AsureQuality
Kaitiaki Kai

ACADEMY
Private Training Establishment

International Student Handbook

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Kia Ora and Welcome to the AsureQuality Academy

Thank you for your interest in training with AsureQuality Academy. We support learners from a wide range of backgrounds who are looking to develop their skills and progress their careers across New Zealand's food, primary production, biosecurity, laboratory, and quality assurance sectors.

Many of our programmes are designed to support people who are already living and working in New Zealand. Learning is practical and industry-focused, helping learners build knowledge and skills that can be applied directly in the workplace.

Our programmes are typically delivered in partnership with employers and industry organisations, combining workplace experience with structured learning to meet industry and regulatory requirements. This approach ensures learners gain relevant, real-world skills while continuing to contribute to their workplace and industry.

This handbook is designed to help you make an informed decision before enrolling with AsureQuality Academy. It provides information about our training programmes, what to expect as a learner, the support available to you, and the responsibilities and expectations associated with studying as an international learner in New Zealand.

About AsureQuality Academy

We are a recognised Private Training Establishment (PTE). Our latest NZQA categorisation is Category 1 (awarded in 2023), the highest level of confidence under the former External Evaluation and Review (EER) system. This categorisation was granted under the previous EER framework, which is no longer in operation.

As a vocational education provider, we continue to monitor changing regulations and reflect the latest industry trends and standards in our courses, issuing certificates pertaining to safe methods of food production.

We provide premium training products servicing niche technical areas. Our courses have been developed by our own industry experts and are constantly being updated and expanded in response to industry trends, customer issues and legislative requirements.

We deliver training courses in-house, at the employers' facilities and we also offer public courses in different locations around New Zealand and online.

To find out more about our story and the industries we work with, please click here.

Our commitment to your learning success

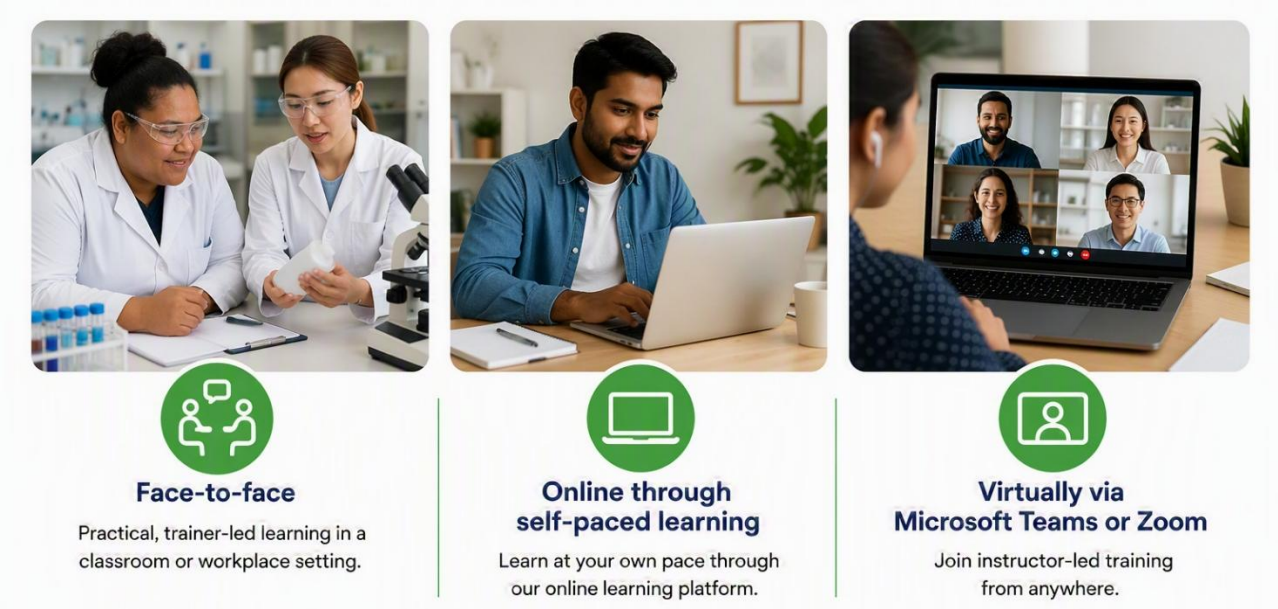
1. Enrolment and key requirements

To enroll into an Academy course, please contact the Academy team here to check your eligibility. Below are some of the key requirements you will need to meet:

- You must be **18 years or older** to enrol in the Academy.
- Have a valid visa to undertake training in New Zealand
- If you are eligible, you will be required to complete an enrolment form online. This form will request information about you and the course you are interested in. The Academy is required to capture this information to comply with NZQA and Ministry of Education requirements.
- Depending on the course and its duration, you may also need to provide supporting documentation, such as:
    - Evidence of prior learning or experience
    - Proof of English language proficiency
    - Evidence of current employment
    - A copy of your insurance
- Most public courses are open to both domestic and international learners. Where a course is only available to domestic learners, this will be clearly stated on the course page. Long-term courses are delivered in the workplace (in-house) and are offered in partnership with employers and/or Primary ITO.

English Language Requirements

AsureQuality Academy courses are delivered in English. Depending on the programme, training may be delivered:



Assessments and supporting learning materials are also predominantly in English. To successfully participate in training and complete assessments, learners should have a good level of English reading, writing, speaking, and comprehension skills.

For some courses, you may be asked to provide evidence of English language proficiency. We recommend that learners who speak English as a second language have an IELTS (General or Academic) score of 5.5 or equivalent. Other recognised English language qualifications may also be accepted.

English language requirements vary by programme. If your training is arranged and supported by your employer, evidence of English language proficiency may not be required. Please contact the Academy team to discuss the requirements that apply to your chosen course.

Immigration Requirements

Information and details of visa and permit requirements and your rights to work and study in New Zealand are available on the Immigration New Zealand's website

www.immigration.govt.nz

Visa conditions

Before enrolling, it is important to ensure you hold the appropriate visa and any required insurance for your time in New Zealand. Having the correct documentation in place will help ensure a smooth and positive learning experience.

Short courses (less than 12 weeks / 3 months):

Most of our short courses are open to both domestic and international learners. A student visa is generally not required for courses of short duration. Learners may study on a visitor visa, work visa, or another temporary visa, provided they meet any specific entry requirements for the course. If you are on a work visa and the training is required for your job, we will require a confirmation that this training is arranged and paid by your employer.

Long-term courses (12 weeks or more/ 3 months or more):

Most of our long-term courses are delivered in the workplace (in-house) and in partnership with employers and/or Primary ITO. Participation in these programmes typically requires a Training Agreement between the learner, employer, and Primary ITO, as applicable.

Visa requirements vary depending on your individual circumstances. We recommend that all international learners check their eligibility to study and work in New Zealand before enrolling.

For the latest information on visa requirements and your rights to work and study in New Zealand, visit the Immigration New Zealand website:

www.immigration.govt.nz

Insurance requirements

As an international student, you may need to have appropriate insurance while studying in New Zealand. The insurance requirements that apply to you will depend on:

- Your visa type
- The length of your course
- Whether your primary reason for being in New Zealand is study or work

You may be covered by New Zealand's Accident Compensation Corporation (ACC) for accidental injuries. However, ACC does not cover all medical costs, illness-related expenses, or travel costs, so we recommend that you have your own insurance cover.

What you may need to provide

When enrolling, we may ask you to provide:

- Confirmation that you have appropriate insurance cover
- A copy of your insurance policy (in English), if requested
- Evidence that your insurance remains valid for the duration of your training

What should your insurance cover?

Where insurance is required, it should provide appropriate cover for:

- Medical treatment and hospital care in New Zealand
- Prescription medication and healthcare costs
- Serious illness or injury, including repatriation (return to your home country) if required

- Costs associated with a medical emergency
- Travel-related risks where applicable
- Death of the student, including cover of—
    - travel costs of family members to and from New Zealand; and
    - costs of repatriation or expatriation of the body; and
    - funeral expenses.

Learners attending courses of less than two weeks

For international learners attending courses of **less than two weeks**, there is generally no requirement for AsureQuality Academy to verify insurance coverage. However, we strongly recommend that all learners have appropriate insurance for their individual circumstances.

Learners attending courses for two weeks or longer

If you are in New Zealand primarily to study and are attending a course for **two weeks or longer**, your insurance should generally cover your travel:

- To New Zealand
- Within New Zealand
- From New Zealand when returning home

This helps ensure you are protected throughout your study period and associated travel.

Learners on work visas

Many AsureQuality Academy learners are already living and working in New Zealand on a work visa and are undertaking training as part of their employment. In these cases, travel insurance to and from New Zealand may not be necessary. However, you should ensure you have appropriate health and personal insurance cover for the duration of your training.

If you are unsure what insurance requirements apply to you, please contact the AsureQuality Academy team before enrolling.

2. Other Available Services

Please contact us for more information about the following:

- Recognition of Prior Learning and Credit Transfer
- Appeals

3. Terms and Conditions of Enrolment

Please read the Terms & Conditions very carefully before signing your consent form. There is some important information here for you that describes fee payments, fee policies, withdrawal fees, misconduct and complaints procedures.

Course Related fees

In some cases, there will be additional course fees that relate to the special requirements of your course. Please refer to specific course information for these costs. Examples include AsureQuality attestations/verification fees. These will be included on your invoice.

Please note that invoices are sent to your employer post-course by the end of the month. If you are registering independently, the invoice will be sent to you post-course as well, unless the course cost is under $1000 or less (including GST).

4. About New Zealand

If you are currently living overseas or have recently arrived, you'll want to learn as much as you can about New Zealand. AsureQuality offers courses in different parts of New Zealand.

For more information about studying, working or living in New Zealand, visit the official Tourism New Zealand website.

Understanding New Zealand Culture

New Zealand is a friendly and welcoming country. Learning about local customs can help you feel more comfortable and make it easier to connect with people.

Living costs and accommodation

If you are planning to study with AsureQuality Academy, it is important to consider the costs of living in New Zealand. Your expenses will vary depending on where you live, your accommodation choice, and your lifestyle.

Common living costs may include:

- Accommodation

- Food and groceries
- Transport
- Healthcare and insurance
- Utilities and personal expenses

Finding Accommodation

You will be responsible for arranging your own accommodation. Depending on your needs and budget, you may choose from a range of options, including:

- Short-term accommodation (such as hotels, motels, or hostels)
- Private rental accommodation
- Shared accommodation with flatmates

If you plan to share accommodation, it is helpful to understand your rights and responsibilities as a tenant or flatmate in New Zealand.

Useful Information

The following websites provide practical information about living, working, and renting in New Zealand:

- Immigration New Zealand – Living in New Zealand
- Tenancy Services – Renting a home in New Zealand
- Tourism New Zealand – Living in New Zealand
- Employment New Zealand – working in New Zealand

We encourage all international learners to research accommodation and living costs before starting their training to ensure they are well prepared for life in New Zealand.

5. Health, Safety & Wellbeing

In serious emergencies requiring an ambulance or Police, call 111.

For any other emergency during your training with AsureQuality please contact our Training Representative – Jaime Craven at 027 224 9020

After your enrolment has been confirmed, you will be provided with the contact details of your Trainer who will be able to support you during your training course.

Mental health is an important part of our overall wellbeing. If you need mental health support, there are many people and services available to help. For urgent mental health support, please contact any of the services listed below. These services are available 24 hours a day, seven days a week unless otherwise specified:

- 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

If you are employed, your workplace may also provide access to wellbeing services such as an Employee Assistance Programme (EAP) or other support providers, including Raise, Vitae, TELUS health or similar services. These confidential support services can help with both personal and work-related concerns.

Other Helpful Links

- Personal Crisis Help Line
- Citizens Advice Bureau
- Legal Advice
- Victim support

Complaints Procedure

If you have any complaints about your experience with the AsureQuality Academy or about us breaching the Code of Practice, follow the AsureQuality Academy formal complaint process first as detailed below:

1. Please contact your Trainer or Assessor in first instance who will try to resolve the complaint.
2. If your complaint is not resolved, please log a formal complaint to the AsureQuality Academy at training@asurequality.com - We will get in touch with you within three working days.
3. If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or log a complaint through their website: Concerns about education providers - NZQA
4. Or, if it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800 00 66 75. More information is available on the iStudent *Complaints website*: Nga amuamu tauira – Study Complaints

For any other questions about international students and support, please contact us at training@asurequality.com

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

The AsureQuality Academy abides by the **The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021** which sets out minimum standards of advice and care that you can expect and provides a procedure that you can follow if you have concerns about the treatment you receive from us. The New Zealand Qualifications Authority (NZQA) administers the Code. More information on the Code of Practice is available on the NZQA website.

Notes

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