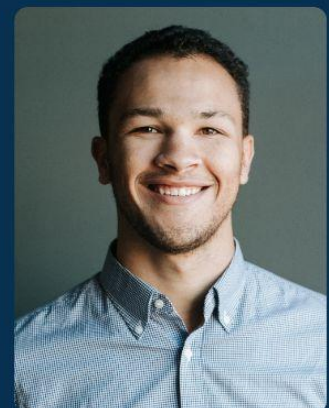


Learn Plus

Welcome to LearnPlus

International Student Information Pack



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Welcome

Kia Ora and welcome to LearnPlus

Learnplus is an accredited **Category One NZQA private training provider**, offering flexible pathways to national qualifications for learners in New Zealand.

We are very proud of the high-quality learning that is offered at our school, giving learners the opportunity to learn, achieve and succeed academically and socially. The academic programme is offered both online and online with facilitation.

Our learners and staff work collaboratively to achieve personal bests and make connections in their workplace and wider community. We are committed to offering a future-focussed curriculum that is personalised and innovative.

We look forward to working together.

Geordie Wilson

General Manager

International learners in New Zealand

If you are an international learner living in New Zealand, with a valid work visa, you may be eligible to study with LearnPlus part-time, provided you meet the entry criteria for the programme you wish to enrol in.

LearnPlus has well-managed systems for international students. The school's inclusive, respectful culture provides effective pastoral care, high-quality education as well as support for the integration of internal students into school life.

LearnPlus observes the Education (Pastoral Care of International Students) Code of Practice 2016 (including Amendments 2019). The school can attest that it complies with all aspects of the Code.

The Code is available in multiple languages from LearnPlus or from the New Zealand Qualifications Authority at:

<https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Code-of-Practice-Amendments-2019.pdf> (click on the links for [English](#), [Chinese](#), [Korean](#), [Japanese](#), [Spanish](#), [Vietnamese](#)).

Admission requirements and procedures

Before you complete the International Student Application Form and Enrolment Contract, please read this International Student Information Pack carefully. The LearnPlus Rules and Regulations are appended to the Enrolment Contract. Signing the Enrolment Contract is an acknowledgement that you have read and understood the responsibilities of both LearnPlus and enrolled international students. Please consult your family and/or employer if you require advice and/or LearnPlus.

Students must complete the Enrolment Contract and attach the following documents:

- Copy of passport
- Copy of current visa/permit
- Copies of school certificates and proof of English language proficiency
- Copy of employer letter for required study (if applicable)
- Medical and travel insurance policy (if applicable)
- Information on any medical conditions or learning difficulties (if applicable)

Once an application has been received:

- Documents are checked and assessed
- An interview with the student takes place via Skype or Zoom
- An Offer of Place and course fee invoice are issued to the student
- Proof of course fee payment will be sent once monies have been transferred through the Public Trust

English language proficiency requirements

Each student is required to provide evidence of meeting the minimum English language proficiency requirements for the appropriate programme level of intended study, as set out in the 'Internationally Recognised English Proficiency Outcomes for International Students' table:

<https://www.nzqa.govt.nz/about-us/our-role/legislation/nzqa-rules/nzqf-related-rules/the-table/>

To see the English language proficiency rules that LearnPlus adheres to, see:

<https://www.nzqa.govt.nz/about-us/our-role/legislation/nzqa-rules/nzqf-related-rules/programme-approval-and-accreditation/miscellaneous-requirements/18/>

Immigration

LearnPlus accepts international students who are in New Zealand with a valid work visa to study part-time.

If study is a requirement of employment, LearnPlus requires a letter of authorisation from the student's employer (on letterhead) stating this fact. In these circumstances LearnPlus recommends, as best practice, that the student applies for a variation of visa conditions.

If study is not a requirement of employment, the student *must* apply for, and be granted, a variation of visa conditions before enrolment can be deemed unconditional and study can commence.

Travel and medical insurance

Students must take out appropriate travel and medical insurance in accordance with the [Education \(Pastoral Care of International Students\) Code of Practice 2016, s16D](#).

Students must provide LearnPlus with evidence of their insurance policy documentation in English. Below are three approved providers:

- Orbit: <https://orbitprotect.com/insurance-products/international-student-insurance/summary/>
- Southern Cross: <https://www.scti.co.nz/our-products/international-student/insurance/>
- Allianz: <https://www.insurancesafenz.com/studentsafe>

International student 24/7 emergency support:

Academic Director: Helen McPhun Ph 027 562 2322 helen@learnplus.ac.nz	General Manager: Geordie Wilson Ph 021 653 888 Geordie.wilson@learnplus.ac.nz
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A safe and supportive learning environment

In order to support students, LearnPlus provides:

- Email and phone access to tutors
- Skype or Zoom sessions to resolve queries or problems

When students are in their own homes they are, as adults, responsible for their own health and safety. In the workplace students, and their employer, are responsible for student health and safety. In a public workshop, LearnPlus uses the compliant conference facilities of major hotel chains.

LearnPlus enjoys a reputation for genuinely caring for, and supporting, its students. When a student is in New Zealand on a work visa, Learnplus understands that they must be well informed, provided with a safe learning environment, and given appropriate levels of support to achieve their learning goals:

- In classroom settings the tutor ensures there is a welcoming, professional and safe learning environment that is inclusive and supportive of diversity
- One-to-one meetings with students are provided when students need them
- If a student informs LearnPlus that they are experiencing a family challenge or crisis, we check in with them and advise them to adjust their schedules to accommodate the issues.

If issues arise that cannot be resolved with their tutor or with the LearnPlus support assistant, students are encouraged to communicate directly with the Education Director, Helen McPhun. If it is necessary to seek further advice, students can contact the General Manager, Geordie Wilson. To ensure the process is as efficient as possible, please document any issues prior to approaching the Education Director or the General Manager.

Assistance for students to meet basic needs

When students attend LearnPlus workshops, Learnplus ensures that the facilities utilised are legally compliant and of an appropriate standard. It is not within the purview of LearnPlus to meet students' basic needs of food and shelter in their home environment. However, if it comes to the attention of Learnplus that a student requires assistance, Learnplus will help the student to identify and access the resources available in their residential area.

Physical and mental wellbeing of students

<https://www.mentalhealth.org.nz/get-help/in-crisis/helplines/>

National helplines		
Asian Family Services	0800 862 342	(Mandarin, Cantonese, Vietnamese, Korean, Japanese, Thai, Hindi, Gujarati, Marathi)
Need to talk?	Free call or text 1737	Any time for support from a trained counsellor
Lifeline	0800 543 354 (0800 LIFELINE) or free text 4357 (HELP)	
Suicide Crisis Helpline	0508 828 865 (0508 TAUTOKO)	
Healthline	0800 611 116	
Samaritans	0800 726 666	
The Foodbank	https://www.foodbank.co.nz/	

Depression		
Depression Helpline	0800 111 757 or free text 4202	to talk to a trained counsellor about how you are feeling or to ask any questions
www.depression.org.nz		includes The Journal online help service
SPARX.org.nz		online e-therapy tool provided by the University of Auckland that helps young people learn skills to deal with feeling down, depressed or stressed

Sexuality or gender identity		
OutLine NZ	0800 688 5463 (OUTLINE)	provides confidential telephone support

Helplines for children and young people		
Youthline	0800 376 633, free text 234 or email talk@youthline.co.nz or online chat	
thelowdown.co.nz	email team@thelowdown.co.nz or free text 5626	
What's Up	0800 942 8787	for 5–18 year olds
Kidsline	0800 54 37 54 (0800 kidsline)	for young people up to 18 years of age

Help for parents, family and friends		
Commonground		a website hub providing parents, family, whānau and friends with access to information, tools and support to help a young person who is struggling
EDANZ	Freephone 0800 2 EDANZ or 0800 233 269, or in Auckland 09 522 2679. Or email info@ed.org.nz	improving outcomes for people with eating disorders and their families.
Parent Help	0800 568 856	for parents/whānau seeking support, advice and practical strategies on all parenting concern.
Family Services 211 Helpline	0800 211 211	for help finding (and direct transfer to) community- based

		health and social support services in your area.
Skylight	0800 299 100	for support through trauma, loss and grief
Supporting Families In Mental Illness	Auckland 0800 732 825. Find other regions' contact details here .	For families and whānau supporting a loved one who has a mental illness.

Other specialist helplines		
Alcohol and Drug Helpline	0800 787 797 or online chat	
Are You OK	0800 456 450	family violence helpline
Gambling Helpline	0800 654 655	
Anxiety phone line	0800 269 4389 (0800 ANXIETY)	
Seniorline	0800 725 463	a free information service for older people
0508MUSICHELP		An online, phone and in-person counselling service fully funded by the NZ Music Foundation and provided free of charge to those in the NZ music community who can't access the help they need due to hardship and other circumstances
Shine	0508 744 633	confidential domestic abuse helpline
Quit Line	0800 778 778	smoking cessation help
Vagus Line	0800 56 76 666	to promote family harmony among Chinese, enhance parenting skills, decrease conflict

		among family members (couple, parent-child, in-laws) and stop family violence
Women's Refuge Crisis line	0800 733 843 (0800 REFUGE)	for women living with violence, or in fear, in their relationship or family
Shakti Crisis Line	0800 742 584	for migrant or refugee women living with family violence
Rape Crisis	0800 883 300	for support after rape or sexual assault

Warmlines for consumers of mental health services

Free peer support services for people experiencing mental illness or those supporting them:

[Canterbury and West Coast](#) – 03 379 8415 / 0800 899 276 (1pm to midnight, seven nights)

[Wellington](#) 0800 200 207 (7pm–1am, Tuesday to Sunday)

[Auckland](#) 0508 927 654 or 0508 WARMLINE (8pm to midnight, seven nights)

See also: [Apps, e-therapy & guided self help](#)

Progress and personal development of students

Personalized feedback is provided within 72 hours of submitting assessments to advise students:

- What has been done well
- What is incorrect, and why
- What needs to be considered for the resubmission of the assessment
- The resources to review and help with the resubmission (Note: students set the resubmission date to fit into their schedule)

Ongoing communication with students is maintained to encourage learner development and the pursuit of higher-level qualifications, if that is of interest.

Learning environment

We offer a supportive environment for all learners. Regardless of culture, ethnicity, background, gender, employment role, clothing style, etc all students are treated equally.

We promote self-directed work and encourage:

- Learners' individual perspectives and ideas
- Learners sharing their own life stories and interests

We promote a supportive, respectful peer culture and encourage students to work with each other and work colleagues to discuss aspects of their learning.

In workshops, the tutor keeps track of who comments, responds, questions, and contributes in order to ensure all students are included in activities equitably. There are no silent or dominant learners.

We work hard to ensure learners *live* their learning - applying real things in real situations.

Learning outcomes and pathways

At LearnPlus we provide both individual unit standards and programmes that lead to the awarding of qualifications. To view the outcomes and potential pathways for further study or employment when completing a qualification go to <https://www.careers.govt.nz/>.

Should you need any specific information that is not available on this site please contact LearnPlus.

Assessments

Before any NZQA assessment LearnPlus will talk with you about the time, location, and expected process. The unit standards you are pursuing will be explained and you will be given information about which qualifications those unit standards may contribute to.

You will be provided with clear feedback once your assessment has been assessed. If you do not understand how your assessor has reached the assessment decision and you are unhappy with the result you are encouraged to talk with LearnPlus.

At any point before, during or after your assessment you are welcome to contact the Academic Director or General Manager for guidance or support.

All work you submit must be your own. If you are found to have copied or plagiarised another person's work, you will get an automatic Not Competent/ Not Achieved assessment grade, with the possibility of being banned from studying with LearnPlus in the future. If you are suspected of cheating in this manner, you may be required to attend a presentation of your knowledge and skills.

On completion of your assessment, you are required to submit it to a plagiarism check website: <http://smallseotools.com/plagiarism-checker/> This tool will check for any copied material and give you a percentage of unique content. You need to include the results of this check when you submit your assessment.

LearnPlus's obligations:

- To provide you with a copy of the NZQA Unit Standards against which you will be assessed.
- To explain in detail the tasks you must do and the level of performance and type of evidence that is required for you to achieve success.
- To ensure you understand any special conditions, tools, information, or processes that are needed for each of the assessments.
- To provide clear information about the timeframes for the assessment completion and submission.
- To allow for flexibility if you have competing commitments.
- To facilitate an assessment process that is based on objective analysis of concrete evidence assessed against NZQA Unit Standards.
- To advise you, when your work is assessed, if anything else is required with details of what it is, when it is needed, where to access information about it, and other details to assist you.
- To make sure you understand the appeal procedure for assessment decisions or processes.
- To provide any resources you may need for the assessment if they are over and above the normal workplace tools found in your workplace.
- To make sure you can easily access the site of the assessment and that the time to complete the assessment has been agreed by your manager.
- To provide an assessment environment that is free from hazards and dangers, complies with all OSH requirements and has clearly marked emergency exits which you are made aware of.
- To check if you have any special needs or culturally sensitive issues that need to be accommodated during any of the assessment activities.
- To assess your work within two weeks of receiving it and provide your results and feedback by email. You will be given clear instructions of how to successfully proceed in the event you did not achieve success the first time.
- To commit that your results will not be discussed with any other person without prior consent.

Learner's obligations:

- To commit to achievable target dates.
- To communicate with the trainer/assessor when any problem arises with the training material, the assessments, the processes, or the committed timelines.
- To make sure time is allocated to ensure success.
- To make sure there is a secure place to keep all material.
- To ensure all assessments are photocopied prior to submission and a photocopy is kept by the learner.

- To ensure the work you submit is your own work and is accompanied by the relevant feedback and verification sheets and supporting evidence.

Electronic assessment disclosure

Students may be sent electronic versions of assessment tasks and material to complete as part of the programme that they are currently completing with LearnPlus.

These documents are the copyrighted property of LearnPlus. The student who is granted access to these documents shall be the only user of these assessment documents and shall not reproduce, sell, store, or modify the assessment documents.

When the student concludes their course of study with LearnPlus they must dispose of any copies of documents that they may have.

Employer interaction

If the student's company has arranged their training and/or assessment their manager and/or supervisor will be kept informed of their progress

Building facilities and services

LearnPlus is compliant with NZ health and safety legislation.

Any facility used by LearnPlus for workshops is either in a hotel or onsite at an employer's workspace.

LearnPlus ensures the following (in accordance with the LearnPlus QMS):

- accessible and clearly marked emergency exits
- clearly marked outdoor assembly points
- adequate circulation of air
- appropriate heat in the winter
- appropriate cooling in the summer
- access to restrooms
- reasonably comfortable seating and table configurations
- drinking water
- access to a telephone for emergency calls in/out
- no exposed cords or electrical hazards (tape is carried at all times to tape loose cords to the floor)
- first aid kit availability (located in the company's premises or taken by the trainer)
- emergency evacuation instructions
- injury prevention information
- easy access to outside

All the above points are reviewed with students at the start of workshops.

Catering

If food and beverage catering is provided at a workshop the following statement is sent to all learners before the workshop:

A light morning tea, lunch and afternoon tea are provided. Please let staff know if you have any food allergies or religious dietary requirements, as these will be accommodated as much as possible. If you have special food preferences, there should be a variety of options, but you are welcome to bring something that meets your needs.

Student fee protection

The New Zealand Government requires all PTEs that are registered with NZQA to have protection for course fees paid by students. LearnPlus utilises the services of the Public Trust to satisfy the student fee protection criteria.

Any student enrolled with LearnPlus, who is paying their fees personally, must be registered with the Public Trust. If student enrolment expenses are being claimed as a business expense from any company (either their own or an employer's company) then fee protection does not apply.

Fee protection does not apply to course fees under \$500 + GST.

If students are paying personally for their study, their course fees are protected for the duration of the withdrawal/refund period through the Public Trust, the amount protected reducing relative to the period of enrolment. For more information, please contact LearnPlus.

This arrangement has been accepted by the NZQA as meeting the requirements of the student fee protection rules made under section 452 of the Education and Training Act 2020.

Refunds and withdrawals

The following policy on refunds and withdrawals applies to LearnPlus courses. A student must notify the Academic Director/General Manager by email of withdrawal from a programme. Refunds will be calculated from the date that LearnPlus receives notification of a student's withdrawal. The following criteria apply:

- If an international student withdraws from their programme before it starts, they are entitled to claim a full refund (less up to 25% of the total course fees paid for any costs incurred).
- If an international student withdraws within the first 10 working days of course commencement, they are entitled to claim a full refund (less up to 25% of the total fees paid for any costs incurred).
- If an international student withdraws from a course after 11 working days, LearnPlus will consider a request for a refund of fees.
- If an international student has their visa application declined they are entitled to claim a full refund (less up to 25% of the total fees paid for any costs incurred).

- Refunds must be applied for by email to the Academic Director/General Manager and should set out the circumstances leading to the refund request, name the person requesting the refund, name the person who paid the fees, provide a bank account to receive any eligible refund and provide any relevant supporting documentation.

Submission of assessments

Students are required to submit assessments as part of the programme and maintain regular attendance in order to progress.

Students who fail to submit assessments during their course may be directed to withdraw. Subject to the circumstances listed above, students will not be entitled to a refund from LearnPlus, nor to substitute any other course of study.

Voluntary closure or course cessation

In the unlikely event that LearnPlus closes, ceases to be a signatory of the Education (Pastoral Care of International Students) Code of Practice 2016 (including Amendments 2019) or ceases to offer a course in which students are enrolled, LearnPlus will refund the course fees for affected students on a pro rata basis within five working days of closure or of cessation of offering the course, unless NZQA permits a longer period.

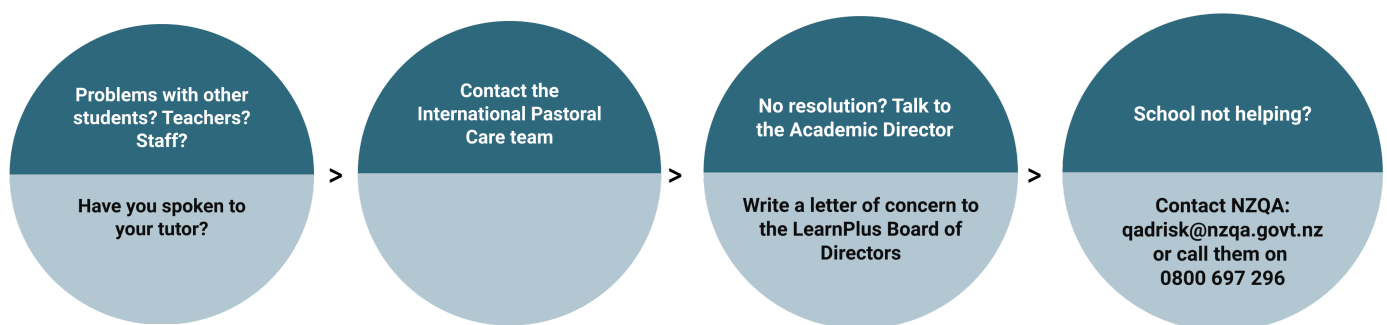
Where course closure is due to a natural disaster, the course may resume within 10 working days of any notice by NZQA of course closure. Students will be notified by LearnPlus within five working days of the date of the NZQA notice of their right to opt out and where a student does opt out of the course within 20 days of the NZQA notice, they will receive a pro rata refund from the time they ceased attending.

How to make a complaint

LearnPlus has a student complaint process and any student can raise any question, issue or concern at any time, and it will be responded to as soon as is reasonably possible.

Documentation is kept in the Complaints Register ensuring a clear set of objective and supportive responses are shared with the student.

If, as an international student, you have a complaint or concern it is important that you follow the process set out below. It will help us work with you to resolve your complaint.



If your complaint is about fees, contact iStudent complaints: www.istudent.org.nz or call them on: **0800 00 66 75**

If we cannot resolve your complaint or concern you can contact NZQA who will provide an independent assessment and advice about your complaint.

You can submit your complaint on the [NZQA](http://nzqa.govt.nz) website or to qadrisk@nzqa.govt.nz

If your complaint is a financial or contractual dispute you can also contact [iStudent](http://www.istudent.org.nz) Complaints which is a free and independent service to help international students resolve complaints with their education provider.

Contact

<p>Academic Director: Helen McPhun Ph 027 562 2322 helen@learnplus.ac.nz</p>	<p>General Manager: Geordie Wilson Ph 021 653 888 Geordie.wilson@learnplus.ac.nz</p>
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