

<b>Student Support and Wellbeing</b>	
<b>International Students</b>	
<b>3_H_POL_Internationalstudents_190401</b>	
<b>1. Policy Statement</b>	The School of Audio Engineering (NZ) Ltd, trading as SAE Institute (SAE) recognises that there exist special requirements for international students and that SAE must comply with these regulatory requirements. SAE further recognises that international students new to New Zealand require specialised support throughout the course of their study.
<b>2. Purpose</b>	This International Students Policy outlines the provisions for international students that are enrolled or intending to enrol at the School of Audio Engineering (NZ) Ltd, trading as SAE Institute (SAE) in Auckland, New Zealand. It adheres to the requirements outlined in the Education Act and follows guidelines presented in the Education (Pastoral Care of Tertiary and International Learners) Code of Practice (the Code)
<b>3. Scope</b>	<p>This policy applies in the context of SAE's operations in New Zealand, and is applicable to students enrolled or intending to enrol with SAE. Procedures for SAE campuses internationally may vary in compliance with statutory requirements in other countries of operation.</p> <p>Students registered with SAE Institute who transfer their studies to a campus outside New Zealand will have their registration with SAE in New Zealand terminated and are required to adhere to the guidelines, policies and procedures of the legal entity to whom they have transferred their registration.</p> <p>This policy applies to international students studying or intending to study at the SAE NZ campus. It does not relate to off-shore delivery, as SAE NZ does not currently hold accreditation to deliver programmes off-shore.</p>
<b>4. Associated Policies and Procedures</b>	<p>This policy should be read in conjunction with the following policies and procedures:</p> <ul style="list-style-type: none"> <li>● Student Recruitment and Enrolment (International Students) Procedure</li> <li>● Student Support</li> <li>● Tuition Fees and Refunds Policy</li> <li>● Trade Sanction Control Procedures</li> <li>● Student Grievance Policy and Procedure</li> </ul>
<b>5. Associated Documents</b>	<p>This policy should be read in conjunction with the following documents:</p> <ul style="list-style-type: none"> <li>● Education (Pastoral Care of Tertiary and International Learners) Code of Practice (the Code)</li> </ul>

<p><b>6. Policy</b></p>	<p><b>6.0 Entry requirements</b></p> <p>All international students must be at least 18 years of age at the commencement of the programme.</p> <p><i>Level 5 Diploma Entry Criteria</i></p> <p>An international student is eligible to apply for entry into a Diploma programme who has the equivalent of NCEA Level 2 with related subjects, along with the following additional language requirement:</p> <p style="text-align: center;"><u>English as an Additional Language Applicant requirement</u></p> <p>English as an Additional Language (EAL) applicants, including NZ Residents must meet standard NZQA minimum English Proficiency Outcomes for a diploma programme, e.g. for the academic version of IELTS they will require a score of 6 with no band score lower than 5.5, or acceptable equivalent as per NZQA's English language proficiency requirements. Scores must come from a single test taken no more than two years before the proposed date of enrolment.</p> <p><i>Level 7 Bachelor Degree Entry Criteria</i></p> <p>An international student is eligible to apply for entry into a Bachelor Degree programme who has the equivalent of NCEA Level 3 with related subjects, along with the following additional language requirement</p> <p style="text-align: center;"><u>English as an Additional Language Applicant requirement</u></p> <p>English as an Additional Language (EAL) applicants, including NZ Residents must meet standard NZQA minimum English Proficiency Outcomes for a degree programme, e.g. for the academic version of IELTS they will require a score of 6 with no band score lower than 5.5, or acceptable equivalent as per NZQA's English language proficiency requirements. Scores must come from a single test taken no more than two years before the proposed date of enrolment.</p> <p>Along with the academic requirements, in order to apply for entry, an international students must also provide</p> <ul style="list-style-type: none"> <li>● a Valid Passport to check if 18 or older at the start of the programme</li> <li>● Record of achievement if under 20 years of age</li> <li>● English Language Test (International English Language Testing System or Test of English as a Foreign Language)</li> <li>● Links to creative work</li> <li>● Written letter explaining why they chose SAE</li> </ul> <p>International students will be invited to an entrance interview (conducted online if needed) with the respective Head of Department. If a conditional</p>
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place on the programme is offered, the international student must further provide:

- a Visa (covering dates of study)
- Travel, Medical and Contents Insurance (covering dates of travel and study)
- English Language Test in accordance with selection criteria and no more than 3 years old

An international student can not commence study at SAE without all full, complete and up-to-date documentation.

Full details regarding international student applications are provided in the International Enrolments Procedure.

### **6.1 International agents**

SAE, through its parent company Navitas, holds formal agreements with a list of international agents. If the enquiry regarding a SAE Auckland programme comes from an agent, the Student Recruitment and Enrolment Advisor checks whether the agent is registered as an authorised Navitas agent. If not, the Navitas Agent Management team undertakes due diligence and, if acceptable, issues a formal partnership agreement with the agent. SAE Auckland will not deal directly with international agents unless they hold an formal international agent agreement with Navitas.

If a student enrolment is brought to SAE via an Navitas approved international agent, and the student commences study at SAE Auckland, the agent will be paid their agent fee as per the Navitas formal agreement.

### **6.2 Sanctioned Countries**

SAE's parent company, Navitas, has developed a Trade Sanctions Control Procedure for international students from high risk countries. Any students applying for enrolment at SAE Auckland from one of the risk countries will have their application checked by the Navitas screening team who use the Refinitiv World Check platform. The purpose of the Trade Sanctions Control Procedure is to support Navitas' commitment, as outlined in its Anti-Bribery and Corruption, Fraud and Money Laundering Prevention Policy, to comply with all applicable trade sanctions implemented by Australia, Canada, the European Union, the U.S. and the U.K. In the absence of a specific New Zealand based Trade Sanctions Control Procedure, the Navitas Trade Sanctions Control Procedure is applied.

### **6.3 Tuition fees**

International student tuition fees are publicly available via the SAE website.

All tuition fees must be paid before the commencement of the programme. In accordance with the Student Fee Protection Rules, tuition fees are paid via the Public Trust.

Should an international student become a national citizen during their time at SAE, they will continue paying international student fees for the remainder of that academic year and then pay domestic student fees for the following year(s) thereafter.

#### **6.5 International student engagement**

All students are expected to attend all classes and submit required assignments by the due date. This is monitored by the Academic Manager, and Student Support.

The requirement to attend classes, or contact SAE in the instance when a student is unable to attend (e.g. due to illness) is particularly critical for International Students as it relates to Study Visa requirements. As noted by Immigration New Zealand, international students *“must attend your course at the approved education provider noted on your visa, unless you have a reasonable excuse for absences. You must make satisfactory progress on your course”*.

If an international student disengages through either non-attendance (without an excused absence) or through not making satisfactory progress with assignments, SAE reserves the right to cancel their enrolment. In such cases, Immigration New Zealand would be alerted.

#### **6.6 Student Support**

The pastoral care of International students is a responsibility of all staff, but also specifically the International Student Support Advisor. This staff member meets all new international students when they arrive on campus and helps orientate them to the SAE environment. Providing academic, personal, cultural or administrative support to international students forms part of that role, as well as assisting international students in gaining access to wider community activities including sports, recreational, social networks, churches, cultural organizations, translator services and relevant government and non-government agencies.

#### **6.7 Code of Practice**

SAE Institute is a signatory to the NZQA Education (Pastoral Care of Tertiary and International Learners) Code of Practice (the Code). In so doing, SAE commits to:

- enabling students, including international students, to make informed choices about their education
- supporting students, including international students, to prepare and adjust to tertiary studies
- providing a safe, supportive, and accessible environment for study
- ensuring students, including international students can raise concerns if needed
- connecting students, including international students, to appropriate support services as required

	<ul style="list-style-type: none"> <li>• having plans for helping students in an emergency – whether on campus or not.</li> </ul> <p>Details regarding the Code of Practice are available across campus as well as on the SAE website.</p> <p><b>6.8 Emergency contact for International Students</b> All international students meet the Campus Director as part of their Orientation to campus. The Campus Director’s mobile phone number is provided to international students to ensure they have a 24 hour contact in the case of an emergency.</p> <p><b>6.9 International student complaints</b> The Student Grievance, Complaints and Appeals Policy and Procedures are intended to facilitate the resolution of formal grievances brought to the attention of SAE and should be referred to if an international student wishes to lodge a complaint.</p> <p>As noted in that policy, where minor concerns arise, students are encouraged to take a common-sense approach and raise them directly with the relevant staff, with the aim of resolving them at the lowest possible level and without undue formality. However, where informal discussions have not yielded a satisfactory resolution, or where the matter is more serious, students can make a formal student complaint as outlined in the Student Grievance Procedure.</p> <p>If a complaint has not been resolved using the SAE processes, international students can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email <a href="mailto:gadrisk@nzqa.govt.nz">gadrisk@nzqa.govt.nz</a>. If it is of a financial or contractual nature, an international student can contact <a href="#">iStudent Complaints</a> by phone on 0800 006 675.</p>
<p><b>7. Records</b></p>	<p><b>3_H_POL_Internationalstudents_190401</b></p> <p>DRAFT released for consultation 21 May 2019</p> <p>FINAL approved by Academic Board 3 June 2019 and released</p> <p>Reviewed and re-released for consultation 22 May, 2023</p> <p>UPDATED version approved by SAE Auckland Academic Board 2 June 2023</p>