



The Mind Lab | Tech Futures Lab | Earth Futures Lab

Important Information for International Students

Valid from 1st January 2023

Welcome to academyEX

Regardless of where in the world you live, the story of your life is in your hands. The path you take is yours to define. Cause and effect, action and reaction.

Not all learning is created equal. At academyEX our special commitment is teaching essential new knowledge for your professional development. We share insights as they relate to workplaces with our range of business courses. We provide the inputs needed to implement positive change within your office, the board room or at the frontline of customer interaction. We focus on context over content, with an emphasis on the knowledge you need for today and tomorrow.

We stick with our priorities by focusing on four areas - Education, Technology, Sustainability and Leadership. That's it. We stay with what we know, and we share widely. We deliver the best education experience we can, focused on quality, not quantity.

If you have been thinking about heading back into learning or gaining an international qualification, then you have found the right place.

Our country's small advanced economy is known as a trailblazer on the world stage. We are also a land of pioneers who stand tall for what is fair and equitable. It is not surprising New Zealand is a land of firsts.

The first country to give women the vote, the first country to achieve powered flight (Richard Pearse), and the first to conquer Antarctica and Everest (Sir Edmund Hillary). We are proudly nuclear-free and the first in the world to see a new day dawn. We have big aspirations for a sustainable future, including our mission to be the first country to achieve 100% renewable energy.

We may be a young country, but we have a lot to share. We can guarantee you a truly meaningful educational experience that will enable you to be part of a learning community that will become lifelong connections.

The following pages detail important information for International Students intending to study in New Zealand with academyEX. Use the links to the right to jump straight to the information on the following pages.

The Code of Practice for Pastoral Care

When students come to study in New Zealand, education providers have an important responsibility to ensure that all students are well informed, safe and cared for. academyEX is a signatory to the *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021* published by the New Zealand Qualifications Authority (NZQA).

Please visit the [NZQA website for more information on the Code](#).

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Studying and Living in New Zealand

Visa Requirements

All International students need to have an appropriate Visa to be able to study with a New Zealand provider. To study in New Zealand, you will need to have either a Student Visa or other relevant visa with conditions that allow you to study. You will need to apply and be accepted to study at academyEX before applying for a Student Visa. Once you have an Offer of Place letter you can apply to New Zealand Immigration for your visa.

For more information and student visa information please visit the [Immigration New Zealand website](#).

Working with an Education Agent

You do not need to be working with an Education Agent to enrol in an academyEX programme, we can support you through the process and connect you with others to support with Immigration matters.

If you are working with an Education Agent while exploring opportunities to study and live in New Zealand, please let us know to ensure that we can work with you and your agent through the process.

Insurance

All international students on Study Visas are required to have insurance that covers you for the duration of your study. This includes covering travel from the day of departure from your home country, to the day your visa expires and you leave New Zealand.

Insurance from the following organisations meets all insurance requirements of Immigration New Zealand:

- Uni-Care International Travel Insurance Service (Crombie Lockwood (NZ) Ltd) – [NZ Student Plan](#)
- Southern Cross Travel Insurance – [International Student Travel Insurance](#)
- Lumley NZ – Orbit Protect Ltd – [Student Prime or Student Care Medical and Travel Plan](#)

English Language Requirements

To enrol in one of the NZQA accredited programmes delivered by academyEX, applicants whose first language is not English must provide [evidence of English language competence](#).

This evidence may be in the form of:

- Evidence of an academic qualification at level 7 or above, completed in a country where English is the main language (English is considered the first language of citizens of Canada, Ireland, Singapore, the United Kingdom, and the United States of America).
- Professional outputs or achievements in English language that can be evidence of competence equivalent to any of the above.
- A formal test of English Language:
 - IELTS academic band score of 6.5 (overall), with no individual band less than 6.0.
 - TOEFL – Paperbased (score of 587 (TWE 4.5).
 - Cambridge Certificate in Advanced English (CAE) Minimum of 176 or Certificate of Proficiency in English (CPE) Minimum of 176.
 - Pearson Test of English (PTE) Academic Overall score of 64 with no communicative skills score below 57.4

Note: You must satisfy the requirements in one sitting and you must have taken the test within two years of commencing study at academyEX.

Safety, Health and Wellbeing

Access to Health and Counselling services

Health Costs

Most international students are not entitled to publicly funded health care while in New Zealand. If you receive medical treatment while in New Zealand, you may be liable for the full costs.

The Accident Compensation Corporation provides accident insurance 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.

Please check www.acc.co.nz for more details.

Finding a Doctor

In most non-emergency medical situations in New Zealand, the key point of contact is your General Practitioner. You can visit a General Practitioner at a private practice or a medical centre, and book an appointment before you go. You can [search for a local GP here](#).

Mental Health

If you feel that you may be experiencing depression or anxiety, or are anxious about living in a new country, there are many places you can turn to ask for help. [Whakarongorau Aotearoa, New Zealand Telehealth Services](#) provide a great starting point for accessing services.

Responding to an emergency

To report an emergency in New Zealand (Police, Fire and Ambulance), please contact 111. To report non-urgent issues to Police, call 105.

Harassment and Discrimination in New Zealand

The Human Rights Act 1993 aims to provide protection to the human rights of people in New Zealand. Sexual and racial harassment in New Zealand is specifically banned under the Act, as is inciting racial disharmony.

If you think you have been discriminated against or are interested in learning more about your rights, contact the Human Rights Commission (Phone/Text: 0800 496 877; info@hrc.co.nz).

Working while studying

If you want to work while you are in New Zealand and your visa allows for this, you will need to apply for a unique IRD number. All the details you need to know about applying for an IRD number as a new arrival in New Zealand can be found here from Inland Revenue.

You will need to provide a few key documents including the following, so best to have these close to hand when you begin the application.

- Your passport details
- Your Immigration New Zealand Application number
- Your most recent overseas tax number, if you have one
- A New Zealand bank account, showing your name and account number, if you have one.

There are many platforms where part-time and full-time jobs are advertised in New Zealand. A couple of the most common sites include:

- [seek.co.nz](https://www.seek.co.nz)
- [Trade Me Jobs](https://www.trademe.co.nz/jobs)

Your rights and responsibilities while working in New Zealand

Everybody working in New Zealand has the same rights at work, relating to employment contracts, minimum wage, time working (leave, breaks and holidays). More information about your rights and responsibilities while working

in New Zealand can be found [here](#). If you are experiencing problems at work, including bullying, harassment, or your rights are not being upheld, there is support available. More information can be found [here](#).

Accommodation

AcademyEX does not organise accommodation for international students that are over the age of 18.

However, there are a range of different accommodation options available across Auckland to suit different needs.

We recommend organising temporary accommodation prior to arriving in New Zealand, so that you can assess the different options for yourself once you arrive and decide which option will work best for you long-term.

There are many different types of accommodation that will be suitable for different individuals and families. These include apartments, flatting, or homestay accommodation for example. The following link have a lot of useful information on accommodation and living in New Zealand:

- [Studyinnewzealand.govt.nz](https://www.studyinnewzealand.govt.nz)
- [Student Accommodation in New Zealand](#)

For information on your rights and obligations as a Tenant (renting) in Aotearoa New Zealand, please visit <https://www.tenancy.govt.nz/>.

Adjusting to Life in NZ

Life in New Zealand may be very different to life in your home country.

[StudyinNewZealand.govt.nz](https://www.studyinnewzealand.govt.nz) has lots of useful information on living in New Zealand, ranging from transport, through to the cost of living and working while you study.

[NauMai NZ](#) and [NZ Ready](#) also have a lot of information and suggestions to help you find your way in New Zealand.

Your Legal Rights and Obligations in New Zealand

As an International Student in New Zealand, you have a range of legal rights and obligations pertaining to the conditions on your visa. There are a number of agencies that can support you and provide information on your rights, for example, [Citizens Advice Bureau](#) and [NauMai NZ](#). These include your rights to work whilst on a study visa, to healthcare, to support in a case of an emergency for example.

You also have obligations associated with your visa conditions, which you can find out more information on from [Immigration New Zealand](#).

Learning with academyEX

The academyEX HQ is located at 99 Khyber Pass Road, Grafton, Auckland, New Zealand. We call it 'the Lab'. This is where all on-site classes will be run, and there is space for students to come and work in the Lab. We have an e-library which provides students with access to a range of databases. This is accessible to all students through the Learning Management System, which is also where all content, assessment and course information will be provided.

Orientation and Induction

All International Students studying in New Zealand will be required to attend an induction programme to familiarise themselves with academyEX. The induction also provides us the opportunity to get to know you better, and for you to get to know us. Details of the induction programme will be provided once enrolment is finalised. We will cover the important items that to be aware of whilst studying and living in New Zealand. You will need to be in Auckland for this.

Students will also attend a Programme Orientation session (with all of their fellow students) at the beginning of the programme. This will be facilitated by the Programme Team and key details will be sent in a series of welcome emails in the lead up to Day 1.

Attendance and Academic Performance

Immigration New Zealand requires that you attend 100% of all of your classes. For our postgraduate programmes, this includes all classes on site at the academyEX HQ, as well as online sessions. You are expected to arrive on time for your class. Consistent late attendance will be a breach of the terms of study and could lead to disciplinary action. If you do not keep to this requirement, your current student visa may be revoked and/or future visas put at risk.

If you are not going to be able to attend a class, please contact your Programme Lead to let them know.

We track the Academic Performance of all students so that we can support you to achieve your potential. All assessment details will be provided by the Programme Team at the beginning of your courses.

Complaints and Appeals

If you have a programme related concern:

1. We encourage you to try to resolve any questions or concerns that you have with your Programme Teams (Programme Lead) before making a formal complaint.

2. If your questions or concern is not satisfactorily resolved, you can raise the issue following the process outlined in the Student Complaints and Appeals Policy and Procedures.

If you have a non-academic concern:

1. Raise the matter with the individual involved.
2. If a resolution is not possible or you are uncomfortable discussing the issues with the individual involved, please contact the Director of Studies or Academic Director who will support and advise you on the more effective means to try to resolve the complaint.

[iStudent Complaints](#) can also be contacted to support you to resolve complaints if you are not satisfied with the result from internal academyEX processes.

NZQA also has a formal complaints procedure which is available to International Students. This procedure should be used if you wish to raise concerns about academyEX which have not been able to be resolved satisfactorily through internal processes.

Fees and Refunds

Fees for all programmes International Students are eligible for are indicated on the relevant programme page of the academyEX website.

About Fees

AcademyEX complies with NZQA's Student Fee Protection Rules which protect the interests of domestic and international students. AcademyEX has a Static Trust Account with the NZQA-approved fee protection supplier, Public Trust, that ensures the safe protection of student fees over the value of \$500.

For further information see the [academyEX Student Fee Protection Policy and Procedures](#).

Refund Entitlements

A student who has paid fees for a programme, but is not granted a visa by Immigration New Zealand will be paid a full refund of fees.

A student who has already enrolled in the Programme and decides to withdraw has different refund entitlements depending on when they withdraw. These entitlements are outlined in the Terms and Conditions of the Enrolment Contract signed when you completed your enrolment with academyEX.

International Tuition Fees

Course	Studying in New Zealand ¹			Studying Offshore		
	NZD	AUD ²	USD ³	NZD	AUD ²	USD ³
Advancer Courses	\$400	N/A	N/A	\$400	\$327	\$225
Micro-credentials	\$1,125	N/A	N/A	\$1,087	\$1,022	\$695
Postgraduate Certificates	\$16,599	\$15,600	\$10,625	\$10,825	\$10,175	\$6,929
Masters	\$44,000	\$41,360	\$28,160	\$28,695	\$26,973	\$18,365

Notes:

1. When studying in New Zealand, a 15% Goods and Services Fee applies. This is included in the fees for studying in New Zealand above.
2. Australian dollar conversion based on an exchange rate of \$0.94 for every \$1 New Zealand dollar.
3. United States dollar conversion based on an exchange rate of \$0.64 for every \$1 New Zealand dollar.

N/A - 100% online delivery for all students whether in New Zealand or studying offshore. If you are in New Zealand, NZD fee is payable.

10% Early Bird Saving is applied to the above tuition fees if applications are received at least 8 weeks before the advertised start date of the programme intake.

International Student Excellence Scholarship 2024 (up to the value of NZ\$11,000 toward tuition fees) awarded to those demonstrating academic excellence, the early bird offer may not be used in conjunction with academyEX Scholarships. Please visit the [academyEX International Students page](#) for the details.

See [2024 Student Prospectus](#) for more information.

How to apply

1. Apply

- 1) Apply online at academyEX [course page](#), click 'Apply Now' to begin your application or email the Enrolment Team (enrol@academyex.com)
- 2) Submits all documents (CV, Qualifications, Job Reference Letters, IELTS results or equivalent, [Statement of Intent](#), Passport copy, Visa copy etc.)
- 3) Email the signed Agency Appointment Form to the Enrolment Team (enrol@academyex.com) if you apply with an agent.

2. Interview

You will have a one to one interview with us – so you can meet us and also to talk about what you're looking for and ensure academyEX is the right fit for you. We can do this in person or virtually if you're not currently in Auckland. It's a chance for you to ask any questions and ensure that this programme is the right fit for you. You can discuss your professional experience, the support available from our team and the commitment you can give to achieving your learning goals.

3. Offer of Place

Once your application has been received, and the necessary checks done with a satisfactory result, academyEX will officially offer you a place on the programme applied for. Following your official acceptance of the offer of a place on the programme, and providing the required documentation is in order and fee payment arrangements are in place, you will then be enrolled as a student.

Student Support - Key Contacts

There are a range of staff available to support you whilst studying at academyEX. Those that you will engage with most often will be the Programme Team that deliver the programme that you are enrolled in. Their contact details will be provided in the Programme Student Handbook.

Other staff that are available to support you include:

- General Manager: Fee Webby (fee.webby@academyex.com)
- Director of Studies: Fuatino Peilua (fuatino.peilua@academyex.com)
- Academic Director: Hayley Sparks (hayley.sparks@academyex.com)

In case of an emergency:

You can contact the following number (+64 9 964 4444) (available 24 hours a day, 7 days a week) anytime if you require support in an emergency and a member of the academyEX team will respond. Please only call this number in an emergency, for example, if you have been in a minor accident, you are lost, or you are in distress.

Note: If there is a serious emergency where you need an ambulance, police and/or the fire brigade, call 111 on a mobile or landline.

If you need help with...

Visa Concerns, Enrolments and Fees

Email: enrol@academyex.com

Health and Safety

Phone: 09 964 4444 or Email: hello@academyex.com

Homesickness, Settling in Auckland, Health and Wellbeing, Accommodation, Student Discipline. Complaints and Appeals

Email: support@academyex.com

Academic Concerns

Email: support@academyex.com

Academic Records

Email: registrar@academyex.com

Keeping your contact details current:

It is important that we have up to date contact information for yourself, and your next of kin to make sure that we can get in touch in cases of emergencies. If contact details change during the course of your study, please let us know by sending the new details (name, phone number, email address) to enrol@academyex.com.

Continuing to study or work in New Zealand after graduation

Once you have completed your programme of study, there may be opportunities to explore further study options, or look to work in New Zealand after graduating. This will require you to either apply to renew your Study Visa, or apply for a work visa.

For more information on visa requirements and advice on employment, please contact [Immigration New Zealand](#).

Our Policies

The [academyEX Code of Conduct](#) is designed to promote the upholding of professional standards and academic integrity. It also covers the personal conduct of all staff, students and contractors. If any misconduct be identified, the processes outlined in the Complaints and Appeals, and Student Disciplinary, policies linked below will be followed.

Key Contact: Academic Director or General Manager

The [academyEX International Student Policy and Procedures](#) outlines policy statements and procedures on all specific aspects of the student journey for International Students.

Key Contact: Director of Studies

The [academyEX Student Disciplinary Policy](#) outlines student disciplinary procedures which may be followed if disciplinary action is required. Possible consequences, if disciplinary action is required after an investigation into misconduct is undertaken, are outlined in this policy.

Key Contact: Academic Director

The [academyEX Student Complaints and Appeals Policy and Procedures](#) outlines the procedures to be followed if an applicant or student makes a formal complaint, or makes an appeal against an academyEX decision outcome.

Complaints and appeals are submitted in writing, with evidence to support@academyex.com. An appropriate investigator is assigned by the academyEX Academic Team to review the complaint or appeal and conduct an investigation and identify a resolution. All groups involved in the investigation will be kept up to date throughout. Full details of the process can be found in the [academyEX Student Complaints and Appeals Policy and Procedures](#).

In the instance that a complaint is not resolved to your satisfaction by academyEX you can raise your concern in writing with the New Zealand Qualifications Authority (NZQA).

Key Contact: Academic Director

The [academyEX Privacy Policy](#) provides details of how student and staff privacy will be maintained.

Key Contact: Chief Technology Officer

The [academyEX Admission, Enrolment, Exclusion and Withdrawal Policy and Procedures](#) provides a framework and a set of principles relating to admission, enrolment, variation of enrolment, exclusion and withdrawal of students within academic provision offered at academyEX..

Key Contact: Director of Studies