

Student Handbook 2019



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Welcome to the Certificate in Youth Development Diploma in Youth Development

For Domestic (NZ) students, these programmes are offered by **Praxis**:

- **Certificate in Youth Development**
 - Completion of this programme leads to award of the **New Zealand Certificate in Health and Wellbeing (Social and Community Services) (Level 4) (Community Facilitation strand)**
- **Diploma in Youth Development**
 - Completion of this programme leads to the award of the **New Zealand Diploma in Youth Work (Level 6)**

We welcome you to study with us, and encourage you to read the following information carefully in conjunction with your general information workbook.

If you are not clear about anything, or just want to talk it through, please get in touch with one of the people listed on the inside cover of this folder.

Our Mission: Supporting people to make a difference in their community.

Special Character:

Praxis provides training in youth and community work taught from a Christian kaupapa/ethos. Praxis has a special focus of training people to work with youth 'at risk' and with marginalised communities. We also promote dialogue and research into good practice in these areas.

Praxis maintains a network of partnerships with church and community organisations at local, regional and national levels. We ensure that students are supported by and integrated into these groups as they develop their community practice during the course of their studies with Praxis.

Our Values:

- Journeying with Jesus
- Missional engagement
- Learning in action and context
- Ongoing communities of learning
- Practising what we teach
- Centre to the margins
- Partnership with indigenous peoples
- Learning spaces of inclusion, grace and talanoa
- Excellence and generosity

Commitment to Quality Educational Experiences:

The Praxis team is committed to implementing the following educational policies:

- Course material is well prepared and communicated creatively.
- There is clear communication about course content and assessment requirements.
- Lecturers provide opportunities to ask questions and discuss important issues.
- Course content reflects a holistic balance between theology and theory, action and reflection, personal and professional development.
- There is prompt and clear feedback on marked assignments
- Lecturers use language, which is free of gender bias, relevant and sympathetic to the range of educational and cultural backgrounds of those involved.

About Praxis Programmes

These programmes operate under the guidance of an advisory group made up of a range of people including representatives from the youth and community work sectors, resource people from other training providers and course lecturers. The committee checks that this programme is teaching the skills and knowledge that employers in the sector see as useful and relevant to their needs, which in turn will make it easier for you to use this qualification to find employment. This ensures that you will have the best prospects of employment, if this is what you seek, when you have completed the programme.

Student Services

The programme is also supported by a range of learning services which ensure that you, whatever your background, have the best possible chance of success.

These services include an on-site library and an online lending service that will post borrowed books out to you.

In addition to tutorial support, Praxis provides personal support services, including access to a trained counsellor and a range of mentors, including those from Māori and Pacific backgrounds.

Our tutors are well qualified and committed to encouraging quality student learning. We want you to succeed and we will do all we can to support you in your efforts.

General Statement on Use of Handbook

This programme handbook is a guide for students and provides both general and specific information about your programme of study. You also have access to your tutor who will provide additional information.

Some sections of this booklet are on the Praxis website www.praxis.org.nz. If you don't have access to the internet please contact us and we will send a paper copy out to you.

1. General Policies

Emergency Procedures

Please note the evacuation procedures on the wall of your classroom and, in the event of an emergency, comply with these.

Conduct

Be considerate of your classmates and others, and help keep the classroom a positive space for learning.

Health and Safety

You are required to take all reasonable steps during your time at Praxis to ensure your safety and the safety of others.

Addresses

Any change in either home or term time address or in employment must be notified to the Praxis National enrolment office.

1.1 Course entry and selection process

Entry to a Praxis courses requires you to:

- have achieved NCEA Level 1 or have evidence of equivalent skills, knowledge or professional experience to this level
- be aged 18 years or above, unless special exemption is granted
- identify an agency (church or community organisation) who has agreed to supervise and support their practice with young people
- provide the contact details of a person from this agency, and at least one other reference person. Praxis will contact those people to discuss both the applicant's suitability for working with youth and their ability to handle the academic requirements of this course.
- complete a satisfactory Police Vet report
- undertake an application interview

Final approval is needed from the Praxis National Co-ordinator if the entry process throws up any doubts around your ability to complete the academic aspects of the course, or your suitability to work with young people.

Praxis reserves the right to decline entry to the course on the basis of these, or any of the other entry criteria. If you disagree with a decision around the interview process you should use the appeals process (see 2.14) to appeal against it.

1.2 Professional relationships between staff and students

Praxis team members are bound by the Ara Taiohi Code of Ethics (this is the code of ethics which is taught as part of the course) in our relationships with students on the course (who we regard as clients).

The key value we aim to express is that every student will be treated respectfully by all Praxis team members.

If you believe that any member of the Praxis team has contravened the boundaries of our relationship with you or with another student, you can either use the Praxis complaints process (see 2.16).

1.3 Course references and testimonials

At the end of your course, each student should receive the following material from your Praxis Coordinator:

A copy of the **Certificate in Youth Development** and/or **New Zealand Certificate in Health and Wellbeing (Social and Community Services)** (if you have completed course requirements)

or

A copy of the **Diploma in Youth Development** and/or **New Zealand Diploma in Youth Work?** (if you have completed course requirements)

A copy of your **Record of Achievement** – even if you haven't met course requirements, you should get a copy of this. If you haven't finished the requirements, it should list what you still need to do to complete.

A reference from the course when you graduate; The reference will outline the practical work you have been involved in over your course of study. It is addressed to future employers and will list both what we see as your strengths, and any comments or concerns that we feel that a future employer should be aware of regarding an appropriate level of responsibility for you in your work with young people. These comments will be based on observations by your Programme Co-ordinator over the course of study, plus feedback from your agency and your supervisor.

It is up to you who you choose to give the reference to, but if we get approached by an employer for a verbal reference about you, we will base our comments around the contents of your reference.

If, later on, you feel that you have addressed any concerns that were expressed in your letter of reference, you can ask to be re-assessed with a view to having your reference from Praxis changed.

If you object to any of the recommendations in the reference, you should talk to your Programme Co-ordinator in the first instance, and if you are not happy you should follow the complaints process (2.16).

In the event that we can't agree about the contents of your reference, Praxis reserves the right to refuse to supply a reference.

1.4 Use of student images

Praxis has a policy of recording the year in photos. These photos are often shown at the graduation ceremony and may also appear on the Praxis website, Facebook pages and in other Praxis publicity. The course application form includes a consent for images taken of students to be used in these ways.

If you object to photos being taken of you and used in any of these ways, you should inform your course coordinator as early as possible.

2. Academic Regulations

2.1 Attendance Requirements

A high level of attendance is a must if you wish to benefit from this course. To complete a module you need to attend all of the workshops for it, and 80% of the group sessions or lectures. Failure to maintain regular attendance will result in support procedures being started (see below).

If for any reason you are unable to attend a class, contact your tutor. A message may be left on their voice mail. Indicate when you are likely to return to class.

An Explained Absence means you will be provided with help and the opportunity to complete and catch up with the missed work or any compulsory assessment tasks.

Unexplained Absences mean that you will in the first instance be contacted by phone and offered help to resolve any problems you may have. After continued unexplained absence you will receive a letter expressing concern and reminding you of the implications of your continued absence. The effect could be stopping of a student allowance or not completing the programme and graduating because you have missed compulsory parts of the programme.

All staff are encouraged to have a student-centred learning approach. However, as a student it is important that you take the responsibility for your own learning. This means that you will need to ask questions, attend and most importantly say when you do not understand.

2.2 Student Support Process:

You will be considered to be at risk of failing the course if you have frequent absences, unsatisfactory progress and/or unacceptable behaviour. If a student is considered to be "at risk" by tutors, the following procedure will take place;

- A discussion is held with the student by the Programme Co-ordinator explaining their concerns.
- A note, with an interview time, will be given to the student from the tutor. This interview may be recorded and several possible outcomes for helping the student will be suggested. A time will be given, verbally, to meet again to check that the student is no longer "at risk". If no improvement is made there are further steps taken to try and help the student to overcome the difficulties.
- A formal letter is sent by the Programme Co-ordinator to the student specifically outlining the issues and setting an interview time for these issues to be discussed. This interview is recorded. A consequence of poor attendance may be the loss of your student allowance.
- If the student is unable to overcome their difficulties, the Programme Co-ordinator arranges a meeting.

A review date is set at this meeting. If no improvement is made after the second interview, a written warning is issued specifying the areas of concern and the consequences of failure to meet the required standards by a third specified review date. The consequences may include a recommendation to the National Co-ordinator of possible cancellation or withdrawal of your enrolment.

2.3 Assessment / Moderation

Assessment is a natural and important aspect of learning. It allows both you and your tutor to identify the learning that has taken place and to help plan the next stages of your learning. All assessment processes and procedures must be fair and relevant. Your assessments will be returned to you within a time period indicated on your timetable. You must keep up to date with assessments. The usual time for return of assignments from the date of submission is four weeks.

To ensure that assessments are fair, relevant, consistent and valid, they are moderated, both internally and externally. For local programmes, moderation is undertaken internally and with people from outside of Praxis. Both pre-assessment and post assessment moderation take place. Samples of your work and your fellow students' work are looked at by moderators who are educators with subject and assessment expertise. *(Sometimes moderators are present while you undertake your assessment).*

The assessment methods used in your programme include:

A written assignment, the practical demonstration of a skill, presenting a seminar, answering questions, participating in discussion in a group setting, journalling or a one to one interview. You are required to complete each assessment on the day indicated in the timetable. If you are unable to complete the assessment on the timetabled date, you must advise your tutor before that date. A doctor's certificate or similar may be required.

The grading system used in assessments is based on the following system:

NC	Not completed – no re-assessment is possible. This is the final result.
NYC	Not Achieved. This a temporary grade <u>only used on the assignment itself.</u> It notes that assessment requirements are not yet met, and identifies the work needed to bring it up to standard. A final date for resubmitting the work must also be included.
Complete	Requirements for this assessment are complete.
Merit Distinction	Some assessments provide an opportunity to achieve recognition of your work over and above the minimum required to pass the assessment. Assessment criteria for award of a Merit grade are clearly identified. Where applicable, achievement of a specified number of merit statements will gain a Distinction grade for that assessment. Please note that this grading system is internal to Praxis only. All formal results will be reported to NZQA as either COMPLETE or NOT COMPLETE.

All results (as above) will be recorded on each student's Praxis Record of Achievement (see section 2.4).

You are entitled to reassessment of an assessment within your programme of study. Appeals for re-assessment must be received no later than two weeks after receiving the official results.

Policies relating to assessment procedures are included in 2.10.

Your grade for the year:

Each MERIT grade that you earn over the year is worth ONE point. Each DISTINCTION grade that you earn is worth TWO points. The points you have achieved over your course (2 years for the Diploma) will be added together at the end of the course. Learners in the top 40% of points will receive a MERIT grade for their course, those in the top 10% will receive a DISTINCTION grade.

Please note that these grades will appear on your Record of Achievement transcript from Praxis.

2.4 NZQA / ROA

All results are reported to TEC (Tertiary Education Commission) using your NSN (National Student Number) which is a unique number given to every student in Aotearoa New Zealand.

If you have completed unit standards or unit standard based qualifications in the past - an official transcript also known as a Record of Achievement (ROA), of all the national qualifications and unit standards that a person has ever achieved and is available from NZQA via their website.

2.5 Applying for Recognition of Prior Learning (RPL)

If you believe that you have already met the requirements of 1) the programme **or** 2) all (or part of) a module then you can apply to have your credits or learning recognised. The Programme Co-ordinator may complete the RPL application or appoint a person (who is experienced in the subject area) to assist in conducting the assessment.

1) Programme: This happens at the time you apply to enter the programme and requires you to show what you have already achieved. It is formal process that includes collecting evidence and then presenting this to a panel in an interview. See the Programme Coordinator before the programme begins if this is an option you would like to pursue.

2) Module: Each module contains a number of learning outcomes. The Programme Co-ordinator/Assessor will go through each learning outcome with you and ask you for evidence to show that you are already competent in that area. Evidence can be presented in either of the following ways:

- By showing the Assessor that you are currently competent, either through a demonstration observed by the Assessor, or by compiling evidence that other (suitably qualified) people have observed of your competence.
- By showing evidence that you have completed the learning equivalent to that learning outcome elsewhere (for example by showing records of previous study or assessments).

Where an RPL assessment shows that some learning outcomes are not yet complete, the Programme Co-ordinator/Assessor will negotiate with the student about how the remaining areas of learning will be completed and assessed. Evidence for each learning outcome will be noted by the Assessor and the evidence (or copies of) will be retained (where practical), for moderation along with assessment notes next to each element. All RPL applications (including assessments and evidence) will be moderated by the programme team or Academic Manager.

2.6 Work Based Components

Work experience is a valuable component of your learning, and a practice element is included in most modules within the programme. You are expected to be engaged in practical work with a recognised group or organisation (agency) before you enter the course (this is a condition of entry).

You will be advised before each module what proportion of the total assessment for that module will be completed as part of your own practical work. You are also made aware of the responsibilities you have toward your agency while you are studying for your qualification. You will have the opportunity to comment on the effectiveness and suitability of practical work requirements of the programme.

At the start of the course you will be given a **Work Based Learning Agreement**, this is to be completed between you and the agency that you do your practical work with. This is a set of information for your agency and a format for an agreement between you, the agency and Praxis, which needs to be completed whether you are employed or working voluntarily.

2.6.1 Safe practice with young people

All Praxis students are expected to uphold the Ara Taiohi Code of Ethics in their practice with young people. If Praxis team members become aware of any breach of the Code of Ethics, either on a Praxis supervised practice placement, or back in the student's own work with their agency they will discuss the allegation with the student, and investigate it if there is any doubt about its accuracy.

If the allegation is substantiated, the Programme Coordinator/Local Coordinator **MUST**:

- Enter the details in the Incidents and Accidents register.

- Inform the Praxis National Office of the allegation and discuss how they plan to handle it.

The Programme Coordinator MAY ALSO take any of the following actions:

- Give a verbal or formal warning to the student.
- Put boundaries around the student's practical work in the future (for example; requiring direct supervision)
- Initiate the Ara Taiohi Code of Ethics complaint process against the student.
- Stand the student down from all practical work.
- Begin the Praxis disciplinary procedure (see 2.12)
- Involve the police or other statutory body.

All decisions by the Programme Coordinator must be discussed with the Praxis National Office and recorded.

2.7 Student Input Opportunities

Praxis is committed to providing quality programmes, teaching and services. Your feedback will be sought at regular intervals during the year through our Student Satisfaction Audit. This will be carried out by an independent person, who will ask you to comment on how effectively we are delivering on our pledge of educational quality (see page 4), and on any other areas of your experience with us that you would like to give feedback on.

Feedback is given in a way that does not breach your confidentiality.

2.8 Programme Completion and Graduation

2.8.1 Requirements for the qualification

Certificate in Youth Development

Students who complete all course requirements of the Certificate in Youth Development will be awarded the New Zealand Certificate in Health and Wellbeing (Social and Community Services) (Level 4) (Community Facilitation strand). This programme is registered with NZQA and Praxis is accredited to award it.

To complete the Certificate in Youth Development programme and to graduate you must successfully complete each of the modules as outlined below.

To complete a module through course work, attendance should meet the 80% standard as outlined in section 2.1.

Certificate in Youth Development

Modules	Level	Credit
Communication Skills	4	5
Inclusive Practice	4	10
Te Tiriti	4	6
Korero Mai	4	4
Reflective Practice	4	5
Inward Journey	4	5
Leadership 101	4	5
Professional Practice	4	5
Safe Practice	4	5
Ethical Practice	4	5
Positive Youth Development	4	5
Contributing to Human Development	4	5
Community Profile	4	15
Helping Skills	4	5
Mentoring	4	20
Group Facilitation	4	10
Total		120

2.8 Programme Completion and Graduation

2.8.1 Requirements for the qualification

Students who complete all programme requirements of the Diploma in Youth Development will be awarded the Diploma in Youth Development and the National Diploma in Youth Work (Level 6). This programme is registered with NZQA and Praxis is accredited to award it.

To complete the Diploma in Youth Development programme and to graduate you must successfully complete each of the modules as outlined below.

To complete a module through course work, attendance should meet the 80% standard as outlined in section 2.1.

Praxis Diploma in Youth Development – Year 1

Modules	Level	Credit
Professional Practice 1	5	10
Managing Safety	5	5
Positive Youth Development	5	5
Group Facilitation/ABL	5	10
Community Connection	5	15
RAP	5	5
Code of Ethics	5	5
Inclusive Practice	5	10
Korero Mai	5	4
Introduction to Leadership	5	5
Mentoring	5	20
Te Tiriti	5	6
Growing up in Aotearoa	5	5
Inward Journey	5	5
Helping Skills	5	5
Tying it together	5	5
Total		120

Praxis Diploma in Youth Development – Year 2

Modules	Level	Credit
Professional Practice 2	6	5
Group Work	6	10
Health & Safety	6	5
Sociology of Youth	6	10
Law & Ethics	6	5
Te Hikoi	6	15
Liminal Experiences	6	10
Peacemaking	6	10
Leadership & Management	6	10
Well-Being	6	5
Project Evaluation	6	10
Integrated Practice	6	25
Total		120

2.8.2 Impaired performance and aegrotat passes

Impaired performance is where a learner cannot complete an assessment because of circumstances beyond their control, such as a bereavement, illness or injury. The Programme Co-ordinator will take the following steps with the student concerned:

Satisfy themselves that the request is genuine.

Delay any scheduled assessment, and agree on a time frame for the student to recover from their circumstances.

Agree on how any content missed may be made up after the time frame has passed (this could be through one to one coaching, or simply re-scheduling the content and assessment for the following year).

Agree on how and when the assessment will be completed.

Our guiding policy is that any student who has been unable to complete an assessment through impaired performance should not be disadvantaged academically or financially by the arrangements they have made with Praxis.

Aegrotat passes (where a learner is granted a result for an assessment where, for reasons beyond their control, the learner could not complete the assessment) are often used to deal with impaired performance instances.

Aegrotat passes may be awarded where the Programme Co-ordinator believes that they have sufficient evidence that the learner with impaired performance (see above) would have successfully completed the formal assessment. This evidence can include:

- An attestation

- Observation of comparable performances
- Work completed with the student to prepare for assessment.

All aegrotat passes must be discussed with the Praxis National Co-ordinator or Academic Manager. Evidence collected for any aegrotat pass for a student must be kept in the file box for the year.

2.9 Concerns about the programme

If you have concerns about your programme of study, discuss the matter directly with your tutor. If you are not satisfied with their responses, then go to your Programme Co-ordinator, and then to the National Co-ordinator to sort it out. More serious complaints may be referred directly to the Praxis Trustees.

If you would like some support in working through these processes, please contact the Course Counsellor (all approaches to the Counsellor are treated as confidential).

A summary of the complaints process is included in 2.16. If you need further information about any of these policies and processes, please ask your Programme Co-ordinator.

2.10 Appeals against a grading

- 1 If a student is dissatisfied with the grading in any course the student should discuss the grading with the tutor concerned no later than two weeks after receiving the official results.
- 2 If, following this discussion, the student is still dissatisfied he or she should discuss it with the Programme Co-ordinator no later than two weeks after meeting with the tutor. The student may bring a support person to either of these meetings if they wish. If the student is still dissatisfied the student may formally appeal against the grade by applying in writing with justification, within two weeks of this meeting, to the Praxis National Co-ordinator.
- 3 All such appeals will be considered by an external educator who is working in a similar vocational education and training area. This person will re-assess the grading. There may be a cost associated with this process.
- 4 Special provisions may apply in the case of a grading which has been awarded on the assessment of practical work.
- 5 If, after an appeal has been considered, the student is dissatisfied with the grading the student may apply to the Youth Cultures and Community Trust Board. This group will determine whether the appeal process was followed correctly. This application must be in writing and set out the reasons for requesting the appeal.
- 6 In all cases involving the appeal against a grade, the decision of the YCC Trustees will be final and there will be no further right of appeal.

2.11 Assessment Misconduct

Policy

Any student who is guilty of or a party to, any dishonest practice in connection with any assessment will be subject to disciplinary action.

- (i) "A party to" includes any student who in any way aids, assists, counsels, procures or encourages another to commit any dishonest practice or other misconduct in connection with any assessment;
- (ii) "**Dishonest practice**" includes:
 - (a) Cheating which is defined as any fraudulent response whatsoever by students to any item of assessment, including any action which may otherwise defeat the purpose of the assessment;
 - (b) Plagiarism, which is defined as the act of taking and using another's work as one's own without proper acknowledgment and includes:
 - (i) copying the work of another student;
 - (ii) directly copying any part of another's work;
 - (iii) summarising another's work;
 - (iv) using experimental results obtained by another.

- (c) submitting work for assessment which has been jointly prepared for presentation, in circumstances where this has not been approved by the tutor.
- (d) the submission of work for assessment which has been submitted elsewhere, without the prior permission of the tutor.
- (iii) "Assessment" includes any work that may be taken into consideration in determining the mark or grade to be awarded to a student;

Any student who is alleged to be guilty of or a party to dishonest practice will be dealt with by the following process.

2.12 Disciplinary procedure

1. A formal written complaint should be forwarded by the complainant to the Programme Co-ordinator.
2. The Programme Co-ordinator may decide to refer the case to the Praxis National Co-ordinator and National Management Team for action or take no further action on a formal complaint if in his/her opinion:
 - (a) the evidence provided by the complainant does not provide sufficient evidence of dishonesty
 - (b) the complaint is frivolous or vexatious or not made in good faith.

Follow up action with complainants will be carried out by a Special Committee (Disciplinary) where complainants are vexatious, or are not made in good faith.
3. Unless the Convenor of the National Management Team decides to take no further action for the reasons outlined above, the Convenor will advise the student in writing of the substance of the allegation within fifteen working days of its receipt and request the student to indicate in writing within ten working days whether the allegation is accepted or denied.
4. If the allegation is accepted by the student, the Programme Co-ordinator should be consulted by the Convenor of the National Management Team as to the recommended penalty.
5. If the allegation is not accepted and the Convenor of the National Management Team believes that further investigation of the allegation is warranted, the Convenor will appoint an investigator to make inquiries and to report to a specially appointed Committee (Special Committee – Disciplinary) of the NMT or any evidence relevant to the allegation. This Committee will meet to listen to or consider the evidence presented verbally or in writing. The Committee will consist of three members, one of whom will be the Convenor of the Committee and two of whom will be members appointed by the Convenor for the purposes of each case referred to it. The Committee members should not have had any previous contact with the student concerned. Both the complainant and the student will be given at least ten working days written notice of any hearing, and copies of the relevant documents to be presented to the Committee. The student may elect to write an answer to the complaint, may appear in person or be represented by support person, who may advocate on his or her behalf when the complaint is being heard, and may give evidence and call witnesses. The complainant and the student may also be accompanied by any other person to act as an adviser or representative. The Committee will ensure that a full record is kept of the hearing.
6. The process for the hearing will be as follows:
 - The complainant will present to the Committee his/her case in respect of the student;
 - The student will be given the opportunity to present his or her reply to the complainant's case either in person or through a support person;
 - The Convenor, or any member of the Committee, may ask the complainant or student whatever questions may be considered appropriate;
 - The complainant, the student and the student's support person will then retire.

Following the completion of a hearing as outlined above, the Special Committee (Disciplinary) will consider the evidence and determine the matter fairly.
7. Where the Special Committee (Disciplinary) determines that a formal complaint has no substance or cannot be established, no further action will be taken.

2.13 Penalties for misconduct

1. Where a formal complaint is found to be substantiated, the Special Committee (Disciplinary) may recommend to the National Co-ordinator and NMT that any of the following penalties be imposed:
 - (a) A warning;
 - (b) Cancellation in full or in part of the mark or grade for the assessment in respect of which the misconduct occurred.
 - (c) Withdrawal from that course/module/unit.
 - 3(d) Termination of an enrolment.
2. The National Co-ordinator will inform the student in writing and the Programme Co-ordinator of the penalty imposed within seven working days of the Special Committee (Disciplinary) meeting.
3. The Convenor of the Special Committee (Disciplinary) will report, in writing, the findings of any hearing to the YCCT Board.

2.14 Appeals

1. The student/staff member may appeal to the Youth Culture and Community Trust (YCCT) Board any decision or recommendation made by the Special Committee (Disciplinary) Disciplinary by giving notice in writing to the YCCT Chairperson within four weeks of being notified of the decision. The grounds for appeal to the YCCT Board must be stated.
2. Where an appeal is lodged, a statement of the decision or recommendation, all written evidence and the record of any hearing before the Special Committee (Disciplinary) will be forwarded as soon as possible to the YCCT Board and to the parties to the appeal.
3. The YCCT Board, may at its discretion, re-hear the whole or any part of the evidence and receive further evidence verbally or in writing. It may dismiss or allow the appeal, or vary the penalty or recommendation, but it may not impose a penalty which would not have been imposed under this procedure.
4. The YCCT Board may suspend the operation of any penalty imposed under this procedure pending the hearing and determination of the appeal.

2.15 The Use of Māori for Assessment**Statement of Principle**

Both English and Māori are recognised by statute as official languages of New Zealand. Teaching at Praxis is predominantly in the English language. However, students may be required to speak Te Reo Māori in specific courses or programmes.

Exceptions

Students may use Te Reo Māori in assessment except where, due to the nature of the skills being assessed, work submitted for assessment may be required to be in a particular language. In such cases that requirement shall be made explicit in writing in the programme handbook distributed to the students at the beginning of a course or programme.

Oral and group work

The details of this policy apply to individual written assessments. Where oral work is to be assessed the same principles apply. However, practicalities may necessitate more restricted policy details, such as a requirement for the student to give a longer notice of intention or a limitation on the use of Māori where oral work involves interaction with other students or group work involving written assessments.

Procedure

Students who intend to present all or part of an assessment in Māori, other than those who are expected to do so as part of their course or programme, are required to give notice of their intention to do so to the assessor at least one month before the assessment is due. If, owing to exceptional circumstances, a student is unable to signal his/her intention to give one month's notice s/he should contact the Programme Co-ordinator. If the assessor informs the or Programme Co-ordinator that s/he is not competent to assess the assessment in te reo Māori, the Programme Co-ordinator will arrange for it to be assessed by another assessor who is fluent in te reo and competent in the subject area, or translated into English as soon as possible and returned to the assessor.

The student who intends to present an assessment in Māori and has given the requested notice of intention will be informed as soon as possible as to whether or not the assessment will be based on translation.

Translation

The Programme Co-ordinator, in agreement with the assessor, will appoint a translator. Where necessary, the assessor may seek clarification of the translation of the assessment from the translator but contact between the student and the translator is prohibited, as is contact between the student and the assessor.

The assessor, on the basis of the translation, will then assess the assessment.

In the process of appointing a translator, Praxis will take all reasonable steps to ensure that the translator is competent in the relevant subject being assessed, as well as in the Māori language, and understands the roles of a translator such as not correcting any errors in the original and not making any embellishments.

Praxis will make every effort to make the results of an assessment, presented in Māori, available to the student within the usual time frame.

However, the process of assessment in such cases, possibly including translation, may result in delays in the return of assessed work.

Return of assessed work and translation

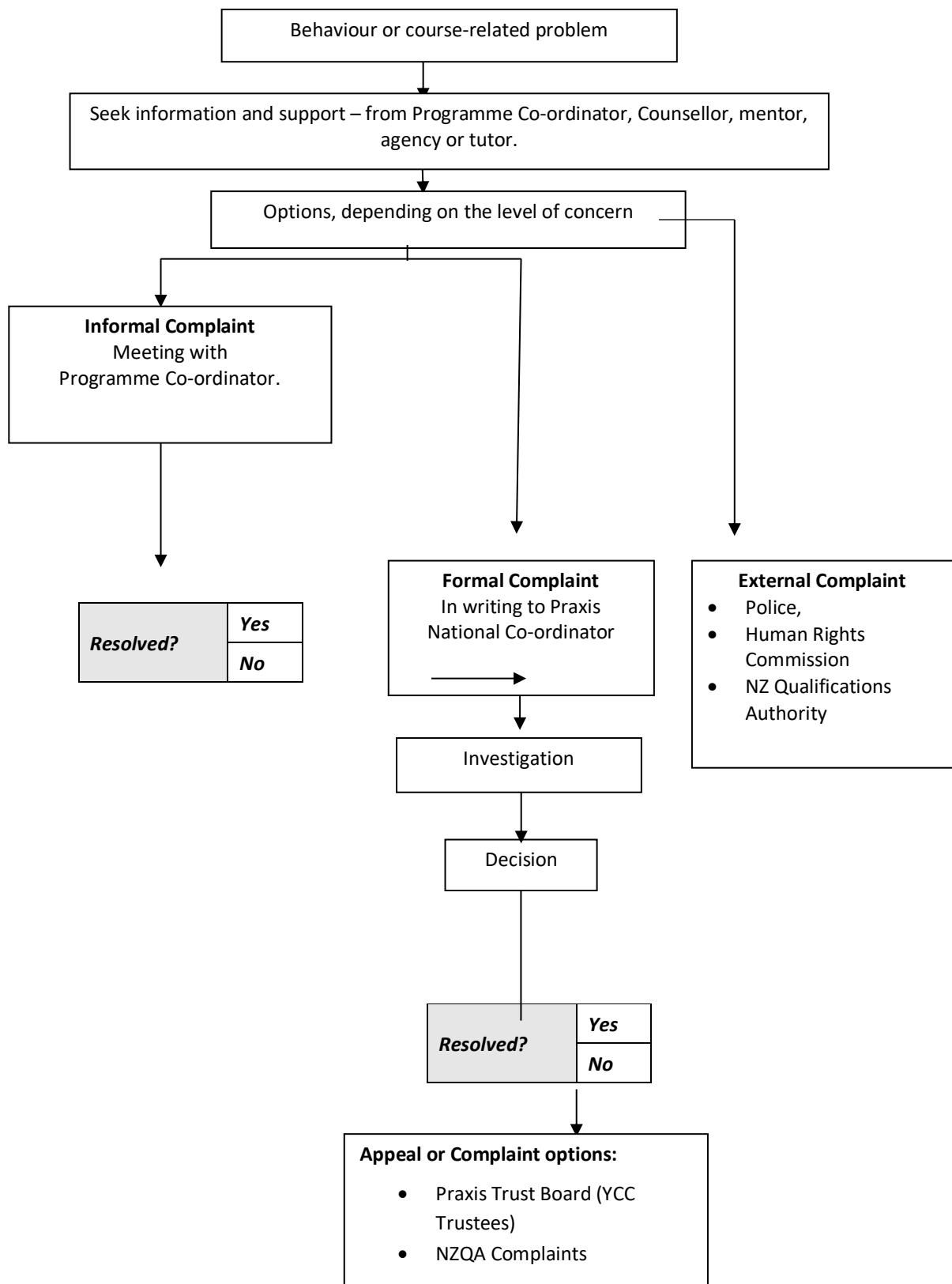
When any translation is relied on in the assessment, the student shall also receive any translation made of the original assessment.

Appeals

An appeal against a decision regarding linguistic or subject competence made under the provision of section six shall be forwarded to the relevant Programme Co-ordinator whose decision shall be final.

The established appeal against a grading process will apply with the addition that Praxis regards the Māori Language Commission as the final authority on the accuracy of a translation.

2.16 Complaint Process



2.17 Withdrawals and Refunds

If you decide to withdraw within the first eight days of the course your fees will be refunded in full less administration costs of up to 10% of the amount paid or \$500, whichever is the lesser.

If you decide to withdraw from the course after the first eight days, but within the first 4 weeks, 80% of your remaining fees will be refunded.

If the withdrawal occurs after the first 4 weeks Praxis is not obliged to provide a refund..

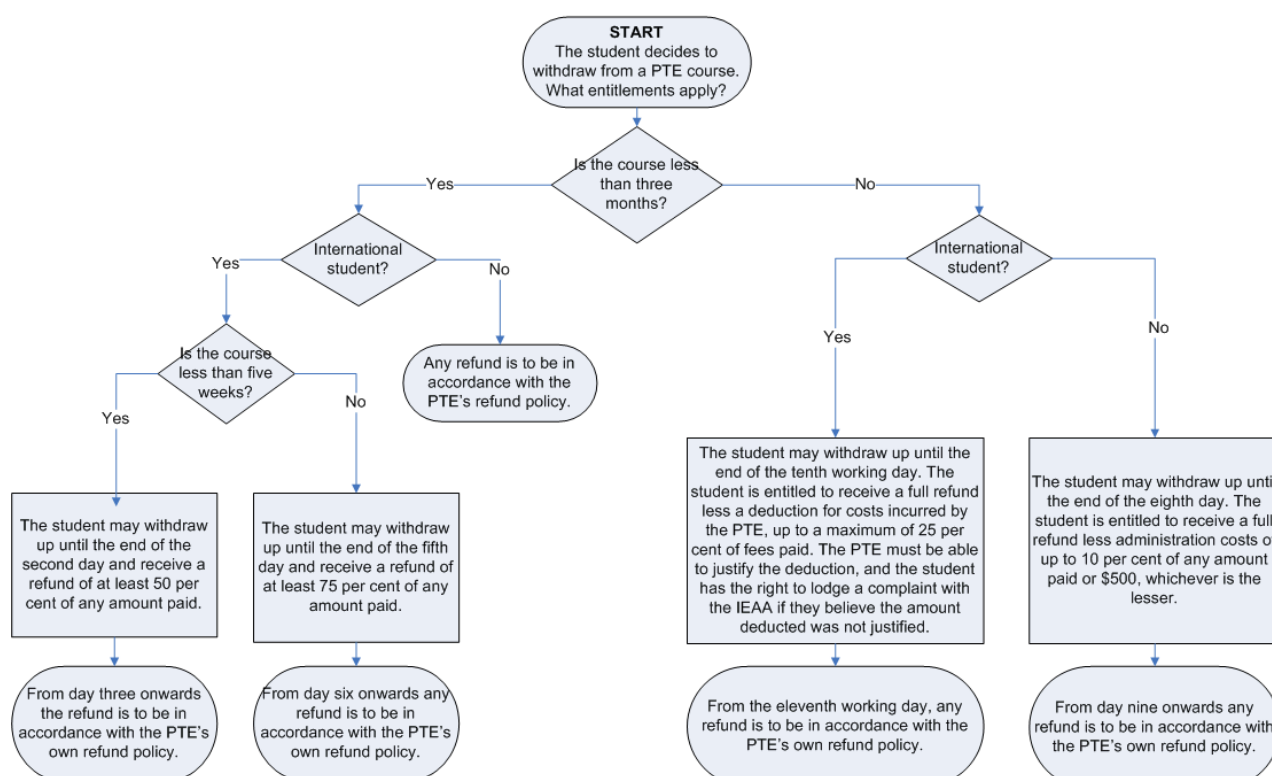
If you decide to withdraw from the course during the year you must fill out a Course Withdrawal Form which is also available from the Praxis National Office. This must be sent back to Praxis, once received, any refund due will be

The replacement cost of any unreturned library books or equipment will be deducted from any refund due.

At any time in the year, if Praxis becomes unable to deliver the course that you have enrolled in, you will have the option of either receiving a full fees refund, or transferring your enrolment to another education provider.

Praxis will only be liable for the refund of fees paid, and not for other costs incurred (such as travel).

Student Fee Refund Flow Chart



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Welcome to Praxis!

Thank you for your interest. The following summary provides basic information about studying youth work with Praxis in New Zealand. It outlines what to do next if you are interested in starting the application process.

The Praxis course is taught in New Zealand and in six countries around the Pacific Islands. Praxis graduates are generally highly regarded and find it easy to find employment in community organisations, schools or churches. A number spend a few years in general youth work and then move into more specialised fields such as education, counseling, outdoors leadership, community development and disaster response (especially in the Pacific).

More information about course content and delivery is available on the Praxis website; www.praxis.org.nz

Praxis NZ courses are accredited by the NZ Qualifications Authority. NZQA has given Praxis an external Quality Assurance of Provider category 2. In their last audit of Praxis (in October 2015) NZQA made these statements:

- NZQA is Confident in the educational performance of Praxis
- NZQA is Highly Confident in the capability in self-assessment of Praxis.

A full copy of the review report is available on the NZQA website: search Youth Cultures and Community Trust.

The Essentials:

- Praxis provides courses in youth work at Certificate (one year) and Diploma (two year) levels, our academic year starts in mid February and runs through to the end of November. You can only begin studying with us in February.
- We do not actively market for international students, however we are open to applications from people with a genuine interest in contributing to the development of youth in their own country.
- Praxis is a signatory to the **Code of Practice (Pastoral Care of International students)**, copies can be obtained at: <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/>
- You must have a valid visa for study, a means of support, and insurance if you wish to study in New Zealand. We can only confirm your place on the Praxis course once you have provided us with evidence that you have met these three requirements.
- The Praxis course is offered throughout New Zealand, however due to our current staffing capacity, we can only accept international students for study in Wellington.
- What will it cost?
 - The tuition fees for one year of study with Praxis in NZ are NZ\$11,880.
 - The course includes a series of four residential block courses each year (for a week at a time). These are held in different parts of the country. The cost of your food and accommodation at block courses are included in your fees, but your travel to them is not (allow about \$800 per year from Wellington).
 - We need to know that you are able to cover the rest of your living costs while you are in New Zealand. You can get more information about likely costs here: <https://www.studyinnewzealand.govt.nz/live-work/cost-of-living>

General Information

Eligibility to Study in New Zealand

Immigration

Get information on visa requirements and options available to you while you study in New Zealand here: <https://www.immigration.govt.nz/new-zealand-visas/options/study> We will need to see evidence that you are eligible to apply for a visa before we can confirm your enrolment.

Eligibility For Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details of entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at: <http://www.health.govt.nz/new-zealand-health-system/eligibility-publicly-funded-health-services>

Accident Insurance

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. Further information can be viewed on the ACC website at www.acc.co.nz

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand. We will need to see evidence of this before we can confirm your enrolment.

Means of support

All international students must have a means of support while they are in New Zealand. This could be through sponsorship (we will ask you for evidence of this), or by providing evidence that you have funds available to cover your living costs (see below).

Praxis NZ is responsible for ensuring that each international student is supported during their time with us.

Sponsorship

Some people apply for the Praxis course with the support of a sponsor who is either based in NZ or in their own country. A sponsor is either a person or an organisation, which has agreed to assist you in your study with Praxis.

If you have a sponsor we need you to provide their contact information (on the Application Form). We will then make contact with them directly to clarify what support they are willing to provide.

Accommodation

Praxis is responsible to ensure that international students have adequate accommodation. There are two options:

- a. You make your own arrangements for accommodation (for example in a flat, hostel, or with a family).
- b. A sponsor provides accommodation for you

All accommodation arrangements must be approved by the Praxis International Student Co-ordinator (ISC). If they change during the year the new arrangements must also be approved.

Living Costs

Praxis is responsible to ensure that all students have a means of support during their stay in New Zealand. This includes making sure that you have the funds to cover the cost of your food and accommodation and meet other needs. There are three options:

- a. You can demonstrate that you have enough funds to cover your costs for the year -we need evidence (for example a copy of a bank statement) that you have a minimum of NZ\$12,000 available.
- b. A sponsor agrees to meet your living costs (eg. accommodation) and provide you with a weekly allowance OR help set you up in paid employment (part time) - we will need confirmation of these arrangements directly from your sponsor.
- c. You plan to study and work part time (you can apply for a visa that allows you to do this) –we need evidence that you have at least NZ\$5,000 to cover your living costs for the first 3-4 months while you look for work.

Agency

Your Agency is the Wellington based organisation that you will do your practical work with young people through as you complete the course. An Agency can be; a community organisation, a church, or a school. An Agency can also act as your sponsor (if you have already made this arrangement with them).

You must have an Agency confirmed before you start the course, and your Agency needs to be approved by your Programme Co-ordinator. We can help you look for an Agency, but setting up an agreement with them will be your responsibility.

Supervisor

All Praxis students are required to find a supervisor and meet with them regularly throughout the year. Your supervisor should generally be a person of the same gender and outside of your Agency, your choice must be approved by your Programme Co-ordinator. We can help you find a supervisor.

The Application Process

Please follow this process if you would like to apply to study with Praxis next year, please be aware that this process cannot be completed in less than eight weeks.

1. Complete the attached **Application Form** and email it to: admin@praxis.org.nz
2. We aim to respond to your application within 5 working days and (if it is accepted) we will arrange to interview you, either through a representative in your country or by Skype or a phone call (the interview will be conducted in English).
3. We will aim to notify you of the outcome of your interview within 3 days. If your interview is successful we will send you a full **Enrolment Pack**, plus an **Offer of Study letter** and information on how to complete your enrolment.
4. **Please note you are not accepted for the course until you have completed all of the enrolment requirements.** This will include payment of your tuition fees. Once we have these we will confirm your enrolment in a letter and you are then free to book your travel.

Student Information Sheet

Once completed this form should be sent to: **Praxis, PO Box 6834, Marion Square, Wellington 6141, New Zealand.**
OR emailed (to Lloyd@praxis.org.nz).

First Name (as shown on passport)

Last Name

Preferred Name (if different)

Email

Home address (postal –include country)

Name of a contact person (in your home country)

Their relationship to you:

Phone

Their phone number

Their email address

What arrangements have you made for travel insurance ? *(note name of company below, and attach a copy of the policy –we will check to see that it covers you for the whole time you are away)*

What arrangements have you made for health and medical insurance ? *(note name of company below, and attach a copy of the policy –we will check to see that it covers you for the whole time you are away)*

Please confirm the accommodation arrangements you like us to make for you.

(note your arrangements need to be approved by us)

- ☐ Homestay
- ☐ Homestay & then flat
- ☐ Own arrangements (specify)

Do you have any health or medical conditions that we should be aware of?

(for example diabetes, asthma, allergies –please specify).

Do you have any other special needs that we should be aware of?

(for example vegetarian diet).

--

What sort of practical experience would you like to gain as part of your course in NZ:

(you can specify a church or a type of organisation or a type of work)

What is your expected date of arrival ?

(please send through a copy of your transport arrangements as soon as you have made your bookings).

--

The information I have supplied in this form is true and correct. I have read and understood the general information (above).

Signed _____ (student) _____ (date)

Contractual Agreement (International Students)

AGREEMENT TO PROVIDE TUITION SERVICES BETWEEN PRAXIS AND THE APPLICANT

Name of Applicant: _____

Address of Applicant: _____

1. The Applicant has made application for tuition of the Student in New Zealand and wishes the Student to attend Praxis (the 'School').
2. The School has agreed to enroll the Student upon and subject to the terms and conditions hereinafter set out.

Praxis Responsibilities

3. Praxis will observe and be bound by the NZQA *Code of Practice for the Pastoral Care of International Students* ("Code"). Copies of the Code are available on request from the school or at: <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/>
 - 3.1. Praxis will provide tuition in accordance with that accorded to domestic students
 - 3.2. Praxis will deposit all fees received from international students into a Trust Account held by the Public Trust Office for this purpose. Funds for tuition will be drawn down from this account over the year at quarterly intervals as each part of the tuition is completed.
 - 3.3. If a student decides to withdraw within seven days from the start of the course, their fees will be refunded, less the deposit (10% of fees).
 - 3.4. If at any time in the year, Praxis becomes unable to deliver the course that an international student has enrolled in. The student will have the option of either receiving a full fees refund (including deposit), or transferring their enrolment to another education provider.
 - 3.5. If a student decides to withdraw from the course after the first seven days:
 - Their deposit is non refundable.
 - 75% of their remaining fees will be refunded if this occurs within the first 60 days from the start of the course.
 - Any refund after 60 days is at the discretion of the Praxis National Co-ordinator.
4. Praxis will use its best endeavors to ensure the safety, health and well-being of the Student but shall not be liable for:
 - 4.1. Any damage or harm caused to the Student or the Student's property while attending the School
 - 4.2. Any damage or harm caused to the Student or the Student's property arising out of the Student's accommodation
 - 4.3. Any damage or harm caused to the Student or the Student's property outside normal school hours. In the case of the Student's property, shall not be responsible for any damage to such property that may occur outside the school premises.

Student Responsibilities

5. The Applicant agrees to:
 - 5.1. Pay to the School the tuition fees in the manner agreed to by both parties:
 - The deposit (10% of agreed fees) will be paid with enrolment.
 - The balance must be paid before commencing the programme.
 - 5.2. Agree to provide the school with academic, medical or other information relating to the well-being of the Student as may be requested from time to time by the school
 - 5.3. The student will accept and abide by the school's rules and all instructions given by members of staff.
 - 5.4. Attend all scheduled block courses, class days and other events on the programme unless prevented by illness or other urgent cause. Any absence should be negotiated with the IS Co-ordinator beforehand if possible.
 - Attendance at all block courses and at 80% of class days is a requirement for completing the course

Authorisations

6. The applicant shall irrevocably appoint and authorize the National Co-ordinator of Praxis (or such other person as may be appointed by the Board of Trustees of the school) to:
 - 6.1. Receive information from any person, authority or corporate body concerning the Student including, but not limited to, medical, educational or welfare information.
 - 6.2. Provide consents in respect of any activity carried out and authorized by the school.
 - 6.3. Provide consents that may be necessary to be given on the Student's behalf in the event of a medical emergency where it is not reasonably practicable to contact the Applicant.
 - 6.4. If applicable, advise the Student's parents and/or designated contact person of all matters and information required to be provided to the student and to receive such information in substitution for the Student.
 - 6.5. To take whatever steps are necessary to ensure the Student complies with School rules and policies as set down by the School.
 - 6.6. To obtain at any time from any person or entity any information required to process and/or accept the application for tuition or to perform or complete the School's various obligations under this agreement. The Applicant authorizes any such person to release to the School and personal information that person holds concerning the Student/Applicant.

Limitations of Liability

7. In no event shall the School's liability exceed an amount equal to the amount of tuition fees paid by the Applicant.

Termination

8. Either party may terminate this agreement with 5 (five) days written notice
9. Upon termination of this agreement, refunds will be made in accordance with the School's Refund Policy.

Miscellaneous

10. Nothing in this agreement limits any rights the Applicant and/or the Student may have under the Consumer Guarantee Act 1993
11. It is acknowledged that the stand-down, suspension and exclusion of students provisions as set out in Part II of the Education Act 1989 shall apply to the Student in New Zealand. Any decision under these provisions to stand-down, suspend or exclude the Student shall terminate this agreement and the refunds policy will apply. The parents will have no claim for damages for any compensation if this agreement is terminated in these circumstances.
12. **Force majeure:** Neither party shall be in default or in breach of their obligations under this agreement to the extent that the performance of those obligations is prevented by an event of force majeure. Force majeure means an event beyond the reasonable control of the party seeking to rely on force majeure.

13. **Governing Law:** This agreement shall be construed and take effect in accordance with the domestic laws of New Zealand. In relation to any legal action or proceedings arising out of or in connection with this agreement the Applicant irrevocably submits to the exclusive jurisdiction of the Courts of New Zealand, and agrees that proceedings may be brought before any court including any forum constituted under the Arbitration Act 1908 within New Zealand and waive any objection to proceedings in any such court or forum constituted under the Arbitration Act 1908 within New Zealand on the grounds of venue or on the grounds that the proceedings have been brought in an inconvenient forum.

Entire Agreement

14. This agreement shall consist of:
- 14.1. The application for tuition in New Zealand;
 - 14.2. The Tuition Agreement including any Schedules annexed thereto (including the refund and fee protection policies and the International Student Information Booklet).
15. This agreement contains the entire understanding of the parties and overrides any prior promises, representations, understandings or agreements.
16. The terms of this agreement may be changed at any time by the School in writing to the applicant and any such change in terms shall be notified to the Applicant in writing.
- 16.1. Notices given in writing will be given to the addresses set out in the application forms. Those sent by post shall be deemed to have been received 5 (five) days after posting.

The Privacy Act

17. The Applicant acknowledges that:
- 17.1. Personal information of the Applicant and/or Student collected by the School and may be held, used and disclosed to third parties to enable the School to:
 - 17.1.1. Process the application for tuition
 - 17.1.2. Provide tuition to the Student
 - 17.1.3. Provide the Student and/or Applicant with advice or information concerning products and services the School believes may be of interest to the Student and/or Applicant; and
 - 17.1.4. To enable the School to communicate with the Student and/or Applicant for any purpose.
 - 17.2. All personal information provided to the School will be held by the School at Praxis, Level 2, Anvil House, 138 Wakefield Street, Wellington. Phone 64 4 04 4712747.
 - 17.3. Failure to provide any information in the application for tuition may mean the School is unable to process the application.
 - 17.4. The Student/Applicant has the right under the Privacy Act 1993 to obtain access to and request corrections of any personal information held by the School concerning them.

Execution

I have read and understood that terms set out in this agreement, including the attached schedule and agree to them.

Signature of Applicant: _____ (Student)

Signature for Praxis (the School) _____

Designation: _____

Date: _____



INTERNATIONAL STUDENTS SPONSORSHIP AGREEMENT

Thank you for your interest in being a sponsor for a student on the Praxis course in New Zealand. Praxis accepts a small number of international students each year to take part in the New Zealand programme.

The purpose of this agreement is to clarify the responsibilities of each party in ensuring that a student from overseas has a rewarding learning experience in New Zealand.

Please read each part of this agreement carefully, contact a member of the Praxis NZ team if you would like to discuss any part of this agreement further.

This agreement must be completed and approved by Praxis before the student's enrolment can be finalised.

Parties to this agreement

Student

Student's name	
Phone:	
Email:	
Address:	

Sponsor

Organisation name (if applicable)	
Contact person / name	
Contact's role in the organisation	
Phone:	
Email	
Postal address:	

Praxis Team

Name	
Role:	
Phone:	
Email	

Sponsor Responsibilities

Please indicate which of the following areas of responsibility you are choosing to take on and provide us information for each:

	Please provide information here:	
Fees		<p>The tuition fees are NZD\$ _____ per academic year. If you are sponsoring fees please indicate how much you are willing to provide towards this figure. We require all students to pay a 10% deposit upon acceptance and have made an arrangement for full payment of fees before they commence their study.</p> <p>We will issue you with an invoice for each amount once we receive this agreement, all fees must be paid in full before the course begins.</p>
Accommodation		<p>All students must have their accommodation arranged before they are accepted for the course. If you are helping with accommodation please provide us with: an address, the dates that it will be available (from when to when?), and indicate how much (if anything) the student will be expected to contribute financially. We may ask to physically check the proposed accommodation.</p>
Practice placement		<p>Each student is expected to be involved in regular face to face work with young people as part of their course requirements. This is normally completed through a church or community organisation (their 'Agency'). If you are involved in organizing this, please provide some details whether it is through your organisation or with another group.</p>
Living Costs		<p>Each student needs access to money for meeting their weekly living costs, please indicate if you are planning to assist with this; either by providing an allowance OR arranging paid work (please provide details about the proposed work, including expected work hours and pay rate)</p>

Praxis Responsibilities:

18. Praxis will observe and be bound by the NZQA *Code of Practice for the Pastoral Care of International Students*. Copies of the *Code* are available at: <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/>
19. Praxis will use its best endeavors to ensure the safety, health and well-being of the student. However Praxis will not be liable for any damage or harm caused to the student or the student's property arising out of their involvement in the Praxis course.
20. Praxis will deposit all fees received from international students into a Trust Account held by the Public Trust Office for this purpose. Funds for tuition will be drawn down from this account over the year at quarterly intervals as each part of the tuition is completed.
 - 20.1. If a student decides to withdraw from the course:
 - After the first seven days their deposit (10% of fees) is non refundable.
 - 75% of their remaining fees will be refunded if this occurs within the first 60 days from the start of the course.
 - Any refund after 60 days is at the discretion of the Praxis National Co-ordinator.

Student Responsibilities

21. The student agrees to the following responsibilities towards Praxis:
 - 21.1. To pay to the School the tuition fees in the manner agreed to by both parties:
 - The deposit (10% of agreed fees) will be paid with enrolment.
 - The balance must be paid before commencing the programme.
 - 21.2. To provide Praxis with academic, medical or other information relating to the well-being of the student as may be requested from time to time by Praxis.
 - 21.3. To accept and abide by the school's rules and all instructions given by members of staff.
 - 21.4. To attend all scheduled block courses, class days and other events on the programme unless prevented by illness or other urgent cause. Any absence should be negotiated with the Praxis ISC¹ beforehand if possible.
 - Attendance at all block courses and at 80% of class days is a requirement for completing the course
22. The student agrees to the following responsibilities towards their sponsor:
 - 22.1. To keep their sponsor informed about their academic progress and how their practical work with their agency is going.
 - 22.2. To discuss with their sponsor if they wish to change their accommodation arrangements or return home for any reason.
23. General:
 - 23.1. The student, Sponsor and Praxis ISC² agree to meet and review this agreement one month after the student's arrival and again after a further six months. Thereafter as deemed necessary by any party.

The parties named on page one of this document are authorised to make this declaration and agree to the terms and conditions outlined above.

¹ International Students Co-ordinator (ISC)

² International Students Co-ordinator (ISC)

The Student:

_____	_____	_____
Signature	Name	Date

The Sponsor:

_____	_____	_____
Signature	Name	Date

For Praxis:

_____	_____	_____
Signature	Name	Date

Course Withdrawal and Fees Refunds

In accordance with NZ requirements, Praxis operates a Fees Protection policy. Any tuition fees paid (including your deposit), will be held by the Public Trust and paid to Praxis as the year progresses; 25% of your tuition fees will be automatically drawn down from the account each quarter to cover your tuition costs for that term.

You are entitled to a refund of fees paid if:

- You decide to withdraw within eight days from the start date of the course. Your fees will be refunded less your deposit.
- At any time in the year, Praxis becomes unable to deliver the course that you have enrolled in. If this happens, you will have the option of either receiving a full fees refund (including your deposit), or transferring your enrolment to another education provider.

Praxis will only be liable for the refund of fees paid, and not for other costs incurred (such as travel).

If you decide to withdraw from the course after the first seven days:

- Your deposit is non refundable.
- 75% of your remaining fees will be refunded if this occurs within the first 60 days from the start of the course.
- Any refund after this time is at the discretion of the Praxis National Co-ordinator.

To apply for a refund

- Go to the Praxis website: www.praxis.org.nz > Student section > **Course withdrawal form**
- Complete the form and submit it to the Praxis National Office
- If any library books or other equipment on loan from Praxis have not been returned, the cost of these will be deducted from your refund.

You will not be entitled to a refund if your enrolment is cancelled and you are asked to leave the course.

Your enrolment in Praxis can be cancelled for any of the following reasons:

- You are regularly absent from classes or from your work experience placement without reasonable explanation (85% attendance at classes is regarded as the minimum requirement)
- You have provided false or misleading information during your enrolment.
- You are making inadequate academic progress and have become unable to complete the course you are enrolled in.
- Your behaviour is either unsafe or is inappropriate for a person who is in Christian leadership, or working with young people.

If we become concerned in any of these areas, we will initiate the following process:

Your Programme Co-ordinator will meet with you and explain his/her concerns. Where it is possible, you will be asked to set some goals for dealing with the issue (for example seeing a counsellor). The date of this meeting will be noted and a copy of any goals set by you will be kept on your file.

If the issue is not resolved:

You will be given a letter outlining our concerns and (where appropriate) the action that you are required to take to resolve the situation will be identified. A copy of this letter will be given to your sponsoring agency. A copy will be held on your file.

If we are unable to contact you (to give you the letter), New Zealand Immigration Service will be notified, and a copy will be sent to your home address overseas.

You will be given a letter cancelling your enrolment with Praxis, a copy of this will be forwarded to New Zealand Immigration Service

Grievance Procedures

At any stage in the process you have the right to:

- See your file
- Be made aware of the information/evidence that our concerns are based on.

To initiate a grievance procedure

- See the last page in the Domestic Student section of this folder for information about grievance procedures

If your complaint is not resolved and you wish to have it resolved you can also contact New Zealand Qualifications Authority (NZQA). You can submit your complaint query on the NZQA website, or send an email to gadrisk@nzqa.govt.nz or phone 0800697296.

See “How to make a complaint” and “Code of Practice 2016” following for more information.

Language Requirements

All applicants must be proficient in written and spoken English to a level suitable for study at the first year of university, this is determined as a minimum IELTS score of 6.0.

If English is not your first language, we will ask the person completing the personal reference for you to confirm if they believe your language will be adequate at this level. We may also require you to complete the IELTS test.

Staffing and Support

Other information on staff support for all students is available in the Praxis prospectus. If you have any concerns, your Programme Co-ordinator is the first person you should see for help. If the problem is not resolved please contact:

National Co-ordinator

Lloyd Martin is based in Wellington, and is responsible for the overall running of Praxis. He is accessible to all students for information and advice, and will buy the coffee.

Lloyd@praxis.org.nz (04) 4712747 or 022 344 7210

For a full list of people you can contact – please check inside the front cover of this folder.

Supervisor:

We will help you find a supervisor for the year; an older person of the same gender. It is a course requirement that you take the initiative to meet fortnightly with this person to reflect on your practical work and study, and for guidance. You are not expected to pay for supervision.

Information on medical and travel insurance requirements

Medical and travel insurance is required for all international students. We are required to approve your insurance arrangements when you complete enrolment (send a copy of your policy in with your Student Information Sheet).

The policy may be taken out in New Zealand, or overseas, but must be applicable to New Zealand and cover you for the entire time that you are away from your home country.

Your policy/ies must cover you for:

- Loss of baggage or personal effects
- Accident and injury

- Disruption to travel plans
- Cost of medical care in any 'stopover' countries.
- Apply while you are in transit
- Emergency evacuation or repatriation
- Accompanying relative cover
- Personal liability cover
- 24 hour, 7 day per week cover.

Accommodation

Praxis must approve your accommodation arrangements while you are studying with us.

You are required to advise the Praxis International Student Co-ordinator (ISC) (see inside front cover) of any change in your contact details while you are in New Zealand, including change of accommodation type, or residential address.

Your Sponsor is responsible for helping you to find accommodation, and for monitoring your accommodation arrangements.

Appendices

Code of Practice 2016

How to make a complaint