

## International Learner Policy and Procedure

<b>Established Date</b>	January 2022
<b>Risk Assessment Rating</b>	High
<b>Review Dates</b>	August 2024, February 2025

### Policy Statement

Cavalli College applies the principles of The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) and quality assurance practices as outlined by NZQA in all aspects of its interactions with international learners. Cavalli College notes that international learners hold work visas and / or Variation of Condition on the work visa. So only specific information is relevant to international learners under the Code.

Cavalli College ensures all staff, contractors and education agents have awareness of the Code and ensure compliance with the Code in all their interactions with international learners. This covers but is not limited to:

- Marketing and promotion
- Managing and monitoring agents
- Offers, enrolments, contracts
- Immigration matters
- Orientation
- Safety and wellbeing
- Learner support, advice and services
- Withdrawal and closure
- Grievance procedures

All aspects of the Code will be reviewed annually or as changes from the Code Administrator or Immigration New Zealand occur.

### Procedure

#### Marketing and Promotion:

Information for international learners is available on the Cavalli College website under “International Learners”. Programme specific requirements are also available on the website under “Programmes of Study”.

International learners on work visas may also seek agents’ support to attain a Variation of Condition on their work visa, so agents may assist with employer-based recruitment.

#### Selection:

Cavalli College will assess and consult with prospective international learners to ensure learners make well informed choices suited to their learning needs, career pathway and other relevant support needs.

Cavalli College international learners must meet all programme requirements to be given an offer of place for their chosen programme of study.

#### Enrolment:

International learners that accept their offer of place must apply to Immigration NZ for a Variation of Condition on their work visa. Once the Variation of Condition has been issued, Cavalli College will check that the duration of the Variation of Condition meets the programme duration. If they match the international learner will be enrolled.

**Orientation:**

International learners will be provided information and guidance to orientate them to the Cavalli College learning experience and requirements, using the Learning Guide, A101 programme and online learning introduction and the International Learner Orientation ppt.

**Support and Wellbeing:**

International learners are assigned a mentor to support the workplace hours progress and a tutor for their online study. Health, Safety and Wellbeing is monitored and supported in accordance with the related policies and procedures.

**Grievances and complaints:**

The learner's mentor and tutor along with support services are available in accordance with the related policies and procedures, which meet the requirements of the NZQA complaints processes.

International learners with complaints about employment issues will be referred to the relevant external bodies.

**Learner voice:**

International learners are included in learner surveys, course and programme learning experience reviews, health, safety and wellbeing reviews and are encouraged to use the Cavalli College feedback processes for suggestions for continuous improvement.

## Rationale

To implement best practice for the protection of and positive experience for Cavalli College international learners on behalf of the key industry sectors of early childhood education and health and wellbeing, and the country of New Zealand.

## Definitions

*The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021* is an NZQA document that outlines the full legal requirements that education providers enrolling international learners must abide by.

*International learners* NOT New Zealand citizens, do NOT hold residence class visas and are NOT from a class required by the Minister of Education to be treated as if they are not international learners. International learners at Cavalli College are learners residing in New Zealand on an approved Work Visa and Variation of Condition for study, with an Immigration NZ accredited workplace employer and enrolled as an International learner with Cavalli College.

All Cavalli College international learners are over the age of eighteen (18).

## Scope

All staff, contractors and employers

International learners