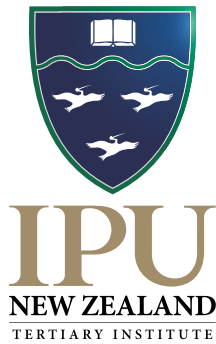




AGENT INSTRUCTION MANUAL

Your reference guide for recruiting students to IPU New Zealand



The IPU New Zealand Agent Instruction Manual is a reference guide intended to help IPU New Zealand's international agents advise and recruit students on behalf of the Institute. It contains information on how to promote IPU New Zealand, Palmerston North city, and New Zealand as a destination for tertiary study. This guide provides detailed information on admission procedures and how to minimise delays when undertaking the enrolment/application process.

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SECTION 1: INTRODUCTION

The Role of an IPU New Zealand Recruitment Agent

As a recruitment agent for IPU New Zealand, you play a very important role in supporting our marketing and promotion programme for student recruitment in your designated market. Apart from recruitment, you are also required to assist IPU New Zealand in retaining students and helping to facilitate effective communication between IPU New Zealand and students' families.

As per your contract, details of your role as an IPU New Zealand recruitment agent are set out below:

- A. Promote IPU New Zealand to potential students, encouraging them to enter into full-time programmes at IPU New Zealand. This promotion is to be practiced in a professional and lawful manner.
- B. Advise IPU New Zealand on marketing conditions in the country in which you operate.
- C. Interview potential students and their families to determine their suitability as international students of IPU New Zealand. Encourage students to apply for enrolment in IPU New Zealand's academic programmes.
- D. Advise potential students and their parents of the benefits of studying at IPU New Zealand. Assist potential students and, where appropriate, their parents in understanding and undertaking the process of applying to study at IPU New Zealand.
- E. Provide complete and accurate information to potential students and, where appropriate, their parents regarding courses, course fees, course related fees, accommodation and living costs.
- F. Assist potential students with the completion and filing of documentation for enrolment at IPU New Zealand, with completing forms to fulfill visa requirements, and with their preparation to travel to Palmerston North.
- G. Advise potential students prior to enrolment if course placement, or course placement for a particular level of study, is conditional on a given level of English language proficiency or prior learning being achieved or proven through education or testing in New Zealand.
- H. Provide all information supplied by IPU New Zealand for potential students.
- I. Ensure that applications are complete before submission to IPU New Zealand.
- J. Assist international students with documentation and their preparation prior to travel to Palmerston North.
- K. Assist and follow up with students and their parents from when they enrol until their graduation from IPU New Zealand.
- L. Ensure that you understand and convey IPU New Zealand's core strengths and messages to prospective students and their families and that your activities and materials present these strengths and messages in a consistent, precise and professional manner.
- M. Advise potential students that the company will receive a commission if students apply to enrol at IPU New Zealand, are accepted and do not withdraw within the refund period.
- N. Disclose to IPU New Zealand any commissions, service fees or other monies received from any other person relating to the enrolment of a student at IPU New Zealand or application for a visa for a student to study at IPU New Zealand.



IN SUPPLYING SERVICES, THE COMPANY WILL

- A. Comply with any and all regulations, policies and procedures of IPU New Zealand.
- B. Provide efficient, courteous and reasonably priced services in accordance with ethical business standards.
- C. Comply with the New Zealand Education (Pastoral Care of International Students) Code of Practice 2016 (“the Code”) as amended from time to time.
- D. Only make representations that the company is authorised in writing by IPU New Zealand to make.
- E. Refrain from giving immigration advice to a potential student if not licensed under the New Zealand Immigration Advisors Licensing Act 2007 as a Licensed Immigration Advisor, if based in New Zealand.
- F. Refrain from advising potential students to accept more than one offer of a place of study. The only exceptions are if that institute expressly allows acceptance of more than one offer of a place of study and the student is advised that accepting a place of study at an institute and subsequently not taking up that place of study may constitute a breach of contract.
- G. Protect the interests of minors.



SECTION 2: PROMOTING IPU NEW ZEALAND

How best to market IPU New Zealand

Studying at IPU New Zealand will unlock doors to the Asia/Pacific century. It is IPU New Zealand's business to produce graduates prepared for and enthusiastic about developing Asia/Pacific. For more than 25 years, we have been offering students the right mix of knowledge and skills to take advantage of the global information revolution. Outlined in the table below are some of IPU New Zealand's strategic marketing points:

We Offer	Benefit	Details
An interdisciplinary approach	Provides students with a wide understanding of interconnected disciplines and a leading edge qualification in international relations, corporate management and sustainable development	<p>IPU New Zealand is one of very few tertiary institutes in the world that offers a truly interdisciplinary programme.</p> <p>IPU New Zealand conducts extensive market research nationally and internationally to identify future career development opportunities for students interested in international studies, and designs its programme to meet employers' needs.</p>
A variety of internationally recognised quality courses guided by an emphasis on international studies	<p>IPU New Zealand degree and diploma programmes are all accredited by the New Zealand Qualifications Authority (NZQA).</p> <p>The Master's, Bachelor's degree and Diploma programme can secure exceptional futures for IPU New Zealand's graduates. IPU New Zealand has been noted for its strong programme in international business, international relations and environmental studies in which students gain not only professional knowledge but also practical experience and language skills.</p>	<p>Many students graduating with a degree or diploma start their own business or are employed by companies and organisations in their home countries.</p> <p>IPU New Zealand has been audited and recognised by NZQA as providing top-ranked academic education for our students. In 2015, IPU New Zealand was awarded with the highest possible ranking of "highly confident" in the areas of self-assessment and educational performance.</p>

More information: www.ipu.ac.nz/programmes

To obtain information on the current IPU New Zealand rating by NZQA, please visit the NZQA website: www.nzqa.govt.nz/providers/details.do?providerId=855050001



We Offer	Benefit	Details
<p>Innovative student centered learning and teaching</p>	<p>Enables students to receive one on one attention from lecturers and develop skills not found in traditional university settings.</p>	<p>Small classes of 20 students at IPU New Zealand help create close relationships between lecturer and students. All students are carefully monitored by lecturers and support staff for both their academic achievements and their welfare. The curriculum is designed, updated and catered to the individual learner.</p> <p>Students are encouraged to actively participate in class discussions, debates and presentations. This helps develop students' critical thinking, creativity, problem-solving and teamwork skills necessary in today's workplace.</p>
<p>Opportunity to enjoy an exciting multicultural study environment</p>	<p>Our students have opportunities to develop cross-cultural and life skills and establish their own international network that will be beneficial for their international careers.</p>	<p>IPU New Zealand is recognised for its:</p> <ul style="list-style-type: none"> • students and staff from more than 20 different countries • a variety of sports, social, and academic clubs • modern sports and recreational facilities • on-campus accommodation in a park-like campus • a variety of outside the classroom activities
<p>Opportunity to go to Japan on an exchange programme</p>	<p>Provides students with opportunities to experience Japanese education and gain exceptional understanding of Japanese culture, business and develop high level language skills</p>	<p>International Pacific University (IPU) in Okayama, Japan is IPU New Zealand's sister university. For IPU New Zealand students, IPU Japan offers the best environment to master Japanese language and studies and explore the culture of Japan. An internship programme enables students experience working in the Japanese business environment.</p>

More information: www.ipu.ac.nz/programmes



How best to market the IPU New Zealand Campus

The IPU New Zealand environment can be best described as a boutique campus. It is located on an approximately ten-hectare area. The campus was designed to provide the best study setting for our students. It does this by housing the students in dormitories conveniently located on campus, that are designed to provide a comfortable safe environment for living and learning in. Unlike other big universities' large concrete study blocks, ours are compact, creating a comfortable atmosphere. The study areas are interspersed with gardens that are professionally maintained for everyone to enjoy. The landscaped grounds promote relaxed and inspired minds.

IPU New Zealand provides full residential services (see Prospectus for details) with accommodation on campus. IPU New Zealand offers professional catering for students, providing three meals per day throughout the year. The Dining Hall's team of international chefs ensures a variety of delicious and nutritious international and New Zealand foods.

The IPU New Zealand Recreation and Sports Centre contains complete weight facilities and cardio equipment for students to use free of charge. These facilities include an indoor multipurpose basketball court, Dojo room for sports, KAN for dance and other clubs, and four tennis courts.

The Health Clinic on campus is operated with a nurse available weekdays and a doctor three times a week to help with medical and health issues.



How best to market living in Palmerston North, New Zealand's Student City

The large number of students living in Palmerston North makes it a young person's city. A third of its population is aged between 15 and 30 years. With students from over 60 countries, it is a cosmopolitan and vibrant community. People of like minds meet at the many cultural activities or sporting clubs, events, cinemas and theatres.

LOCATION

Palmerston North has everything a student needs. It is known as 'Student City.' Strategically located in the lower North Island of New Zealand, students can enjoy a wide range of adventures in the Manawatu region. It is only two hours to Mount Ruapehu for skiing or snowboarding. The capital city Wellington is less than two hours from the IPU New Zealand campus.

CLIMATE

Palmerston North's climate is temperate with daytime temperatures averaging 25 °C in summer and 10 °C in winter.

Palmerston North has four seasons in a year. Summer is from January- March, autumn from April-June, winter from July – September and spring from October – December.

POPULATION & LIFESTYLE

Palmerston North is a city young in spirit! It has a strong sense of community – every one seems to know each other. The city centre is safe, allowing students to confidently enjoy the city's nightlife. The city plan allows students to travel easily to town in order to enjoy city life or to engage in work experience.

Cultural diversification is excellent, with a wide range of ethnic cafés, restaurants, mosques and churches. These are fully supported by Manawatu Multicultural Council. You will always be around friends here!

POINTS OF DIFFERENCE

- Low cost of living compared to other cities in New Zealand
- Easy commute within the city or to other tourist destinations
- Safe and friendly environment
- Strong multicultural community
- Relaxed life style with lots of recreational facilities

Find out more at
www.studentcity.net.nz

More information can be found at
www.pncc.govt.nz
www.mtruapehu.com
www.mmcnz.org.nz



How best to market studying and living in New Zealand

New Zealand society values individuals and is safe and open to people of different cultural backgrounds. New Zealand is known not only for its beautiful environment but also for its world-class education institutes.

New Zealand qualifications are recognised all over the world.

According to *New Zealand Education*, there are seven main reasons why many international students choose to come and study in New Zealand. Those include:

NEW ZEALAND IS CONNECTED TO THE WORLD

New Zealand has never been more closely connected to the rest of the world. Online communications and advances in international transport mean local institutions and industries can easily participate in world markets. New Zealand, being geographically remote, has developed techniques and technologies to remain at pace with the rest of the world and often surpass it!

INVENTIVE

Young and free of constricting traditions, New Zealand has learned to be self-reliant and to forge its own way in the world. New Zealand's youth and fresh outlook make it the natural home for fresh ideas.

TRUSTED

New Zealand's education system is based on the prestigious British system. New Zealand is well regarded for education internationally, we offer world class facilities, resources and teaching staff, and our qualifications are valued and transferable throughout the world.

PERSONAL EDUCATION

In New Zealand, students enjoy a supportive learning environment. With relatively small class sizes, students receive more personal attention from their teachers than they do in other parts of the world. This is especially so at IPU New Zealand.

ADVENTUROUS

New Zealand is the ultimate destination for adventure lovers. In a pristine natural environment of mountains, lakes and coast, you will find a dazzling array of pulse-quickenning activities that are easily accessible and affordable.

LIVELY

New Zealand's scenic beauty is world-renowned. But many visitors are surprised to discover an energetic, modern society among the mountains, rivers and coast.

WELCOMING

New Zealanders are a famously hospitable people with a lively interest in other cultures. An education here is frequently the beginning of lifelong friendships.

More information can be found at www.studyinnewzealand.govt.nz



SECTION 3: SUPPORT

How IPU New Zealand Marketing will support you

Activity	Details
Advertising & Public Seminars/Exhibitions	IPU New Zealand, subject to prior agreement, may provide you with assistance in organising IPU New Zealand public seminars and/or exhibitions.*
Promotions – One-off Sales or Specials	IPU New Zealand, subject to prior agreement, may approve and provide financial support for short-term promotional activities if IPU New Zealand deems it necessary in order to attract students for enrolment.*
IPU New Zealand Presentations	IPU New Zealand may provide promotional presentations on request and train you and your staff in presenting IPU New Zealand to prospective students.*
IPU New Zealand Promotional Materials	<p>IPU New Zealand will provide a wide range of promotional materials, including but not limited to:</p> <ul style="list-style-type: none"> • IPU New Zealand Prospectus • IPU New Zealand Enrolment and Admission Guide • IPU New Zealand Accommodation Guide • Brochures in different languages <p>If you require IPU New Zealand promotional materials, we may post hard-copy material or send electronic copies for printing at your own expense. You may also use videos from the IPU New Zealand YouTube Channel.*</p>
Banners & Posters	IPU New Zealand may provide assistance with the design of banners and posters for your use.*
IPU New Zealand Marketing Officer	If you require any information, assistance with marketing, or have any requests, you may contact one of our marketing officers. IPU New Zealand’s marketing team is truly international, with marketing officers from many different countries.
Familiarisation Visits	If you wish to arrange a visit to IPU New Zealand for familiarisation purposes, please contact the IPU New Zealand Marketing team.*

* You will be required to submit a proposal to the IPU New Zealand International Marketing team for approval of any request for funding or materials provided at IPU New Zealand’s expense.

For any requests, feedback and suggestions, please email admissions@ipu.ac.nz to contact the marketing department.

SECTION 4: ACADEMIC INFORMATION

Programme Information

IPU New Zealand has a variety of programmes to suit anyone ranging from fresh high school graduates to mature individuals who are seeking to expand their horizons and explore new global career opportunities. Choose the right programme in areas including business, environment, languages and others.

Programme	Benefit	Minimum Requirements
<p>New Zealand Certificate in English Language Studies (NZCEL)</p> <p>Levels 1-5 Length: 16 weeks per level</p>	<p>IPU New Zealand offers the New Zealand Certificate in English Language Studies for studies to gain English proficiency related to specific areas of study and study skills, including critical thinking for tertiary level.</p>	<p>English: English language proficiency appropriate to level</p> <p>Academic: High school completion certificate</p> <p>Start date: April, June, August, October, January</p>
<p>Diploma of Japanese Studies (DJAST)</p> <p>Length: 1 year (8 papers)</p>	<p>IPU New Zealand is a centre of excellence in New Zealand for Japanese Language. Students study Japanese Language at their respective levels, in small classes with native Japanese lecturers.</p> <p>The Japanese Diploma can also be crosscredited to the BCIS programme, allowing students to gain two unique qualifications at Degree and Diploma levels within three years of study.</p>	<p>English: IELTS 6.0 (or equivalent)</p> <p>Academic: High school completion certificate, no prior knowledge of Japanese required</p> <p>Start date: April, August</p>
<p>Level 5 Tourism and Travel Studies</p> <p>Length: 1 year (8 papers)</p>	<p>The aim of this Level 5 Tourism and Travel Studies programme is for students to gain the general and specialised competence, knowledge, and skills applicable to communicating effectively with diverse audiences in the tourism and travel industries to proactively support the visitor experience.</p>	<p>English: IELTS 5.5 (or equivalent)</p> <p>Academic: High school completion certificate</p> <p>Start date: April, August</p>
<p>Level 5 Business Studies (Project Management)</p> <p>Length: 1 year (8 papers)</p>	<p>Core project management modules develop students' technical knowledge and personal skills in initiating, managing, and reviewing group activities to achieve project outcomes. Graduates will be able to apply specialised knowledge and skills to design, lead, and evaluate projects that meet business objectives. This programme leads to the achievement of the New Zealand Diploma in Business (Project Management) (Level 5).</p>	<p>English: IELTS 5.5 (or equivalent)</p> <p>Academic: High school completion certificate</p> <p>Start date: April, August</p>



Programme	Benefit	Minimum Requirements
<p>Bachelor of Contemporary International Studies (BCIS)</p> <p>Length: 3 years (24 papers) full time study</p>	<p>The BCIS provides students with opportunities to explore four key areas: International Relations, International Business, International Environmental Studies and Language and Culture. Students can, if they wish, choose one of five majors: International Business, International Relations, TESOL & Language Studies, Environmental Studies or Japanese Studies.</p>	<p>English: IELTS 6.0 (or other international recognised tests)</p> <p>Academic: High school completion certificate</p> <p>Start date: January, April, August</p>
<p>Graduate Diploma of Contemporary International Studies (GDCIS)</p> <p>Length: 1 year (8 papers) full time study</p>	<p>The Graduate Diploma of International Studies is a one year undergraduate programme designed to meet the needs of students who have completed a Bachelor's Degree and who wish to undertake further studies in specialised, internationally oriented papers. Students take 8 papers that reflect the specialisations within the GDCIS programme.</p>	<p>English: IELTS 6.0 (or other international recognised tests)</p> <p>Academic: University completion of a degree with a grade average 50% or above</p> <p>Start date: January, April, August</p>
<p>Postgraduate Diploma of Contemporary International Studies (PDCIS)</p> <p>Master of Contemporary International Studies (MCIS)</p> <p>Length: 1 year PDIS + 1 or more years MIS. Total 2 or more years</p>	<p>These two qualifications are unique to New Zealand. The programme of study provides students with a leading edge qualification in international relations, corporate management and sustainable development of areas of rapidly growing global significance.</p> <p>The MCIS is a continuation of the Postgraduate Diploma. After completing the first year of taught papers, students undertake an academic research (thesis) in their second year.</p>	<p>English: IELTS 6.5 (or other international recognised tests)</p> <p>Academic: Completion of a university degree with a grade average 50% or above</p> <p>Start date: January, April, August</p>
<p>Trinity College London Certificate in TESOL (CertTESOL)</p>	<p>IPU New Zealand offers the CertTESOL programme for those who are interested in an English language teaching career</p>	<p>English: IELTS 7.0 (or equivalent.)</p> <p>Academic: Entry is open to anyone who is interested in an English language teaching career</p> <p>Start date: Contact an IPU New Zealand representative for more information on exact dates for this programme.</p>

For further information on IPU New Zealand's courses, please email: admissions@ipu.ac.nz or visit IPU New Zealand's website www.ipu.ac.nz



Age Policy

AGE REQUIREMENT FOR ENTRY INTO THE IPU NEW ZEALAND NZCEL PROGRAMME

The minimum age of an applicant at the time of enrolment in the IPU New Zealand English Language Studies programme is 16 years of age.

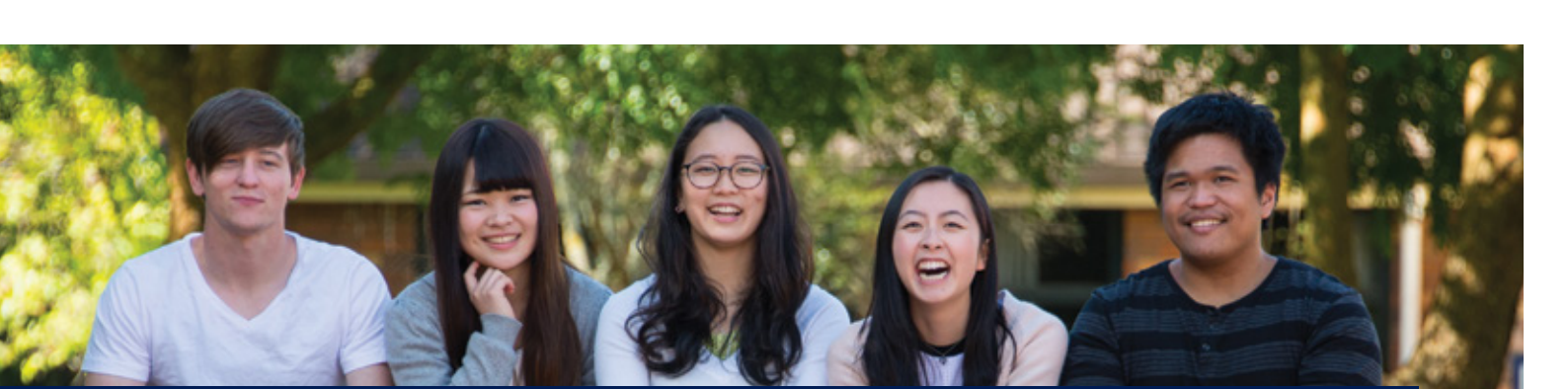
AGE REQUIREMENT FOR ENTRY INTO THE IPU NEW ZEALAND DEGREE PROGRAMME

An applicant must, at the time of enrolment in a course of the study, be 17 years of age, unless the applicant:

- Will be at least 16 years of age at the time of enrolment and has completed equivalent to Year 12 in New Zealand;
- Will be at least 16 years of age at the time of enrolment and has completed the IPU New Zealand English Language Studies Education programme or another Foundation programme deemed acceptable by IPU New Zealand

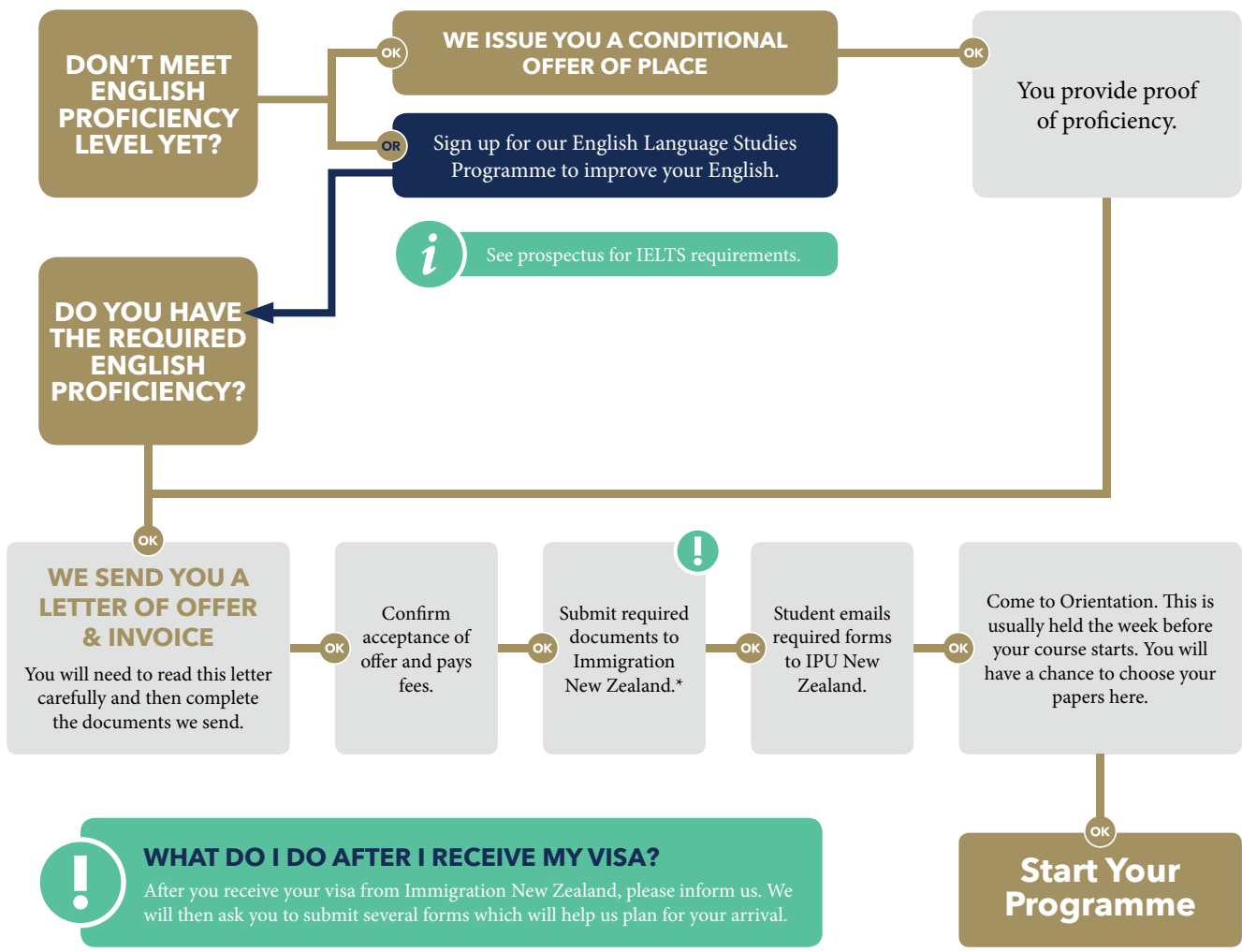
Discretionary age entry may be granted by approval of the Academic Board.

Students who are under 17 years of age are required to enter into a homestay that IPU New Zealand will select for them.



SECTION 5: APPLYING FOR IPU NEW ZEALAND COURSES

The Application Process



*If you are applying for a visa via AIP, please let us know



SECTION 6: ACCEPTING AN IPU NEW ZEALAND OFFER OF PLACE

Types of Offers

Type	What it means	Action required
Full	The applicant has met all entrance requirements and is eligible for entrance into their chosen course.	Early acceptance is recommended to allow for sufficient visa processing time.
Conditional	A conditional offer means that the applicant needs to meet a certain requirement before he/she can enter the course applied for. The offer letter outlines the condition(s) the student must meet. The condition(s) must be satisfied before a full (unconditional) offer can be made.	Submit outstanding documentation as soon as it becomes available in order to gain Full Entrance.

HERE ARE SOME TIPS TO ENSURE VALIDITY OF OFFER

Ensure conditions are clearly understood. For clarity or more information, contact admissions@ipu.ac.nz.

Submit all outstanding documentation(s) in a timely manner.

After accepting an offer, payments must be made in full unless prior arrangements have been discussed with IPU New Zealand. Upon receiving payment, a Student ID and a new contract will be issued.

When making written queries, please include the student's full name.

HOW TO ACCEPT AN OFFER

Sign and return the Confirmation of Acceptance form to IPU New Zealand recruitment

HOW TO DEFER AN OFFER

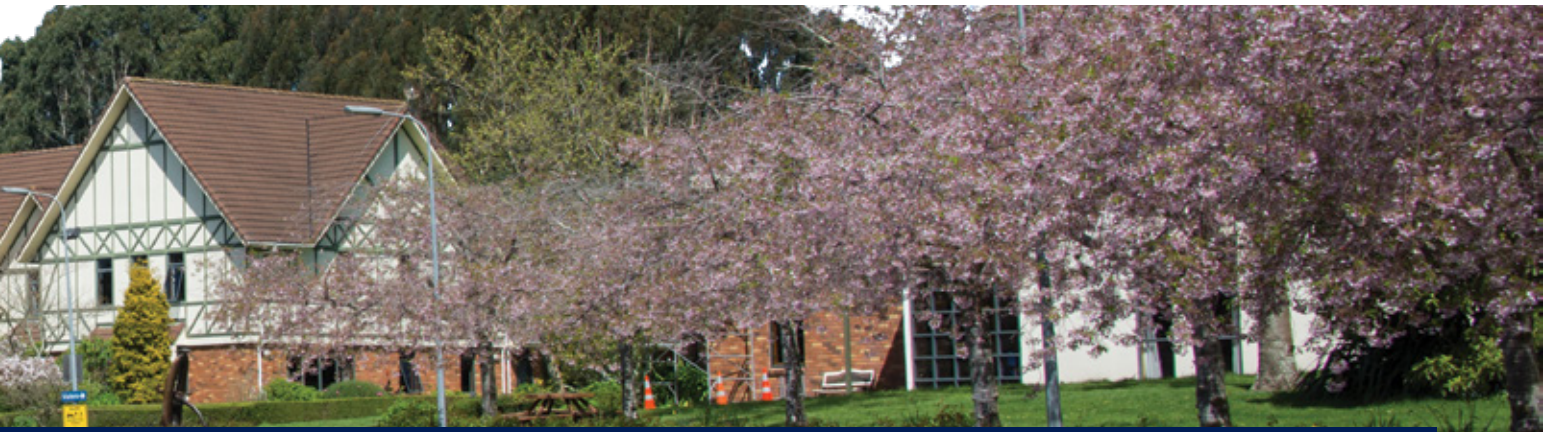
Email admissions@ipu.ac.nz. A new Letter of Offer may be issued. Note: Deferrals are only valid for 12 months.

HOW TO DECLINE/WITHDRAW AN OFFER

Where a student declines or withdraws their IPU New Zealand offer, an email should be sent to admissions@ipu.ac.nz outlining the details of withdrawal so that IPU New Zealand can update its records.

REGISTRATION/ORIENTATION AND LATE ARRIVALS

Attending Registration/Enrolments and Orientation is essential. Requests for late arrival will only be considered when circumstances beyond the student's control are the cause. Poor planning and/or preparation are not considered grounds for making the request. Requests for late arrival must be submitted in writing to admissions@ipu.ac.nz. Late arrivals will only be accepted up to a maximum of one week after the class starts for that intake.



SECTION 7: REFUND POLICY

Student Refund Process

7. REFUND POLICY

7.1 Refund of Tuition and other fees

IPU New Zealand's Student Refund Policy complies with the 1989 Education Act, the 2012 Gazette notice on Refund Requirements for International Students and the NZQA Student Fees Protection rules.

INTERNATIONAL STUDENT REFUND

Where an international student notifies IPU New Zealand of their intention to withdraw:

Before course starts	Where the Offer of Place has been accepted, full refund less 10% of paid fees	
	Within 10 working days of course start date:	After 10 working days of course start date:
Tuition	Full refund of paid fees less up to 25%	No refund
Accommodation		Pro-rata refund of any unused portion
Facility		Pro-rata refund of any unused portion
Textbooks		Pro-rata refund of any unused portion
Other		No refund

7.2 Refunds as a Result of Course Provision being Stopped

The Board of Trustees of Soshi Gakuen New Zealand Ltd. confirms that IPU New Zealand has the financial resources available to refund fees to students when required in compliance with NZQA Student Fee Protection Rules 2013. (Available at: www.nzqa.govt.nz/assets/About-us/Our-role/Rules/SFP-Rules.pdf).

Student Fee Protection will be adhered to where course provision is stopped for any reason (eg. course closure, institute closure, ceasing to be a signatory). Refunds will be made on a pro-rata basis. Any refund will be transferred either to another provider as agreed to by the student or to the student or the student's parent or legal guardian or to StudyLink.

7.3 Refunds as a Result of a Change in Residency Status

If an international student gains Permanent Residency during their programme of study, there is no refund for the current term of study. However, a refund will apply for the subsequent terms of study under the following conditions:

- i) Residency is granted two months prior to the subsequent term of study; and
- ii) IPU New Zealand has not exceeded its domestic EFTS allowed by the TEC.



Student Refund Process

7.4 Definitions

“Paid fees” includes any tuition, facility, accommodation, textbook, application/enrolment, examination, and orientation fees paid by student before withdrawal.

“Pro rata refund” is a partial refund for the portion of time paid for that remains after the withdrawal date. The pro rata refund for accommodation will be calculated based on full months only. This means for example, a student who had paid until November that withdraws in mid-July would be refunded the August-November accommodation. The pro-rata refund for facility fee is calculated by semester.

“Tuition fees” refers to the amount paid for one year’s full time study (from the point of entry).

“Full notification” refers to the submission of all paperwork required by the Institute as part of the withdrawal process.

“Course start date” The date the term/semester starts in the individual student’s academic year eg. Semester 1 start date for an April entry student.

“Date of withdrawal” will be taken as the date upon which full notification was received or the final date of class attended or the date upon which the student checked out of their on-campus room (whichever is the later).

7.5 Short Course Refunds

For short courses over five weeks but less than three months, where a student withdraws within five working days the student can expect a seventy-five percent refund.

For other short programmes less than five weeks long, where a student withdraws within two working days of the course start date the student can expect a fifty percent refund.

7.6 Bond

A student living in an Institute-provided accommodation facility must deposit a bond to cover any damage or loss to the Institute’s facilities. Bond will be refunded according to the Institute’s Refund Policy after a student graduates, withdraws or moves off campus. Bond will not be refunded for leave of absence students.

7.7 Date of Refund

Within 5 days, where student has given full notification of withdrawal. Allow 28 days for all other cases, e.g. overpayment, bond



SECTION 8: FEES & LIVING EXPENSES

Money Matters and Expenses

Money Matters (one academic year)

Fees	Cores	Cost
Full tuition fee	Annual tuition fee is based on full time study - eight papers for undergraduate. First year of postgraduate, second year of masters	NZ \$19,000
Facility fee	For access to the library, Recreation Centre, computer laboratories, the Internet and teaching materials	NZ \$1,550
Textbooks	Academic Textbooks	NZ \$200
Travel/Medical insurance	All international students are required to have current and appropriate medical and travel insurance while studying in New Zealand. International students are not entitled to publicly funded health service in New Zealand.	Contact IPU New Zealand to obtain a current list of NZ insurance providers IPU New Zealand can recommend.

Scholarship Information - Soshi Educational Group (SEG)

Annual Fee*	SEG Scholarship Tuition Subsidy	Tuition payable if granted an SEG Scholarship
NZ \$19,000	SEG A NZ\$7,000	NZ \$12,000
	SEG B NZ\$5,000	NZ \$14,000
	SEG C NZ\$3,000	NZ \$16,000

Living Expenses - On-Campus: Residential options and fees (One Academic Year)

Option*	Type	How Much
Halls 1 - 6	Single room / small	NZ \$15,000
Halls 7 - 10	Single room / large	NZ \$16,000
Homestay	Single room	NZ \$17,000
Bond	One-off bond is to be paid together with your first year's accommodation fees.	NZ\$750 ((\$250 covers maintenance costs, \$500 is refundable)

* This residential fee includes three meals a day provided in the Dining Hall. For homestay students, lunch will be taken at the campus Dining Hall and breakfast and dinner will be provided by the host family.



Living in Palmerston North (off-campus) Renting based on sharing a house with two others

Establishment cost

What	Detail	Approx-cost
Bond	One-off	NZ \$810
Telephone/Electricity, Gas connection	One-off	NZ \$300
General establishment (furniture, linen etc.)	Some accommodation comes unfurnished, and it is a student's responsibility to purchase the furniture.	NZ \$1,000
Total cost	Expected cost to start up living in accommodation in town.	NZ \$2,110

On-going estimated weekly/yearly cost calculations

What	Weekly	Yearly
Books, stationery and equipment	-	NZ \$1,000
Average rent	NZ \$100	NZ \$4,680
Food (three meals a day)	NZ \$70	NZ \$3,640
Household costs (power, phone, mowing)	NZ \$20	NZ \$2,110
Travel expenses (between city and IPU New Zealand) Car: petrol, insurance, WOF, registration, maintenance	NZ \$20 by bus NZ \$20 by personal car	NZ \$810
Miscellaneous (entertainment, personal items etc.)	NZ \$50	NZ \$300
Total yearly cost		NZ \$13,960
Total yearly cost NZ \$13,960 + Establishment fee NZ \$2,110		NZ \$16,070



SECTION 9: PRE-DEPARTURE

Providing students with pre-departure information

Before students leave for New Zealand, please make sure they are aware of the following:

VISA-CHECK

www.immigration.govt.nz

INSURANCE

Students will be insured with and charged for IPU New Zealand's default policy for international students following the completion of the application form. Students must provide Orbit Protect Insurance application form in order to be insured. Students have the option of arranging an international student insurance policy of their choice and that if they do so, will need to supply a written attestation from the insurance supplier that policies offered are consistent with the requirement of the Education (Pastoral Care of International Students) Code of Practice 2016 www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748319.html. Where, insurance company is not in English, the student can be asked to declare in writing that the policy covers the requirements set out in the Code. Students MUST have an appropriate insurance from the day they commence their travel to IPU New Zealand.

ARRANGING AIRPORT PICKUP

Book your international flight with a domestic flight through to Palmerston North domestic airport. Advise your representative of your flight details. Your IPU New Zealand representative will arrange to meet you and bring you to IPU New Zealand.

ON ARRIVAL TO NEW ZEALAND

Bring with you evidence of your visa and enrolment to IPU New Zealand.

TO IPU NEW ZEALAND

On arrival, you will be welcomed to your new accommodation, checked into your room, given a tour of the campus, and given an orientation pack.

CURRENCY AND BANKING

Currency is the New Zealand Dollar. During Orientation, you will have the opportunity to set up a New Zealand bank account. New Zealanders often use an EFTPOS card as a means of purchase rather than carrying cash. Internet banking is common and relatively safe.

HEALTH SERVICES

A health clinic is provided as part of students' facilities fees with a Doctor and Nurse available. You will be introduced to these facilities during orientation.

IPU NEW ZEALAND CLUBS AND ACTIVITIES

Immerse yourself in IPU New Zealand! Take part in one of the many different sporting and cultural clubs.

ORIENTATION

IPU New Zealand conducts academic orientation programmes for each of the three intakes, January, April and August. We emphasise that it is critical students attend this three-day event.

WORKING WHILE STUDYING

Immigration allows for students studying at level 4 or above to work up to 20 hours per week at the minimum wage of \$17.70 per hour. More information about current available jobs can be found at:

www.sjs.co.nz

www.seek.co.nz

trademe.co.nz



SECTION 10: PASTORAL CARE AT IPU NEW ZEALAND

Pastoral care and grievance procedures

COMPLAINTS AND APPEALS RELATING TO DISPUTES OF REGULATIONS, ACADEMIC POLICY OR VIOLATION OF HUMAN RIGHTS OR PRIVACY

The Institute supports the right of students to have access to a system of due process for complaints in matters of dispute of regulations, academic policy or violations of human rights or privacy. The basis of a complaint must be solely on the interpretation or implementation with respect to the individual, and not on the right or authority of IPU New Zealand to establish or to enforce such regulations or policies.

Any student who submits a formal complaint will have the right to a formal review by the Institute. Upon submission, the Institute may set a review body comprised of impartial staff appointed under terms of the procedure to hear the issue raised, and to develop and present its findings in the form of a proposed resolution with regard to the issue raised.

- Any student can submit a formal complaint in writing regarding interpretation or implementation of college regulations, academic policy or violations of human rights or privacy with respect to the individual for formal review by the Institute. This must be submitted to the President.
- Upon receipt of a formal written complaint, the President shall refer the complaint to an appropriate body (e.g. Academic Board, Admission and Scholarship Committee, or Committee on Student Conduct, or an ad hoc review body).
- The appropriate body to which the complaint is referred will hear the issue raised, and develop and present its finding to the complainant in the form of a proposed resolution with regard to the issue raised.

If the complainant does not accept the terms of resolution of the review, or if the complaint is made regarding a decision by a review body mentioned above, he/she may make a formal appeal of these findings to the President. He/she must present new and substantive evidence that for good reason had not been earlier presented to the Committee on Student Conduct initially reviewing the issue.

A Special Committee consisting of the President, Director of College and Corporate Administration, one representative from the academic staff, one representative from the administrative staff and the President of the Student Association shall hear the appeal. Their findings will be conveyed to the review body and to the complainant. If a complainant is still unsatisfied he/she may refer the complaint to NZQA or the iStudent Complaints.

The New Zealand Qualifications Authority (NZQA) has a process for complaints about providers. People who have a complaint about a NZQA registered provider are advised in the first instance, to raise the matter with the provider's management (IPU New Zealand). If the matter is not resolved satisfactorily, they may approach the Authority.

The NZQA can be contacted at: The Complaints Officer Approvals, Accreditation and Audit (AAA)
New Zealand Qualifications Authority PO Box 160 Wellington Alternatively: Phone 0800 QA HELP (0800 724357)

The iStudent Complaints is an independent body established to deal with complaints from international students about pastoral care, aspects of advice and services received from their educational provider or the provider's agents.

The iStudent Complaints enforces the standards in the Code of Practice 2016.



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