



Student Handbook Supplementary Information –
International Students

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24 HOUR CONTACT NUMBER

At any time during or after the programme, if a student has a complaint or concern, the Managing Director can be contacted in person or by telephoning 03 546 9700. Note: this number is staffed at all times (24 hours a day) by a local call centre who can connect you with the Managing Director or other staff, so please ensure that after hours calls are important and need an immediate response.

Please note:

Call 111 and ask for Emergency Services when:

- someone is badly injured or in danger
- there's a serious risk to life or property
- a crime is being committed and the offenders are still there or have just left
- you've come across a major public inconvenience, such as trees blocking a highway
- any of these things are **happening now** or have **just happened**.

If you can't decide if it's a real emergency and you're still worried, call 111 and ask. They will help you work out what to do.

INTERNATIONAL VISA REQUIREMENTS

The type and length of visa you apply for will be dependent on what your requirements for training are. The NZ immigration website has a wealth of information for you to consider the best option and can be viewed at www.immigration.govt.nz. However, if you are studying for less than 3 months you will not need a student visa.

Please note fees paid will be refunded in full if you fail to obtain a visa.

Please note any breach of your visa conditions and if your enrolment is terminated for any reason, will be reported to Immigration NZ.

Living Expenses:

As part of your student visa application, you must provide evidence that you can cover your living expenses while studying in New Zealand. If you're studying in New Zealand on a scholarship or a sponsor/family member has agreed to accept financial responsibility for you while you're here, you may not be required to show proof of funds.

If you will be studying in New Zealand for more than one year, you will need to prove that you have at least \$20,000 to support yourself for the first year. If you're studying for less than a year, you must have at least \$1667 for each month of study to contribute to your living expenses.

Again, the NZ immigration website has a lot more detailed information on how much it costs to live and study in NZ.

If you are on a student visa:

- You must study full-time at the course stated on your visa.
- You can work part-time up to 20 hours a week while studying or full-time in the holidays, depending on your visa conditions.

For further information on minimum wages and labour conditions in New Zealand please contact the website below:

<https://naumainz.studyinnewzealand.govt.nz/help-and-advice/working>

INTERNATIONAL STUDENT INSURANCE

You will also need to provide evidence of travel and medical insurance for the entire duration of your stay in New Zealand. This must cover travel to and from New Zealand and please note that you will be liable for any costs incurred that are not covered by insurance. The insurance needs to cover:

- (a) *the student's travel—*
 - (i) *to and from New Zealand; and*
 - (ii) *within New Zealand; and*
 - (iii) *if the travel is part of the course, outside New Zealand; and*
- (b) *medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and*

- (c) repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
- (d) death of the student, including cover of—
- (i) travel costs of family members to and from New Zealand; and
 - (ii) costs of repatriation or expatriation of the body; and
 - (iii) funeral expenses

An acceptable insurance company is a reputable and established insurer with a credit rating no lower than 'A' from Standard and Poors or B+ from A M Best, and is able to provide services 24 hours a day, seven days a week

English Language requirements

International Students who do not come from New Zealand, Australia, Canada, the Republic of Ireland, South Africa, the United Kingdom and the United States must meet the following English language requirements (or equivalent)

Certificate at Level 4	General or Academic score of 5.5 with no band score lower than 5.
Diploma at Level 6,	Academic score of 6 with no band score lower than 5.5.

FEE PAYMENT

Funds need to be cleared ahead of course commencement in Public Trust.

The Fees for your study are:

NZ Certificate in Domestic Maritime (Restricted Limits) (Level 4)	\$12,750 excluding GST
NZ Certificate in Maritime Operations (Level 4)	\$25,250 excluding GST
Both strands	\$28,411 excluding GST
NZ Diploma in Fishing Vessel Mates (Level 6)	\$36,000 excluding GST
Optional Strand Fishing Vessel Skipper (Level 6)	\$14,000 excluding GST

There are no additional charges for the programme/course delivery and assessment apart from any assessment resubmission costs and the MNZ Application Fee (approximately \$370) payable directly to MNZ if you require the MNZ License that this qualification leads to.

WITHDRAWAL AND REFUND DURATION CRITERIA

Courses 3 months i.e. 13 weeks or more

If a student withdraws up until the end of the tenth working day, the student will receive a full refund less a deduction for costs incurred of up to 25% of fees paid

If a student withdraws after the end of the tenth working day, there will be no refund of fees

Courses 5 weeks or more but less than 3 months i.e. 5 – 12 weeks

If a student withdraws within five calendar days of the course commencing the student will receive a full refund less a deduction for costs incurred of up to 25% of fees paid.

If a student withdraws after the first five days of the course, there will be no refund of fees

Courses 3 days or more and less than 5 weeks

If a student withdraws up until the end of the second day the student will receive a refund of at least 50% of fees paid.

If a student withdraws after the first two days of the course, there will be no refund

For courses of two days or less there is no refund of fees once the course has started.

Fees paid will be refunded in full should the programme fail to start for any reason.

Fees paid will be refunded in full should an International Student fail to obtain an appropriate visa.

If Skipper Training NZ ceases to be a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, the portion of the fees that are unused will be refunded to International Students.

In the unlikely event that a programme has to be cancelled after commencement the portion of fees that are unused will be refunded.

If an enrolment is terminated as a result of disciplinary action, there will be no refund of fees and Immigration NZ will be notified of the termination.

ACCOMMODATION SUGGESTIONS.

Skipper Training NZ does not provide student accommodation. However, if you are planning on arranging accommodation for yourself, please contact the Administrative Officer who can ensure that you are directed to relevant advice and information that will enable you to understand your rights and obligations as a tenant in New Zealand. You may also wish to access the website below:

<https://naumainz.studyinnewzealand.govt.nz/help-and-advice/housing>

DRIVING IN NZ

Note that if you wish to drive you need a New Zealand or international driver's licence to drive in New Zealand and we thoroughly recommend familiarising yourself with the contents of this document <https://www.nzta.govt.nz/assets/resources/factsheets/56/docs/56-new-residents.pdf>.

SUPPORT FOR INTERNATIONAL STUDENTS IN NEW ZEALAND

We are signatories to the Code of Practice for the Pastoral Care of International Students.

Education NZ's NauMai NZ is a digital platform to support international students as they transition to a new culture and life in New Zealand. This gives information on how to interact culturally sensitively and gives cultural support to you. It also includes information on your legal rights and obligations, and the potential risks when you receive/accept advice or services.

Kia ora, welcome international students! | NauMai NZ
NauMai NZ is for international students studying or about to study in New Zealand.
Discover information that will help you have a great experience during your time here.
naumainz.studyinnewzealand.govt.nz

https://naumainz.studyinnewzealand.govt.nz/?_ga=2.29407737.797886902.1558559034-1513825721.1548879493

As always if you have any concerns or need advice, please do not hesitate to contact your tutor or Stakeholder Engagement Manager (support@skippertraining.ac.nz).

FINANCIAL OR CONTRACTUAL COMPLAINTS (Dispute Resolution Scheme DRS))

If you have a complaint about Skipper Training NZ breaching the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, you must follow our internal complaints procedure first as detailed in the Handbook.

If your complaint is not resolved – contact NZQA (NZQA is a government organisation)

If you are not satisfied following the school-based appeal as above and following their complete process, you can contact NZQA and they can investigate complaints about: the quality of education, management and pastoral care of learners and/or fee refund concerns. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website www.nzqa.govt.nz or send an email to risk@nzqa.govt.nz If you need more information on the complaints process, visit their webpage or contact NZQA on 0800 697 296.

Or if it is a financial dispute, you can contact Student Complaints/Ngā Amuamu Taura. This service is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

Student Complaints/Ngā Amuamu Taura is an independent service with experience in helping people to resolve disputes. It's easy to get started, simply get in touch by: Phone 0800 00 66 75 Email: help@studycomplaints.org.nz Visit: www.studycomplaints.org.nz

Irrespective of the above if you have any questions whatsoever about the course, its content or any other matter feel free to contact any member of staff who will endeavour to resolve your questions in a timely manner and help where possible.

USEFUL WEBSITE LINKS

- Code of Pastoral Care for International Students: [Code of Pastoral Care for international students :: NZQA](#)
- Study in New Zealand: <https://naumainz.studyinnewzealand.govt.nz>
- Study in New Zealand: www.studyinnewzealand.govt.nz
- NZQA's Studying in New Zealand: www.nzqa.govt.nz/studying-in-new-zealand
- Immigration New Zealand's Studying in New Zealand: <https://www.immigration.govt.nz/assist-migrants-and-students/assist-students>
- New Zealand Now: www.newzealandnow.govt.nz
- Tourism New Zealand: www.tourismnewzealand.com

CHECKLISTS

The following is a checklist to ensure you have read and understood all the information and submitted the necessary documents to secure your place on the course.

To Enrol		TICK
1	Completed Enrolment Form emailed or posted to Skipper Training NZ	
2	Copy of Passport emailed or posted to Skipper Training NZ	

The following checklist is to ensure you have completed the prerequisites prior to the start of your course. Once we have received your enrolment documents (above), we will email you the information and documents required to begin any necessary immigration processes and to complete this checklist.

Before Course Starts		TICK
1	Completed IELTS exam (if applicable) and proof sent to Skipper Training NZ	
2	NZ Visa approved (if applicable) and copy forwarded to Skipper Training NZ	
3	Completed equipment form and emailed to Skipper Training NZ	
4	Organised funding for course, (and for accommodation and living costs if applicable)	
5	Purchased Travel and Medical Insurance for entire duration of stay in NZ and forwarded certificate of insurance to Skipper Training NZ.	
6	Forwarded fees to Skipper Training NZ Public Trust Account.	