Pastoral Care of International Learners

Eastwest College of Intercultural Studies, "Eastwest" trains individuals and families for cross-cultural missions, ministry and service. Eastwest welcomes international students into our intercultural Christian community. All our international students must read and sign the 'pastoral care of international learners' document which is available for download on the college website (https://eastwest.ac.nz/admissions/) before entering into any commitments to study in New Zealand.

1. Study Dates

Please refer to the college website: eastwest.ac.nz/key-dates/ for semester dates and the academic year planner.

2. Application Requirements and Procedures

Students will need to apply on the official application form which can be found:

on the Eastwest website;
through a WEC branch office; or
via a request from the college's address, email, or phone number.

Applicants are required to submit all official transcripts and a signed declaration that they have read and understood this document with their application form. Once an international student's application has been approved by Eastwest, you will receive a letter of acceptance. After accepting your offer to study, confirm your admission by sending your fees to the Public Trust Account.

When the fees have been received into the Trust Account (which sometimes takes several days), the finance office will forward the relevant documents to the applicant to apply for an international study visa. A formal offer of a place is required by Immigration NZ for issuing an international student visa. Eastwest will only issue a formal offer-of-place letter upon receipt of all fees.

3. Conditions of Acceptance

You must have legal entitlement to study in New Zealand with appropriate immigration and/or refugee status. In addition to the general college admission criteria, all of the following conditions must be met for an international student to be accepted for enrolment at Eastwest:

- Diploma in Intercultural Studies (Level 5): IELTS academic score of 5.5 overall with no band score lower than 5.0 (or equivalent).
- Diploma in Intercultural Studies (Level 6): IELTS academic score of 6.0 overall with no band score lower than 5.5 (or equivalent).
- Payment of fees in advance.
- Three satisfactory character references (the names of referees are included on the application form. The name of one of them must be your pastor/minister/senior elder).

4. Assessment of Prospective International Students

Where it is impractical to accurately assess a student's level of English or academic ability while the student is still overseas, Eastwest may require students to undertake English or prior learning testing on their arrival in New Zealand if results from overseas testing have been found to be unreliable.

Prospective international students may be required to participate in an admissions interview as part of assessing their suitability for study and support needs.

The offer of place is conditional upon the student demonstrating a stated level of English or academic capabilities, and the offer of place will be withdrawn if the stated level is not achieved.

Once Eastwest has accepted a student for enrolment, their acceptance is guaranteed unless the student has provided incorrect information on their application documentation.

5. Insurance

International students and their families must have appropriate and current full medical, surgical and travel insurance while in New Zealand. You must have coverage from the day you leave your home country to the day you depart New Zealand to return home. You will be responsible for disclosure of pre-existing condition and for any costs not covered by insurance.

When enrolling international students, Eastwest is required by Immigration NZ/Ministry of Education/NZQA to ensure that international students have proof of appropriate and current medical and travel insurance for the duration of their planned period of study. Generally, students should have combined travel and medical insurance on one policy, but separate policies are permitted. An English translation is required if the insurance policy is in a foreign language.

Travel Insurance Policy Components

Where students have separate travel and medical insurance policies, the travel insurance policy should cover:

- Accident and injury.
- Disruption to travel plans.
- Cost of medical care in any "stopover" countries.

Suggested Minimum Content for Appropriate Insurance Policies

The policy should:

- Commence the minute the student leaves home for the airport on their way to New Zealand.
- Apply while in transit.
- Apply while the student is in New Zealand.
- Cover the student for any trips to other countries during the period of study.
- Cover the student for any holidays back to their home country during the period of study.

High Sums Insured and Medical Benefits

"Sums insured" is the money available in the event of a claim. It is imperative that the sums insured are very high so they will not be exceeded in any possible claim. Current policies range from $600,000 to "unlimited cover." In order to "future proof" policies, sums insured of one million dollars plus are suggested.

Medical benefits generally range from general practitioner visits and prescriptions through to major hospitalisation (both public and private), optical cover and emergency dental cover.

It is preferable that no excess is applied to medical claims as this could deter students seeking treatment.

Emergency Evacuation/Repatriation

Repatriation represents the cost of getting the student home. The benefit works two ways:

- If the student becomes seriously ill or injured and needs to be accompanied home (either alive or deceased) with medical professionals these costs are met by the insurance.
- If members of the student's immediate family living overseas become critically ill or die, the policy will fly the student home, and then back to New Zealand to complete their studies.

Ideally the policy should have "unlimited cover" as very large sums can be incurred in these situations.

Accompanying Relative Cover

If an overseas student in New Zealand becomes seriously ill or dies, the policy should pay for parents to fly to New Zealand on the first available flight. The day-to-day accommodation and reasonable living costs in New Zealand for the parents should be met, as should the cost of their airfares home.

Personal Effects (Optional)

Insurance should cover students' personal effects, including items like expensive musical instruments, lap top computers, and sporting equipment. Limits should be realistic but able to be increased to represent the actual value of particular items.

Personal Liability Cover
This benefit applies when a student causes accidental damage to property at an education provider e.g. breaking expensive equipment, spilling paint on the carpet. While persons affected could claim on their insurance, their insurance company should be provided with details of the student's insurance to recover costs from the student's insurer.

Desirable Additional Policy Components
a) Loss of fees due to emergencies: This benefit should cover fees that are lost due to unforeseen events that are insured and unrecoverable from any other source. For example:
The student is ill, injured, or deceased in New Zealand and unable to complete a course.
Travel delay occurs en route to New Zealand.
A relative becomes critically ill, injured, or dies in the student's home country.
Fee payment should be recoverable, or tuition reinstated.

b) Mental illness: Mental illness is generally excluded from "standard" travel and medical insurance cover. However, some in-bound student plans offer varying amounts of mental illness cover.

c) Continuation option: Travel insurance usually ends when the student has returned to their home country. However, it is prudent to ask if a continuation option is available if a student needs to return to his/her home country because of illness or injury during the policy period and is able to use the policy for on-going treatment until the policy has expired.

Implementation
If purchasing cover through a New Zealand insurer, the student should purchase this cover at the same time they pay their fees and before they leave home, to cover them for unforeseen medical emergencies that would prevent them coming to New Zealand.

Proof of cover is required as part of the enrolment process in compliance with the Code. Students must 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 which has a valid start date and expiry date of the cover. Eastwest will retain a record of the insurer and policy number of all their students, which may be used in the event of an emergency. Eastwest must also know at all times which insurance each student has and the expiry date of that insurance.

If the insurer is an overseas company, Eastwest requires that students provide policy details in English in advance to allow us to ensure that the policy meets our requirements.

INTERNATIONAL STUDENTS CANNOT BE ACCEPTED FOR STUDY NOR ATTEND LECTURES AT EASTWEST UNLESS THEY HAVE THE REQUIRED IMMIGRATION VISAS AND INSURANCE DOCUMENTATION

6. Medical Examination

You must undergo a medical examination if you plan to stay on in New Zealand after one year. The examination has three components:
A full medical examination by a registered medical practitioner.
A chest X-ray.
Blood and urine tests.

7. Tuberculosis (TB) Testing

You will need to be screened for TB if you are intending to stay in New Zealand for more than six months and you:
are from a country that does not have a low incidence of TB, or
have spent more than 3 months in the last 5 years in a country that does not have a low incidence of TB.
Check the list of countries with a low incidence of TB on the Immigration NZ website.

8. Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. The Accident Compensation Corporation (ACC) provides accident cover 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. Information is available on their website: https://www.acc.co.nz/im-injured/what-we-cover/if-youre-a-visitor-injured-in-new-zealand/

9. Immigration Requirements

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand and can be viewed on their website at www.immigration.govt.nz.

10. Students Applying for Visas for School Age Children

Arrangements for school age children are dealt directly with the school concerned, not Eastwest. Children of parents wishing to enrol them in years 1-8 (aged 12 years and under), must reside with their parent or their legal guardian.

Initially, the parents or guardian of the child apply for an application for enrolment to the school concerned, then complete and return the form to the school. When the application has been approved by the school, an offer of place, together with current fee structure form, is returned to the parent or legal guardian. If the parents or guardians agree with the document, a tuition agreement is signed between the school and the children's parents, and at that stage, fee payment is made. A receipt will be issued by the school when payment has been received. The receipt and the tuition agreement are to be included in the child's visa application. Once the visa has been granted, study can be commenced by the child at the date agreed to in the tuition agreement.

11. Visa Renewals

International students visa must be renewed before they expire otherwise students are considered to be unlawfully in the country and further studies cannot be guaranteed. Student visa processing may take up to 6 weeks, though may be longer during peak times. Allow sufficient time to get your documentation organised when submitting an application. You must provide evidence to show you have enough money to support yourself while you study in New Zealand.

12. Team Dedicated to International Students

Eastwest has staff members dedicated especially to the interests of international students:

Hyelim (Hannah) Jun handles general student enquiries: office@eastwest.ac.nz
Sharlene Pilkinton is responsible for any matters relating to accommodation: accommodation@eastwest.ac.nz
Jenn Miller oversees student pastoral care: jenn.miller@eastwest.ac.nz
ByungRyeol Lee provides practical support: byungryeol.lee@eastwest.ac.nz
Andrew Stout offers academic advice and guidance on cross-credit/recognition of prior learning: dean@eastwest.ac.nz

13. Orientation

All new incoming students participate in an orientation programme before classes begin. The programme begins with a pōwhiri (welcome in) ceremony and continues for three days with introductory and informative sessions covering academic programme and regulations, learner wellbeing and support systems, guidance on campus facilities, and more. Sessions will also explain what it means to live and be involved "in community" including duties, responsibilities, safeguarding, health & safety, etc. You will also have the opportunity to meet college staff, student council members, and fellow students who can help you settle into the intercultural college community.

Living cross-culturally in New Zealand will affect all aspects of a student's life while studying at the college, and particular aspects are highlighted during the programme. The programme includes a tour of the campus

and surrounding Gordonton village, as well as a trip to the nearest shopping complex, approximately 12 kms from the college.

Students are encouraged to ask questions during the programme and any points that are still unclear afterward can be discussed or clarified with staff, student council members or other students.

14. Availability and Characteristics of Living Accommodation Options

Units are completely furnished with all kitchen utensils, bedding (pillows, sheets, blankets/duvets), and lounge, dining and bedroom furniture. Towels are also provided.

All international students are accommodated on site:

Families—in a two- or three-bedroom unit allocated to their own family.

Single people—share a unit but usually have their own bedroom, depending on student numbers and availability.

15. What to Bring

For your arrival at the college, we ask students to bring the following items:

- Personal toiletries.
- Clothing for seasonal weather in NZ. It is important to bring wet weather gear for practical work which is assigned to students one afternoon a week.
- Please bring a laptop for your coursework. There is a small computer suite with good broadband access in the library for students to use. Personal printing can be done in the library with a "per sheet" charge.
- College does not provide individual telephone connections in student units. It is recommended to bring an unlocked mobile phone. Local SIM card can be purchased through a mobile network provider.

If you plan to bring your own electrical appliance, you may need a power plug adapter or voltage converter for the power outlet. NZ power plugs and sockets are of type I. The standard voltage is 230 V and the standard frequency is 50 Hz. If you have any queries, or are not sure about whether additional items can be brought to the college, please do not hesitate to get in touch with us at office@eastwest.ac.nz.

16. Transportation

When you arrive in New Zealand and are travelling to and from Auckland Airport, it is your own responsibility to arrange transport. Shuttle details are included with your official acceptance correspondence.

17. Driving in New Zealand

International students may drive in New Zealand for a maximum of 12 months from the date they arrive in New Zealand using a valid overseas driver licence or an international driving permit. If your driver licence is not in English, you must carry an approved translation. Before 12 months has passed, you must convert your overseas driver licence to a New Zealand driver licence. Each time you visit New Zealand, you can drive for a further 12-month period on a valid overseas licence or international driving permit, as long as you stay no more than a year at a time.

18. Water Safety

New Zealand has many beaches, lakes and rivers to discover and enjoy. Visit the Water Safety New Zealand website for tips or resources.

19. Recreational Fishing

Fishing is one of New Zealand's most popular recreational activities. There are heavy penalties for breaching the law. For information on fishing rules, go to www.fish.govt.nz.

20. New Zealand Government Laws on the Sale of Alcohol and Tobacco Products

Laws and penalties relating to drugs and alcohol, and how to get help for drugs and alcohol problems can be found at www.police.govt.nz/advice/drugs-and-alcohol. If you have any queries, please refer them to the safety officer.

21. Fees

Current fees can be found under the "Fees" section on our website at www.eastwest.ac.nz. Tuition fees, food and accommodation fees, and additional cost fees are payable on acceptance of admission. International students are required to pay their fees before the commencement of their study programme to be eligible to apply for a student visa.

Student Fee Protection
Student fees are protected by an independent trust account operated by the New Zealand Public Trust. Accommodation and tuition costs are paid by the Public Trustee to Eastwest on a monthly basis. On enrolment, students sign a payment schedule showing the monthly payments to Eastwest of their fees. All monies held in the Fee Protect Trust are NZ government guaranteed.

Withdrawal & Refund Policy
Before withdrawing from the college, students are urged to discuss the matter with the academic dean. To withdraw from Eastwest prior to the end of the semester, students are required to apply in writing and submit the application to the academic dean. The withdrawal date cannot be prior to the date that the application is submitted.

The process for a fee refund will commence immediately upon receipt of a student's application for withdrawal. The process will be completed within 60 days. Payment will be made directly to the student, or to an alternate provider nominated by the student in writing.

- **Withdrawals within 10 working days of course commencement** (in accordance with Education (Refund Requirements for International Students) Notice 2012): tuition fees will be refunded in full, less pro rata accommodation charges and disbursements incurred.
- **Withdrawals after 10 working days and within 40 calendar days of course commencement**: refund will consist of the unexpired portion of fees paid (calculated as the number of whole weeks until the end of the semester as a percentage of the total weeks within that semester) less an administration fee of NZ$500.
- **Withdrawals after 40 calendar days from the commencement of the semester:** students will not receive any refund of fees for that semester.
- All semesters paid for but **not commenced** will be refunded in full.

Eastwest will notify Immigration NZ that the international student has withdrawn from study. This affects the student's international study visa, rendering it invalid and may affect obtaining a subsequent student visa to study in New Zealand.

22. Additional Expenses While Studying

Students need to budget carefully for their expenses whilst studying. A typical budget would cover:

- College fees
- Air fares
- Compulsory medical and travel insurance: approximately $800 per student
- Photocopying and printing fees
- Rainbows Early Childhood fees for pre-school children
- Personal costs i.e. stationery, toiletries, mobile phone charges, small items of clothing, etc.: approximately $80+ per adult per week
- Food costs during semester breaks and not included in accommodation costs: $200 to $250 per week per family
- On-site accommodation costs during semester breaks
- Car purchase (optional): an example would be $11,000 for a 10 year old car
- Car registration and insurance: $1200+ per year

Petrol costs
Holiday accommodation motel costs if sightseeing: $120 or more for two people per night
Fees for school-age children: $11,000 (or more) per year for primary school tuition and $14,000 (or more) per year for secondary school tuition
Further medical examination and x-ray if studying for more than one year

23. Semester Break Student Accommodation

Students remaining on campus during semester breaks are required to pay for their own accommodation and will need to buy their own food. They are also required to provide one half day's work per week in respect to community sharing of responsibility for Eastwest buildings and grounds. See the college website www.eastwest.ac.nz/fees/ for up-to-date charges.

24. Programmes of Study

Eastwest offers two main diplomas programmes approved and accredited by the New Zealand Qualification Authority (NZQA) and both programmes lead to the qualifications listed on the New Zealand Qualifications and Credentials Framework (NZQCF):

Diploma in Intercultural Studies (Level 5) leads to the New Zealand Diploma in Christian Studies (Level 5) with strand in Intercultural Studies qualification [ref: 2793-2]
Diploma in Intercultural Studies (Level 6) leads to the New Zealand Diploma in Christian Studies (Level 6) with strand in Intercultural Studies qualification [ref: 2773-2]

Information on these programmes are available on the college website: eastwest.ac.nz/study/

25. Attendance

Attendance at classes is compulsory. If a student fails to attend 80% of the scheduled class hours for each course, unless they have special consideration for not doing so (for example medical, bereavement or family reasons), they will be deemed to have failed the course. Participation in chapels, ministry, care groups, duties and 'prac' is compulsory, and failure to do so may mean that an application to graduate will be denied until these requirements have been met.

26. Credit Transfer and Recognition of Prior Learning

Students may apply for programme credit to be recognised based on prior study and/or experience. Credit will only be awarded for complete courses; credit will not be awarded for individual learning outcomes or parts of courses.

Credit Transfer (CT)
Students who have formally studied in the same or similar areas may apply to have one or more courses credited based on the credit awarded from this prior study. Students will be expected to apply before the commencement of the course start date and provide their academic records. Further information, interviews, and/or challenge assessments may be required as part of the CT process. Credit will be awarded to students where it is deemed the learning outcomes of the respective courses have been met by the prior study.

Recognition of Prior Learning (RPL)
Students who have considerable experience in an area of ministry, mission, or intercultural work may apply to have one or more courses credited based on this prior experience (considerable experience is usually considered 2+ years). Students will be expected to apply before the commencement of the course start date and provide an experience portfolio. Further information, interviews, and/or challenge assessments may be required as part of the RPL process.

Credit Transfer and Recognition of Prior Learning
Students who have formally studied in the same or similar areas and who also have considerable experience in an area of ministry, mission, or intercultural work may submit a combined credit transfer and recognition of prior learning application which will follow the above process outlines.

To apply, request an application form via office@eastwest.ac.nz. Submit the completed form with the required documentation and provide certified copy of transcript(s) (for non-English documents, a certified official translation). The outcome made by the faculty is final. A non-refundable fee is involved in this process.

27. Circumstances in Which Eastwest College May Terminate Tuition

These include (but are not exclusive to):

- Continued and unexplained absenteeism.
- A sexual relationship outside of marriage, or any other form of immorality including pornography, etc.
- Provision of false or misleading information by the student on enrolment.
- Plagiarism or any other form of cheating.
- Inadequate progress by the student.
- Failure by the student to pay fees.
- Where Eastwest is unable to guarantee accommodation due to the student's behaviour.
- In the event of criminal behaviour by the student (including such behaviour outside Eastwest's premises).
- An inability to attend due to reasons such as illness or family obligations, where the student cannot practicably make up the missed course time.
- Unwelcome conduct towards another student or member of staff.

28. Termination Procedure

Eastwest will decide on any decision to terminate enrolment by evidence received to indicate a misdemeanour by the student. Any student's wrong behaviour of any kind which is of sufficient gravity will be discussed by appropriate staff, and after all attempts to help the student with advice and correction have been followed, the student may be suspended for one or two semesters, or, if necessary, the training will be terminated.

The student will be given the opportunity to respond to any prejudicial information before a decision to terminate is made, to ensure that the decision is fair and any inaccurate information can be corrected.

29. Grievance Procedure

Eastwest has developed structures and procedures to address concerns and complaints from students as to our teaching or operation. As a small community we seek to address any concern or complaint quickly and to act in such a way as to bring resolution that ensures the well-being and safety of all students and staff. Any student may use the college grievance procedure to make a complaint. At any level of the process, the student may ask to be supported by another student, student council member, or staff member.

THE EDUCATION (PASTORAL CARE OF TERTIARY AND INTERNATIONAL LEARNERS)
CODE OF PRACTICE 2021

This one-page form is to be signed by all international students and submitted to Eastwest before acceptance for admission can be confirmed.

Please write clearly

Name: _____

Email: _____

Address: _____

_____

I have read the document entitled Pastoral Care of International Learners and have properly understood all the information that are written in it.

Signed : …… Date : ……..

Please scan and email this page to office@eastwest.ac.nz, *or*

post it to: Eastwest College of Intercultural Studies
21 College Drive
RD 1, Taupiri 3791
New Zealand.

Please do not send the other pages.
JUST EMAIL/POST ONLY THIS ONE PAGE.