

POLICY

INTERNATIONAL STUDENTS

(05.003)

POLICY

Northland Polytechnic Ltd has processes for the admission, enrolment and monitoring of international students that meet internal and external requirements.

PURPOSE

To ensure that internal and external requirements for international students are met.

APPLICATION AND SCOPE

This policy applies to all international students who intend to enrol or are enrolled at Northland Polytechnic Ltd and studying in New Zealand.

DEFINITIONS

- *Education (Pastoral Care of International Students) Code of Practice 2016*
The Code was established under section 238F of the Education Act 1989 and provides a framework for education providers for the pastoral care of international students.
- *International Student*
A person enrolled at Northland Polytechnic Ltd, who is a foreign student as defined in section 2 or section 159 of the *Education Act, 1989* (whichever is applicable). Persons who do not hold permanent residency in New Zealand are included within this definition.
- *Programme of Study*
A coherent arrangement of learning or training that is based on clear and consistent aims, content, outcomes and assessment practices, and which leads to a qualification on the New Zealand Qualifications Framework (NZQF).
- *Component*
Courses, which may include assessment standards, that make up a programme of study

COMPLIANCE OBLIGATIONS

- *Education (Pastoral Care of International Students) Code of Practice 2016*
- *Education Act 1989*
- *Immigration New Zealand (INZ)*
- *Human Rights Act 1993*
- *Immigration Act 2009*
- *NZQA Programme Approval and Accreditation Rules*

Responsibility	Executive manager with responsibility for International
Approval dates	September 2019
Next Review	August 2022

OTHER RELATED DOCUMENTS

Associated Procedures and Guidelines (Appendix 1)

Policy: *Student Fees (03.017)*

Policy: *Student Registration and Enrolment (05.006)*

Northland Polytechnic Ltd Academic Statute and Regulations

Int001 International Registration Form and Guide

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PROCEDURES AND GUIDELINES

1.0 INTERNATIONAL STUDENT ADMISSION AND ENROLMENT

- 1.1 The Code of Practice (Part 4; outcome 3) details the information that must be made available to prospective international students before students enter into any commitments, either by referring the student to NorthTec website information or directly in writing via International Administration and via the International Student Guide.
- 1.2 International students must apply for admission to full-time programmes of study on the International Student application form (INT 001 International Registration Form).
- 1.3 Applications are received and processed by the International Office.
- 1.4 Copies of academic transcripts, graduation certificates and other documentation must be officially translated into English and verified by the issuing institution, a notary public, or (when specified in the recruitment agreement) an approved agent of Northland Polytechnic Ltd. Unverified copies will not be accepted.
- 1.5 If considered suitable for programme assessment, applications are distributed to relevant staff with delegated authority to admit students into the programme of study. Those with delegated authority are responsible for academic assessment, approval and advising the International Office that an international applicant can be offered a place.
- 1.6 Academic approval will confirm that the academic, English Language and prior learning entry requirements have been met, the published selection criteria have been followed, the courses selected are coherent and satisfy programme regulations, and that the student has a good chance of achieving the standards required for successful completion of the programme of study for which they have applied.
- 1.7 An Offer of Place (contract) does not guarantee student enrolment, as students are required to pay all fees and complete Registration and Enrolment procedures prior to programme of study commencement. Students studying in New Zealand must also apply for a student visa, arrange flights, and arrange compulsory medical, and travel insurance; and arrive on campus in time to attend International Student Orientation.
- 1.8 As specified in policy *Student Fees (03.017)*, Northland Polytechnic Ltd recognises that some international students, wishing to re-enrol in courses which they have previously failed, may experience difficulty paying tuition fees before course commencement. In such cases, Northland Polytechnic Ltd may allow students to re-enrol subject to a payment plan for the repeated courses being in place, and the student having a current valid visa or study permit for the course of study.
- 1.9 Northland Polytechnic Ltd must adhere, by law, to the following requirements determined by the Immigration Act 2009:
 - Northland Polytechnic Ltd may only enrol a prospective international student for a course lasting longer than 3 calendar months if the prospective student holds:
 - A current student visa or permit which is endorsed with the institution at which the prospective student is seeking to enrol and the course of study the prospective student intends to undertake; or
 - A current limited purpose visa or permit for the express purpose of study with the institution, or has a current variation of permit conditions to allow study with the institution; or

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- An interim visa if the student has applied for a Student Visa.

1.10 International students must supply a study permit or visa as evidence of their right to study in New Zealand.

Enrolment into a programme of study cannot be activated until this permit or visa has been provided to the International Office. Evidence of the permit or visa is to be recorded in the student management system (Artena) and placed on the student file.

1.11 The international applicant is responsible for complying with all conditions relating to the study visa or permit.

1.12 If the international student fails to obtain or maintain a valid study permit or visa or is required to leave New Zealand for whatever reason, the contract will lapse and Northland Polytechnic Ltd may offer the place of enrolment to another student.

1.13 International students are required to have a valid medical and travel insurance policy for the duration of their stay in NZ. Enrolment into courses cannot be activated until a student has provided the International Office with evidence of a valid insurance policy to cover travel and medical insurance.

2.0 MEDICAL AND TRAVEL INSURANCE

2.1 All students are required to have appropriate Medical and Travel Insurance as specified in Part 4; Outcome 3; Clause 16 (5) in the *Education (Pastoral Care of International Students) Code of Practice 2016*.

2.2 All policies will be verified prior to the student's enrolment including ensuring that:

- The insurer/re-insurer is a reputable and established company with substantial experience within the Travel Insurance business and has a credit rating no lower than A from Standard and Poors, or B+ from A M Best.
- The Insurer is able to provide emergency 24-hours, 7 days per week cover.
- Students have a "certificate of currency" and policy wording from the insurance company stating that the student has purchased the cover for the duration of the planned period of study. The certificate and policy wording must also detail medical sums insured and repatriation benefits.
- Students are required to have current medical and travel insurance to be able to enrol in a programme of study and obtain a student visa.

2.3 For each student, Northland Polytechnic Ltd shall record the name of the Insurer, Policy number, and start and finish dates in the student management system, Artena.

2.4 A reminder to renew their insurance policy shall be issued to each student at the time of re-enrolment.

2.5 Policies available in New Zealand that meet Northland Polytechnic Ltd's requirements are:

- UNICARE
- Southern Cross International Student Policy MAX
- Insurance Safe NZ Student Policy
- Studentcare
- Orbit Protect Prime Policy
- Orbit Lite

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3.0 ORIENTATION

- 3.1 All international students must attend an orientation to provide each student with information and advice as per Part 4; Outcome 5; Clause 20 of the *Education (Pastoral Care of International Students) Code of Practice 2016*, as soon as practicable after arrival and before the programme of study starts when possible.

4.0 SAFETY AND WELL-BEING

- 4.1 At international student orientation and again at information seminars, students shall be informed of 24/7 emergency contact, policies and support services available, as per Part 4; Outcome 6; Clause 22 in the *Education (Pastoral Care of International Students) Code of Practice 2016*.

5.0 INTERNATIONAL STUDENTS UNDER 18 YEARS

- 5.1 All international students under 18 years will be pro-actively monitored by Northland Polytechnic Ltd's International Department as per Part 4; Outcome 6; Clause 23 and Part 4; Outcome 7; Clause 28 in the *Education (Pastoral Care of International Students) Code of Practice 2016*.

6.0 INTERNATIONAL STUDENTS AT RISK OR WITH SPECIAL NEEDS

- 6.1 Any international student who is identified as at risk due to low attendance and/or attainment shall be supported as per clause 10.0 of these procedures and guidelines; documented in the Northland Polytechnic Ltd Student Management System.
- 6.2 If Northland Polytechnic Ltd has reason to believe that the issue is serious and the student is unable to protect themselves, then the Northland Polytechnic Ltd International Critical Response Plan shall be followed (in: W Drive/International/Pastoral Care/Critical Incident Procedures) and the executive manager with responsibility for International informed, as per Part 4; Outcome 6; Clause 25 in the *Education (Pastoral Care of International Students) Code of Practice 2016*.
- 6.3 Any international student that requires provision of an adapted programme of study will be enrolled with supports at the discretion of the executive manager with responsibility for International as per Part 4; Outcome 6; Clause 25 in the *Education (Pastoral Care of International Students) Code of Practice 2016*.
- 6.4 If a student should develop a special need while enrolled at Northland Polytechnic Ltd, then support shall be negotiated with their insurer, the executive manager with responsibility for International as per Part 4; Outcome 6; Clause 25 in the *Education (Pastoral Care of International Students) Code of Practice 2016*.

7.0 MANAGING WITHDRAWAL AND CLOSURE

- 7.1 Northland Polytechnic Ltd ensures that the procedures for refund detailed in the policy *Student Fees (03.017)* are reasonable, and students are informed of their rights and obligations to withdraw and request a refund in their Offer of Place as per Part 4; Outcome 8; Clause 30 in the *Education (Pastoral Care of International Students) Code of Practice 2016*.

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8.0 DEALING WITH GRIEVANCES

- 8.1 All international students have access to fair and proper procedures as in the International Student Guide and as per Part 4; Outcome 9; Clause 32 in the *Education (Pastoral Care of International Students) Code of Practice 2016*.

9.0 COMPLIANCE TO THE INTERNATIONAL STUDENT CONTRACT DISPUTES RESOLUTION SCHEME (DRS)

- 9.1 Northland Polytechnic Ltd International Office shall be familiar with the DRS and inform international students of the correct process during orientation as per Part 4; Outcome 10; Clause 34 in the *Education (Pastoral Care of International Students) Code of Practice 2016*.

10.0 MONITORING INTERNATIONAL STUDENT ATTENDANCE AND ATTAINMENT

- 10.1 International students are required to attend all lectures, tutorials, practical classes, demonstrations, assessments and examinations required by the course in which they are enrolled to retain their right to study in New Zealand under a student visa. Failure to meet this requirement may result in the student's enrolment with Northland Polytechnic Ltd being terminated and notification to Immigration New Zealand (INZ).
- 10.2 International students shall be notified of attendance and attainment regulations during the International Student Orientation and in the International Student Guide.
- 10.3 Teaching staff will closely monitor the academic progress and attendance of each student through a process of observation and enquiry. Records will be maintained in the attendance register and assessment modules of aPlus+ in a timely manner.
- 10.4 Teaching staff are required to be pro-active when the first signs of poor attendance, assignments not handed in on time, or a poor level of attainment is obvious, by acting immediately and informing the Pastoral Care Coordinator or International Learning Advisor.
- 10.5 International students must comply with programme regulations for notification of absence due to illness or other circumstances as required for each course in which they are enrolled. Valid reasons for absence must be provided to teaching staff and/or International Department staff and supported by evidence as required.
- 10.6 A student who fails to complete a course or courses during their first term of study is required to re-enrol in the course/s and pay full fees. Recognising that international students face difficulties adjusting in their first term, Northland Polytechnic Ltd may consider discounted tuition fees for any course/s failed in the first term of enrolment and study at Northland Polytechnic Ltd.
- 10.7 When a student's attendance or attainment level is unsatisfactory, and there are no extenuating circumstances, the procedure for an international student not meeting the attendance and attainment regulations shall be followed:
- Meet with student, tutor and International Pastoral Care Coordinator. The student may also bring a support person. The student enters into a learning and support plan. A verbal warning is issued, and student record is updated.
 - After 2 - 4 weeks if no improvement, a first written warning is issued from the Programme Leader or delegated representative reminding the student of their

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obligations and contract with the Northland Polytechnic Ltd. The student record in Artena is updated.

- If the attendance/attainment issue persists, a final letter of warning is activated by the International Office requesting the student to meet with the International Office. The International Office may decide to commence proceedings to terminate the enrolment in specific courses or the programme of study as a whole. Student record in Artena is updated.
- Termination of enrolment from a course or courses commences upon the recommendation of the Programme Leader and the International Office. A withdrawal form is completed and signed by the Pathway Manager, Pastoral Care Coordinator and student.
- In the case where withdrawal from the programme of study results in termination of the contract, Immigration NZ is notified of the termination of contract by the Operations Manager or Pastoral Care Coordinator/Academic Administrator immediately upon termination of the contract.
- The Operations Manager and Pastoral Care Coordinator/Academic Administrator have delegated authority to complete the electronic notification of a student's termination to Immigration NZ immediately after termination.

11.0 CONDITIONS FOR TERMINATING ENROLMENT AND TERMINATING THE CONTRACT

11.1 The following actions terminate the enrolment and terminate the contract:

- The student no longer wishes to study at Northland Polytechnic Ltd;
- Northland Polytechnic Ltd is unable to proceed with the programme of study;
- Compassionate reasons, serious illness;
- Non Attendance or failure to achieve in the programme of study (see clause 10);
- Breach of Northland Polytechnic Ltd regulations;
- Visa, or extension to visa, is not granted.

11.2 The following actions terminate the enrolment in a programme of study or course:

- The student withdrew from a programme of study or course;
- NorthTec is unable to proceed with a programme of study or course;
- Non-attendance or failure to achieve in a course (see Clause 10).

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REVISION HISTORY			
Version	Description of Change	Author	Effective date
1	New – replaced: <i>Medical and Travel Insurance for international Students (05.008)</i> ; <i>Accommodation for International Students (06.004)</i> ; <i>International Student Admission and Enrolment (06.005)</i> ; <i>International Students (Group Students) (06.006)</i> ; and <i>Monitoring International Student Attendance and Attainment (10.007)</i>	International/ QMS Team	November 2015
2	Reflect changes to Code of Practice in policy and P & G	International/ QMS Team	July 2017
3	Additions to Procedures and Guidelines – Section 11	International / QMS Team	November 2017
4	Triennial review - Add new definitions; changes to Procedures and Guidelines	International/ QMS Team	September 2019
4.1	Update to acceptable insurance policies (P & G 2.5)	QMS Team	October 2019
4.2	Add 'Ltd' to Northland Polytechnic	QMS Team	May 2020