application (agriculture course only)

Note: All documents such as passports, academic results and IELTS, Pearson or similar English results **MUST** be verified as authentic and signed by a legal person.

5. When finalising programme dates, the student should be aware of the break weeks. Most programmes will have six weeks of breaks spread over the time of their enrolment, usually two weeks at a time. If the programme dates are spread over two years, then there may be a larger break in the December/January period.
6. We will provide a Conditional Offer of Place (COOP) (which is required to start the visa application process) including the start and finish dates, break weeks (if applicable), fees and insurance costs that are payable. It is not compulsory to pay the Accommodation or Non-Tuition fees at the time the tuition is paid. However, accommodation and non-tuition fees must be paid before the programme start date. Payment of the non-Tuition fee does not guarantee employment. All fees are held in trust with the Public Trust and will be refunded back to the applicant if they are not used for the purpose for which they were paid.
7. A Conditional Offer of Place does not guarantee you a place in the requested intake. We will require payment of tuition fees and insurance to secure your place in the intake. If the intake on the Conditional Offer of Place is full, the student will be placed in the next available intake. Once fees are paid a revised Offer of Place will be given.
8. Complete a student visa application with New Zealand Immigration Services in New Zealand or overseas (via Agent, where applicable). It is the student's responsibility to secure the appropriate visa for their desired programme(s). We strongly recommend students use legitimate agents to assist them with this process

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

9. If your visa is Approved in Principle (AIP), and you have not paid your fees, this will also secure your place in an intake. You will be required to pay fees to our bank (details are shown on the website and on the Schedule of Payment) before a visa is issued. A Receipt of Fee will be sent (see Refund policy in Section 5) with a revised or unconditional Offer of Place.
10. Accommodation and travel details are finalised from this point.
11. Students need to advise their agent of their date of departure and provide travel details. If you require an airport pickup, please complete and send the Airport Pickup form to your agent and Vision College with your flight itinerary attached.
12. For first year students, insurance will be arranged by Vision College 10 days from the start date of the course. This will ensure that the student has insurance cover on their journey to New Zealand. Please see https://orbitprotect.com/en_NZ/insurance-products/international-student-insurance/policy-wordings/ for policy wording and coverage.
13. Always check the website to ensure that no changes have been made to entry criteria or places available have been limited due to high numbers of applications

Entry Requirements:

Higher level programmes of study will require applicants need to provide evidence of their English level by way of IELTS, Pearson or similar. A certified copy of the certificate is required, and it will be verified via the relevant websites. The English entry criteria for each programme is listed on the website. The test must be no more than two years old from the date of application.

Applicants, whose first language is not English, may also be interviewed to assess their level of English competency.

If cross-crediting (RPC) or recognition of prior learning (RPL) for previous study is required, applicants will need to provide transcripts of previous study and course objectives for each course, along with English translations of these documents where necessary. The process of RPC or RPL is on a case-by-case basis and must be done before the start of the programme.

Other entry requirements specific to individual programmes such as interviews, essays, police checks, and references must be met.

4. Condition of Acceptance

As part of students’ application, they must demonstrate to us that the programme they have chosen is suited to their needs. Acceptance onto our programmes requires students to:

- be aged 18 years or over
- follow the correct application procedures (outlined in 3)
- provide all the relevant information requested in the application booklet or on the website
- meet any other specific programme entry criteria (including English language proficiency requirements) outlined on the website

5. Student Fees

All student fees, including Homestay fees, collected by Vision College for programmes are banked into a Trust Account administered by the Public Trust.

Bank Account Details

Overseas Bank Transfer/ Electronic Banking or Manual Deposit within NZ	
Bank / Account Names:	Bank of New Zealand/Public Trust Vision College Limited
Bank Account:	020 536 0305865 01
Swift Code:	BKNZ NZ22
Bank Address:	North End Branch, 100 Lambton Quay, Wellington
Please include name of student, Student NSN and PTE Ref. CL100546495	

The Public Trust can be contacted by emailing feeprotect@publictrust.co.nz or phone 0800 494 733, 8.00am - 5.00pm weekdays.

All students will be required to sign a Fee Protect Student Acknowledgement Form (FPSA). Student fees cannot be released to Vision College unless this document is signed. This ensures the safety of the student fees should anything untoward happen such as bankruptcy or closure. If an event like bankruptcy or closure happened, the unused portion of the fees would be returned to the payer.

A copy of the signed Fee Protect Student Acknowledgement Form is forwarded to the Public Trust and a copy will remain on the student’s file.

6. Refund Conditions

Vision College has the following refund and reimbursement procedures for the various circumstances that may arise:

Visa Declined

In the event of a visa being declined by Immigration New Zealand before the programme of study commences, a refund of the amount received, less the administration fee of \$350.00, will be made to the sender of the money. All bank charges will be the responsibility of the beneficiary. We will require details of the name of the bank, address of the bank, bank account number by way of a copy of the beneficiary's bank statement, SWIFT and ISCF codes, and any other information that enables the money to be returned by written request (Request for Refund form).

Programme of Study Cancellation

If for any reason we cancel a programme of study (including low enrolments) prior to the commencement date, students will be given a full reimbursement of the fees paid for the programme of study. In the unlikely event that a course is cancelled after the commencement date students will be offered a pro rata reimbursement of fees within five (5) working days based on the programme of study in which they were enrolled and had paid fees for at the time of the closure or cessation.

Vision College Limited Closure

In the unlikely event that Vision College goes into liquidation, receivership or has its accreditation withdrawn (in which case the Ministry of Social Development, Tertiary Education Commission and New Zealand Qualification Authority will be informed immediately), students will be offered the following options by the appointed Trustees:

a) A pro rata reimbursement of fees based on the programme in which they were enrolled and had paid fees for at the time of the event,

or

b) A full reimbursement of fees for the programme that fees have been paid for, but not yet commenced at the time of the event.

The Trust Fund and Fees Refund policies and procedures stated here comply with the legal requirements set out in section 529 of the Education and Training Act 2020.

Any refund must be in compliance with the Anti-Money Laundering and Countering Financing of Terrorism Act. This may require proof of money being sent, account it was sent from and to whom, account it is being returned to, TT receipts, bank statements etc.

Withdrawal of enrolment before start date

If students withdraw from a programme of study before the start date of the programme of study they have enrolled in, they will receive the total fees they have paid, less any administrative fees and costs incurred. Such fees and costs will be advised to the student or agent.

For programme of study longer than 5 weeks but less than 3 months

If students withdraw before the end of the fifth (5) working day following the first day they are expected to attend the programme of study, they will receive at least 75% of the total fees they have paid, less any administrative fees and costs incurred. Such fees and costs will be advised to the student or agent.

If the student withdraws after the first five (5) working days following the first day they are expected to attend the programme of study, no refund will be made.

The student must complete an Application for Formal Withdrawal form, which is available upon request or located on Cloud Campus. If a refund is required, they must complete a Refund Application form, which is available upon request or located on Cloud Campus and return with accompanying documentation as listed on the form.

For programme of study longer than 3 months

If students withdraw from a programme of study before the end of the tenth (10) working day following the first day they are expected to attend the programme of study, they will receive the total fees they have paid less any administrative fees and costs incurred. The refund will be at least 75% of the fees. Such fees and costs will be advised to the student or agent. In order to receive the refund, the student must complete an Application for Formal Withdrawal form, which is available upon request or located on Cloud Campus, along with a completed Refund Application form, which is available upon request or located on Cloud Campus, and accompanying documentation as listed on the form.

No refund of fees will be made after the tenth (10) working day following the first day the student is expected to attend the programme of study, unless management accepts that there are exceptional circumstances (e.g. death of a close relative) sufficient to warrant a pro rata refund. Refund applications due to exceptional circumstances must be in writing and approved on a case-by-case basis. Students may be required to produce evidence to support their claim.

Student Dismissal

If a student is dismissed from a programme of study after the refund period, no refund of fees will be made, and Immigration NZ will be advised accordingly.

Appeals

Any appeal against any part of this policy should be directed in writing to the CEO clearly outlining any special circumstances that would warrant a variation to the policy. (Refer to Student Handbook, Refund and Reimbursement policy)

7. Disciplinary Procedure

The following regulations have been put in place to ensure that students can study in a safe and secure environment.

Failure to comply with these regulations can result in instant dismissal and/or further action or referral to the appropriate authority:

Warnings

In the event that a student's behaviour, or attendance, is unsatisfactory either on the programme or on a placement:

- The Tutor, Campus Manager or Deputy Campus Manager will give a warning (either written or verbal) to the student and all assistance will be offered to the student to help them to modify their behaviour to the required level.
- If the undesired behaviour persists, the Tutor concerned, Campus or Deputy Campus Manager will issue a final written warning, outlining the issues of concern and the behaviour required by the student to rectify the situation.
- Continued failure to meet the required behavior or to address the issues outlined in the written warning, will result in dismissal of the student.

Dismissal

A student may be instantly dismissed if they:

- Assault (either physically or verbally) any Staff member, Industry representative or fellow student or a visitor to Vision College.
- Deliberately misuses or abuses any training equipment or general facilities.
- Possesses and/or uses, or is under the influence of, alcohol or drugs (other than those prescribed by a doctor) while on a Vision College campus or on work experience for a course.
- Interferes with, or fails to comply with, any Health and Safety procedures or equipment.
- Assists any person to gain unauthorised access to any venues, work-places or residences visited or used during the course.
- Any conduct listed above may also result in termination of enrolment if conduct occurs outside of class hours.

Students have the right to appeal any disciplinary procedures by using the Complaints Procedure outlined in the Student Handbook, if they feel that at any time they were treated unfairly.

Students will be required to sign a Contract of Enrolment at the end of Orientation. The Contract of Enrolment is held on the student file.

Complaints Procedure

Complaints Procedure for all Students

1. If students have a complaint about any aspect of their experience at Vision College they should in the first instance discuss it with the Tutor or Programme Lead. The complaint must be made ***within 90 days*** of the incident/issue occurring.
2. If a student is an International student and they have concerns about their treatment by Vision College or by their agent, please contact the International Pastoral Support person.
3. If reasonable progress towards resolving the complaint has not been made ***after 10 working days*** they should contact the Campus Manager.
4. If reasonable progress towards resolving the complaint has not been resolved ***after 10 working days*** from the Campus Manager, they may contact the Chief Executive Officer (CEO) of Vision College in writing with an outline of their complaint. Attn: Ray Pickett, CEO, Vision College Limited, 21 Ruakura Road, Hamilton 3216. Phone +64 7 853 0777. The CEO will attempt ***within 30 working days*** to resolve the complaint.

If students are not able to resolve their complaint with the provider

The New Zealand Qualifications Authority (NZQA) requires students who have a complaint to first follow the provider's complaints procedure (above). If the matter is not resolved satisfactorily, they may lodge a formal complaint in writing.

Dispute Resolution

Information on dispute resolution options is provided in the websites below:

NZQA website:

<https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/know-the-code/learner-complaints/>

Tertiary Education Dispute Resolution website:

[Tertiary Education Dispute Resolution - Aotearoa New Zealand \(tedr.org.nz\)](https://www.tedr.org.nz/)

For more information about dispute resolution, please refer to our notice boards or visit our website.

An independent alternative is The Quality Commission.

Students can go to The Quality Commission if they have a complaint that has not been resolved by the provider's internal complaints process (above). However, students must notify the Quality Commission of their complaint within two months of the act or omission about which they want to complain.

For Domestic Students

The Complaints Office

Quality Assurance Division
New Zealand Qualifications Authority
PO Box 160
Wellington 6140
Freephone: 0800 697 296
Telephone: (04) 463 3000
Fax: (04) 463 3112
Web: www.nzqa.govt.nz

OR

The Quality Commission

Email: admin@itenz.co.nz
Web: www.itenz.co.nz/quality-commission/students

8. Student Support

Support is available from our Student Services/Pastoral Care staff for all students. Student Services can be contacted by emailing international@atc.org.nz or by talking with designated staff at the relevant campus.

The Homestay Co-ordinator can organise homestay for students as required (Agriculture - Hamilton only). This person can be contacted on homestay@vision.ac.nz.

9. Student Care

Student's care is our main concern. We want students to be able to do the best they can in their studies. We will respond to all concerns immediately.

Students are able to express their concerns as follows:

- through their trusted agent
- through our Student Support staff
- directly with tutor and/or Head of School, Campus Manager or CEO

There is a range of internal, as well as external, support services available to students.

Some can be found in the Student Handbook, others by asking Student Services.

If a student concerns are not addressed satisfactorily, please feel free to use the Complaints Procedure outlined in the Student Handbook (provided to student at Orientation and on notice boards and Cloud Campus).

Our Student Input process gives students the opportunity to help us improve our overall services through online surveys or feedback on exit forms.

10. Medical and Travel Insurance

Most international students are not entitled to publicly funded health services while in New Zealand. If students receive medical treatment during their visit, they may be liable for the full costs of that treatment. Full details about entitlements to publicly funded health services are available on the Ministry of Health website <http://www.health.govt.nz>.

International students must have appropriate and current medical and travel insurance while in New Zealand. These requirements are set out on our website <http://visioncollege.ac.nz/international/>.

Vision College Limited arranges insurance for students. A copy of the policy will be provided to the student, and a copy held on the student's file. Insurance can be arranged by individual students, but if the policy does not meet the minimum requirements, as listed on our website, students will be required to arrange a new insurance policy.

Students arranging their own insurance policy must provide a copy to Vision College.

We highly recommend that students obtain their insurance through Orbit Protect https://orbitprotect.com/en_NZ/insurance-products/international-studentinsurance/summary/.

11. Orientation

Students will receive orientation on their arrival in New Zealand by both our Administration, Tutorial staff and their Homestay hosts (where applicable). If they have not done so already, students will be required to sign the Contract of Enrolment and complete a new Enrolment form with their New Zealand details – address, mobile phone number, email etc at this time.

12. Attendance, Performance and Achievement

100% attendance is expected of all students (as in an employment situation). Students are expected to be punctual and prepared for every session during the course. This includes practicum placements and work experience. Attendance is noted at every session.

It is important to note that:

- Applications for Request for Special Consideration (extension request) will normally be limited to students who have maintained satisfactory attendance in the relevant course.
- Students who have insufficient attendance or outstanding assessments may not be eligible for scheduled activities such as practicum placements, work experience, tours, etc. Students may be required to resolve all outstanding assessments and make up practicum placements and work experience hours during term breaks. Insufficient practicum placements and work experience may impact their eligibility to graduate.

Personal appointments must be made outside of normal class hours. Exceptions should be discussed with the tutor.

If students are unable to attend a class, they are required to contact their tutor or the Administration office before 9.00am. If no-one is available, please leave a clear message on the answerphone or text.

If students are sick, a Doctors' Medical Certificate will be required if they are absent for more than two days.

From time to time, we may be asked by Immigration New Zealand to provide details of a student's attendance. Unsatisfactory results or withdrawal from the programme of study may result in the withdrawal of their student visa.

Lack of Performance/Achievement

If students are not performing in their course(s) as indicated by attendance and academic achievement, clear systems are in place to deal with this situation.

In the first instance, we will discuss our concerns directly with the student. We will explore options with them and try to help develop an action plan for succeeding in their studies. They may request a support person of their choice to be present during any conversation with a staff member.

If the situation does not improve, a formal written warning will be given to the student, asking them to discuss their situation with the Tutor, Head of School, Deputy Campus Manager or Campus Manager. This letter will advise that if their attendance or performance does not improve within an agreed timeframe, they will be withdrawn from the course and the Withdrawal/Refund procedures will come into effect.

Other circumstances which may lead to the termination of the student's Contract of Enrolment (if they are not solved by following the procedure outlined above) are:

- Disciplinary issues
- Personal issues
- Health issues

If students are able to convince us that it is in their best interests to postpone or transfer their Programme of Study (which we may do at our discretion), the Disciplinary, Withdrawal/Refund policies and procedures outlined will apply.

As part of our monitoring process, it is a requirement that the student's contact details and residential addresses are up to date at all times, so please notify us immediately of any changes to these by completing a Change of Details form or emailing Administration (available upon request or on Cloud Campus).

13. Academic Cheating (Plagiarism)

Academic cheating fits within a larger category that is called plagiarism. A definition of plagiarism is 'the deliberate presentation of another person's material as one's own.'

Plagiarism is the inclusion of material, copied or paraphrased from someone else's writing, in the student's work. This includes work of other students, other authorities or experts, or material downloaded or copied from the internet, without explicit indication of the source of the material. Material of this nature may be used but must be referenced properly.

Cheating may take other forms. For example:

- Submitting someone else's assignment and saying it is one's own
- Copying from another student's work during a test
- Using an assignment from a previous year
- Allowing another student to copy from one's work (which will open both parties to penalty)
- Making up or fabricating data or information as bona-fide research
- Persuading another student (or hiring some other agency) to do all or part of one's assignment or doing an assignment for someone else

Further instances of plagiarism will result in sterner penalties. Sterner penalties might be loss of marks, non-achievement of the assessment, formal warning letters, or withdrawal from the course.

Anti-Plagiarism

Vision College subscribes to an anti-plagiarism provider. When submitting a written assignment students can expect to receive an email from the antiplagiarism provider, acknowledging the submission and including a plagiarism report.

Cheating and/or plagiarism are viewed as contravening the rules and values of Vision College Limited and will be dealt with accordingly. There would be a formal interview with Tutor and Head of School, and a written warning letter given which will be held on the students file. An opportunity may be given to re-submit authentic work. However, in extreme circumstances, dismissal from the programme of study may occur.

14. Other Policies

Other policies, such as Copyright/Computer Use/Privacy/Complaint Procedure are available in the Student Handbook, which is given to students during orientation. It is also available on Notice Boards, Cloud Campus and the website - <https://visioncollege.ac.nz/strategies-and-policies/strategies-and-policies-2/>

15. Computers

All programmes require students to provide their own devices (BYOD) for study at Vision College.

Below are the minimum specifications required for the courses, anything less than this will not open the programmes required. Check the website for the specific requirements of the programme you are applying for.

Across most of our programmes we use Microsoft Windows based applications.

WEB AND SOFTWARE

Windows 10 Operating System

Intel i5-6200U or greater/AMD A10-8700P or better

8GB of memory

500GB+ Hard Drive or 500GB+ Solid State Drive

Optional items include:

Optical drive (DVD)

Web cam

OTHER PROGRAMMES

Includes: School of Early Childhood Education, School of Counselling and School of NZBAT

Windows 10 Operating System

Intel Celeron

4GB of memory

16. Accommodation (other than Homestay)

These are websites that might have useful information:

<https://www.internations.org/go/moving-to-new-zealand/living/cost-of-living-in-new-zealand>

<https://www.tenancy.govt.nz/rent-bond-and-bills/letting-fees-and-key-money/>

https://www.numbeo.com/cost-of-living/country_result.jsp?country=New+Zealand

<https://www.enz.org/cost-of-living-in-new-zealand.html>

Options are:

- Rental accommodation
Students can live with a group of people (from \$180.00 - \$270.00 per room, per week) or alone (costs based on the highest renting rates in NZ). They will need to take into consideration their living costs, which could range from \$250.00 - \$400.00 per week depending on whether they are living alone or spreading the costs with a group. They will also need to consider the costs of buying furniture, or the possibility of having to contribute household appliances, if they choose this option, as most places are rented unfurnished.
- Private boarding – not arranged by Vision College (\$180.00 - \$300.00 per week (this cost may include groceries and all utilities such as power, local phone calls and heating)
- Studio, Unit, Townhouse or house will cost from \$350.00 – \$600.00 per week depending on the type and whether it's shared accommodation with other people.

Students can discuss these and other options with their agent, friends and family or relatives in the area.

Note: If students are applying for Auckland, we have staff that can assist finding boarding or flatting accommodation. Hamilton living expenses are 9.76% less expensive than Auckland and rent on average is 33.05% lower than Auckland.

17. Homestay (Agriculture Course - Hamilton only)

What is Homestay?

Homestay is a popular form of accommodation provided to International students by New Zealand based families, providing a comfortable room and meals.

It provides an opportunity for our International learners to learn about the local culture, customs, and way of life and provides opportunities to practice English, with real people in real situations.

Becoming part of a local family provides home comforts as well as the warmth and security of family life.

Living with a host family can be a very rewarding experience and build friendships that would last a lifetime.

Vision College Ltd Homestay Families

Vision College Ltd partners with caring, honest, committed, responsible and friendly people who genuinely want to share themselves and their homes with guests from other countries and culture.

They play a variety of roles – family, friend and confidant.

International Homestay Students are welcomed into a clean, warm and friendly environment where they can adapt to life in New Zealand and feel like they are part of a family.

Student safety and wellbeing is always at the forefront of all we do and of the utmost importance.

Our Homestay Co-ordinator assist students, based on the information provided on their Application Forms, with allocation to an appropriate Homestay that would suit them best.

The Code of Practice – Pastoral Care

To ensure that students feel cared for and that we meet our obligations as outlined in the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, there are a number of requirements.

All our Homestay families go through a rigorous approval process

- Host is Interviewed and Home Inspected
- Police Vetting of all persons living in the home 18+ years of age, by the New Zealand Police as to their suitability.
- Reference checks conducted
- Regular Check-in and inspections are conducted on a continuous basis.

The Homestay Co-ordinator is always available to assist and support students throughout the accommodation period.

Homestay provides International students with:

- A clean and comfortable home
- A furnished bedroom with a bed, study space, and storage
- Pillows, sheets, blankets, and towels
- Unrestricted access to washroom facilities
- Heating (if required in winter)
- Access to Wi-Fi
- Access to shared spaces: kitchen, lounge, dining, laundry, garden
- 3 x meals (breakfast, lunch & dinner) and snacks

Although we highly recommend you use our homestay services, we are happy for students to find their own accommodation. In this case all arrangements are private between the student and the home-owner, and their responsibility. Applications must complete an *Exemption from Homestay* form when they send in their application.

18. Health and Safety

Vision College offer a healthy and safe environment for both staff and students alike. Staying healthy and safe during your studies is important for your wellbeing and success.

Vision College is a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. The Code sets out the roles and responsibilities of tertiary providers in promoting and supporting your wellbeing, development, and educational achievement.

Students have obligations too. You are required to:

- ❖ Take care of your own health, safety and wellbeing
- ❖ Ensure your actions do not adversely affect the health and safety of others
- ❖ Adhere to all health and safety instructions communicated to you
- ❖ Wear all personal protective equipment and gear as required
- ❖ Use equipment in a manner that is safe and according to relevant instructions
- ❖ Report any safety concerns to your tutor, Health & Safety Officer or Campus Manager
- ❖ Report hazards, accidents, and incidents immediately to your tutor, Health & Safety Officer or Campus Manager

Health and Safety Noticeboards

These are displayed on the premises and contain the relevant health and safety information, such as:

- ❖ Location of First Aid Kits
- ❖ Floor Plans
- ❖ Emergency Evacuation Notice
- ❖ Emergency Lockdown Procedure
- ❖ Earthquake and Bomb Threat Procedure et

19. Immigration

Full details of immigration requirements, advice on rights to employment in New Zealand while studying and reporting requirements are available from Immigration New Zealand - www.immigration.govt.nz.

20. COVID-10 Pandemic

As the COVID-19 pandemic continues we urge students please wash your hands regularly and if students are unwell, they do not come to school.

Vision College's policy aligns with the Government's long-term approach to managing COVID-19.

What this means in summary:

- ❖ If students are unwell – stay home and get well, do a RAT Test, report the result to the tutor/Campus Manager
- ❖ If student's test positive for COVID-19 they need to isolate for 7 days
- ❖ If a student is a household contact of someone in isolation:
 - Take a RAT test, each day for 5 days (report results to tutor/Campus Manager)
 - Wear a mask when students come to Vision College
- ❖ The isolation period now aligns with Government policy – if students test positive for COVID-19 they must isolate for 7 days from when they tested positive, or when symptoms started, whichever came first.

New Zealand's current phase of the [COVID-19 Response](#) in detail:

- ❖ Confirmed COVID-19 cases are still legally required to self-isolate for 7 days. Anyone who is symptomatic is encouraged to stay home and get tested.
- ❖ Household contacts of confirmed COVID-19 cases are no longer required to self-isolate, but are asked to test for COVID-19 for the first 5 days of the case's isolation period, and to wear a mask when out and about (which includes when at work).

Information on COVID-19 in New Zealand and advice can also be found on the Ministry of Health website - <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus> and Unite against COVID-19 website - <https://covid19.govt.nz/>

21. Cellphones

If bringing a cellphone to New Zealand from your own country, please ensure the cellphone provider has not locked your account. If the provider locks the account New Zealand SIM cards do not work.

22. Personal Spending

The requirements of Immigration NZ is that applicants must have sufficient money to cover personal expenses. As a guideline they advise the following:

For programmes of study under 36 weeks you must provide evidence that you have funds of:

1. at least NZ\$1,667 per month of study available to maintain themselves during their stay in New Zealand (less prepaid living expenses) if they are undertaking tertiary or non-compulsory education study; or
2. at least NZ\$1,417 per month of study available to maintain themselves during their stay in New Zealand (less prepaid living expenses) if they are undertaking compulsory education study.

For programmes of study lasting 36 weeks or longer you must provide evidence to satisfy an Immigration officer that:

1. you have NZ\$20,000.00 per year available to maintain yourself during your stay in New Zealand (less prepaid living expenses) if you are undertaking tertiary or non-compulsory education study; or
2. you have NZ\$17,000.00 per year available to maintain yourself during your stay in New Zealand (less prepaid living expenses) if you are undertaking compulsory education study; or
3. if you are citizens of Samoa and Tonga a written guarantee of maintenance from a relative in New Zealand who is either a New Zealand citizen or residence class visa holder.

You may be required to show evidence which can include: proof of accommodation pre-payment, like hotel pre-paid vouchers or receipts. bank statements.

23. 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 is found on the ACC website at <https://www.acc.co.nz/>

24. Working in New Zealand

The type of visa that students enter New Zealand on will determine whether they can work. Visa's will often specify the number of hours that can be worked in a week.

There may be part-time work available, but students will be competing with New Zealand school students for places such as supermarkets, fast food outlets and some retailing outlets.

As employees, students will be required to register with the Inland Revenue Department and pay tax. The minimum adult wage is \$21.20 per hour before tax. All employees must have a contract in writing, and agreed to, before works commences. You should avoid employers that do not provide a written contract. Details regarding employment rights and responsibilities can be found on

<https://www.employment.govt.nz/starting-employment/rights-and-responsibilities/>

Earnings from part-time work should be regarded as "pocket money" and not the money required to live on.

25. General Information about The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

Introduction

When an international student comes to New Zealand to study, education providers have a responsibility to ensure that they are well informed, safe and properly cared for.

In New Zealand we call this 'pastoral care'. Students are entitled to be treated well, at all ages and at all levels of education.

To support this, the New Zealand government has developed the Education (Pastoral Care of Domestic and International Learners) Code of Practice 2021.

This is an overview of the Education (Pastoral Care of Domestic and International Learners) Code of Practice 2021 (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

About the Education (Pastoral Care of Domestic and International Learners) Code of Practice 2021

The New Zealand Government's Education (Pastoral Care of Domestic and International Learners) Code of Practice 2021, is a document that clearly outlines the full legal requirements that education providers enrolling all students, including international students must abide by.

About New Zealand Qualifications Authority (NZQA)

NZQA is the government organisation who manages the quality of New Zealand qualifications, and acts as the Administrator of The Education (Pastoral Care of Domestic and International Learners) Code of Practice 2021.

How can I get a copy of the Code?

Copies of the Code are available on request from this institution or from the NZQA website at <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

How do I know if an education provider has signed the Code?

NZQA maintains a register of all signatories to the Code. This is available online from <https://www.nzqa.govt.nz/providers/index.do>.

If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

Vision College Limited has agreed to observe, and is bound by The Education (Pastoral Care of Domestic and International Learners) Code of Practice 2021.

What if I have questions about the Code?

NZQA is the Administrator of the Code. If you have any inquiries about the Code, you can find out more information at www.nzqa.govt.nz or online <https://www.nzqa.govt.nz/about-us/contact-us/contact-us-about-the-code/>.

New Zealand's Quality Standards

All international students enrolled with a New Zealand education provider, are covered by The Education (Pastoral Care of Domestic and International Learners) Code of Practice 2021.

This is legislation that outlines the level of care that education providers, and their agents must provide to all students, including international students, while they live and study in New Zealand.

The education system is regulated, with strong quality assurance systems across the board.

In general, students can expect that:

- the quality of teaching and learning students receive will meet high educational standards
- the marketing and promotion information students receive before they enrol is clear, complete and accurate so they can make a well-informed decision about whether an education provider is the right choice.
- Agents do not breach the law or jeopardise the signatory's compliance with the code.
- education providers' agents give students reliable information and act with integrity and professionalism
- students will receive enough information and support to help with their enrolment, including understanding the legal obligations they have, and that they will receive all the proper documentation
- Students are welcomed and have enough information, guidance and support to help them settle into their new life in New Zealand
- Their study environment is safe, and that they have a safe place to live

Quality assurance of Education in New Zealand

The primary responsibility for the quality of education delivered rests with the organisation that provides those services. However, quality assurance processes are in place to ensure government and individuals are investing time and money in quality education and training.

If something goes wrong

The education provider must treat students in a way that meets the requirements of the Code of Practice. If students have concerns about the way they have been treated by their education provider, or by an agent of their provider, the first step is to talk to someone at the provider where they are studying.

If students have concerns that are related to their course or experiences at the organisation, it is very important that they give the organisation the opportunity to respond to these concerns.

All education organisations must have processes for receiving and responding to student complaints, and for appealing academic results. These must be easily accessible to students, and organisations are required to be fair in implementing them.

The Student Handbook outlines Vision College Limited's Complaints Procedure. The Student Handbook is provided to all students at orientation, is online, on noticeboards or available upon request. Students must put their concerns in writing, and it is reasonable to expect a written response from the organisation explaining the outcome.

The first thing students must do is contact the Campus Manager or another person, who has been identified to them as someone that they can approach about complaints at the institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and **they need to go through these internal processes before students can take the complaint any further.** (Refer to Student Handbook).

Students must make a genuine effort to resolve their concerns by following the formal complaint process of the organization, before making a formal complaint to NZQA.

If a student's concerns are not resolved by the internal complaints procedures, they can contact NZQA.

If Student concerns are not resolved by education provider

If the education provider has not resolved the students concerns, they can make a complaint to NZQA. NZQA is part of the New Zealand government.

NZQA will make an independent assessment of their complaint and then:

- investigate the complaint, or
- refer the complaint to someone else who can better help them, or
- advise the student about any other options.

NZQA's website provides information about making a complaint to NZQA - <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

Raising concerns with NZQA

If a student is not satisfied with the outcome of the organisation’s formal complaint process, they can raise their concerns with NZQA.

An NZQA staff member will consider the information that is provided, and advise the student whether NZQA can accept it for investigation as a formal complaint.

NZQA might not be able to accept the 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 the student and the organisation will have the opportunity to provide information, and NZQA will write to the student to advise them of its findings.

Raising concerns with a different agency

Check this list to see if there is a different agency that may be able to help:

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

How can a Student contact the NZQA?

If a student wants to enquire about making a formal complaint or receive advice about the options available to them, please complete and submit an online enquiry form

1. Download the complaint form from <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

2. Send the completed complaint form, along with any supporting evidence, to:

The Complaints Officer

Quality Assurance Division

P O Box 160

Wellington 6140

Or email a scan of the completed form, along with scans of any supporting evidence, to risk@nzqa.govt.nz

If a student needs more information about the complaints process, contact NZQA on 0800 697 296.

What happens next?

An NZQA staff member will consider the information that is provided, and either advise the student whether NZQA can accept it for investigation as a formal complaint or what else can be done to resolve their concerns.

If NZQA accepts it as a formal complaint, they will contact the organisation to explain the nature of the complaint and ask for a response. Throughout the investigation, both parties will be kept fully informed.

Will the organisation know that I have made a formal complaint to NZQA?

Generally, yes. In order to make a fair decision, NZQA writes to the organisation to inform it that a formal complaint has been made. The letter includes a summary of the complaint and states who made the complaint. The organisation is asked to respond. This helps NZQA look at the complaint with information from all parties and make a balanced decision.

Occasionally, there are circumstances where a complainant feels there may be repercussions if the organisation is given their name. If a complainant wants their name to be withheld from the organisation, they must indicate this on the formal complaint form. NZQA will discuss this with the complainant.

What happens if NZQA upholds a formal complaint

If NZQA's investigation shows that the organisation's policies and procedures have not been followed, or that they were not applied fairly, the information can be used from the investigation to try to reach a solution with the organisation. If that is not possible, other avenues can be tried, such as the Disputes Tribunal, Commerce Commission or the courts.

The Dispute Resolution Scheme (DRS) is a free service for students. Students may choose to use the DRS or take the case to a tribunal or court, which will charge a fee to users and may take longer.

<http://www.legislation.govt.nz/regulation/public/2016/0042/latest/DLM6748715.html?src=qs>

NZQA does not get involved if the complaint is about money students have paid, or their contract with your education provider, they can contact iStudent Complaints, the dispute resolution scheme operator, at 0800 00 66 75 or <https://www.istudent.org.nz/contact-us>

iStudent Complaints is an independent service with experience in helping people to resolve disputes. iStudent Complaints was established in 2016 and is administered by Fairway Resolution Limited and is the sole dispute resolution service appointed by the Minister for Tertiary Education, Skills and Employment under section 238J(4)(a) of the Education Amendment Act 2015.

FairWay Resolution can be contacted on 0800 77 44 22.

Notes

Notes

Better Together

Hamilton

21 Ruakura Road
Hamilton East, Hamilton
07 853 0222

Auckland

Level 4, 34 East Street
Papakura, Auckland
09 273 2997

Christchurch

20 Twigger Street
Addington, Christchurch
03 377 2364

For more information visit vision.ac.nz
or call us on 0800 834 834

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