

Ākonga | Learner Enrolment Policy V1.03 (Excerpts)

Course & Programme Enquiries

The education team will provide guidance and advise enquirers on the most appropriate course or programme for their needs, interests, and potential.

Online enquiries to courses and NZQA approved programmes are responded to within one business day, where practicable.

Course Scheduling & Changes to Delivery Timetable

The CNZE Leadership Team approve an annual course and programme schedule, which is published on the Coastguard Education webpage. Private group training can also be arranged, with a minimum of eight (8) people.

Where any scheduled course does not meet the minimum number of ten enrolments by the published close date, the course will be postponed to the next available date, and the CNZE support team will contact enrolled ākonga | learners to notify them of the change and arrange a new booking time.

For new booking enquiries, the CNZE support team will direct bookings to an alternative date.

Ākonga | learner Eligibility

The [Coastguard | Tautiaki Moana courses and programme webpages](#) will outline any pre-requisite training or skill requirements and minimum age (where applicable) within each course.

Coastguard NZ Volunteer Discount for Programmes

Volunteers are the heart and soul of Coastguard NZ. Without them, New Zealand would not have a maritime search and rescue service. CNZ values the dedication and contributions of its' volunteers. To support their personal development, CNZE will offer a discounted rate on any NZQA approved CNZE programme.

To be eligible, a volunteer who has been active for the last 6 months and is committed to continue their volunteer work for the coming 12 months, whilst undertaking the programme, will be able to apply. Attestation of eligibility must be signed by either a Unit President or Unit Training Coordinator.

Where there is a partial completion of programme requirements, or the volunteer withdraws from the programme, the volunteer will be liable for the course fees of any courses completed or began. The course fee will be charged at the website published course rate.

Fees

Course and programme fees will be detailed within each of the [Coastguard | Tautiaki Moana course or programme webpages](#).

All fees will either be paid online at the time of enrolment or invoiced to the ākonga | learner or their employer (where relevant) and a receipt will be provided upon payment.

Some NZQA approved programmes have the option for applicants to apply for [Fees Free](#). Eligibility can be checked at [Fees Free | Study or train fees-free](#).

Limited Liability CNZ and CNZE shall not be liable to applicants in any circumstances relating to enrolment, the course or programme of study, including where courses change or are altered. This includes, but is not limited to consequential loss, indirect loss, loss of income, loss of profits and loss or damage to persons or property.

Enrolment Information

All Ākonga | learners need to complete the CNZE enrolment form. Information needed includes:

Coastguard Education Qualification courses:

- ▶ Ākonga | learner full name, address and contact details
- ▶ Emergency contact details
- ▶ Course being enrolling in
- ▶ Start date of course
- ▶ Verification documents for identity
- ▶ Fee invoice and payment evidence – including dates of these

New Zealand Qualifications Authority accredited programme:

[PTE Enrolment and Academic Records Rules:: NZQA](#)

- ▶ *All the above, plus:*
- ▶ Ākonga | learner national student number (NSN) – *where available*
- ▶ Nationality
- ▶ Date of birth
- ▶ Start and finish dates of the programme
- ▶ Citizenship status
- ▶ Next of Kin
- ▶ Entry requirements for literacy and numeracy – *citizenship is a requirement, & will ensure ESOL meets minimum requirements*

Recognition of Prior Learning

This applies to NZQA approved programmes of study and can include:

- ▶ Formal study in a NZQA approved qualification or micro-credential
- ▶ Non-certified learning through other courses or professional development

Recognition of prior learning may be evidenced by one of the following the methods:

1. Credit Recognition & Transfer (CRT) – following NZQA guidelines, the CNZE support team assesses related credit/s achieved in another qualification or unit standard for comparable learning outcomes and competencies of the NZCiDMO. Evidence can be either a NZQA Recognition of Achievement (RoA) check or the ākonga | learner provides a copy of verifiable attainment certification.

CRT only applies to qualifications or unit standards completed within the past 2 years and is only granted where direct equivalency can be established. If CRT attainment is greater than 2 years, the following RPL method would apply.

2. Recognition of Prior Learning (RPL) – a formal assessment of relevant current knowledge and skills of programme learning outcomes, gained through prior learning within the past 5 years.

Recognition of Prior Learning cont...

Where prior study is not an exact match, equivalency may be assessed and granted either in part or in full. The applicant will have to demonstrate their competency through a formal assessment. When applying for RPL, the entire learning outcomes for the course must be attained in order to recognise the prior learning.

A fee for assessing and comparing learning outcomes will apply.

Post-Enrolment Information Packs

Providing consistent and helpful information to newly enrolled ākonga | learner is essential to begin a positive learning experience. To achieve this, the CNZE support team will provide access to:

- ▶ instructions on accessing the online learner portal
- ▶ the Learner Handbook
- ▶ course reference material – either supplied or ākonga | learner need to purchase
- ▶ ākonga | learner education policies and support guidelines
- ▶ Kaiako | tutor | tutor contact details

Confidentiality

All ākonga | learner information is confidential and only accessible by relevant kaimahi | staff. It must not be disclosed or used for anything apart from the purpose it has been collected for.

Privacy Disclaimer

CNZE collects and stores information about the applicants to comply with various statutes and regulations. CNZE adheres to the Office of the Privacy Commissioner requirements and responsibilities. Where relevant, personal information may be disclosed to agencies such as, but not limited to:

- ▶ Ministry of Education
- ▶ Audit New Zealand
- ▶ New Zealand Qualifications Authority
- ▶ Workforce Development Councils
- ▶ Industry licencing and registration bodies
- ▶ Other tertiary institutions and/or employers

Student Fee Protection Fund

The New Zealand Government requires all Private Training Establishments (PTEs) registered with NZQA to have some form of protection for all fees paid to them in advance over \$500 (including GST).

These funds are held separately from CNZ trading bank accounts, and are paid out over time, as the course or programme is delivered to ākonga | learner.

If CNZE stops offering a course or programme, ākonga | learner will get a refund for the part that has not been delivered to them yet.

The CNZE student fee protection fund is held in the form of a static trust. This is managed by Walker Wayland Auckland Ltd. They monitor the monthly liability, release payment to CNZ for training provided and would ensure learners receive a refund in the event of CNZ or CNZE no longer offering a course or programme, insolvency, loss of NZQA accreditation or closure of CNZE educational services or programme provision, in accordance with the latest [NZQA Learner Fee Protection Fund rules](#).

For learners, see [Learner fee protection information for learners :: NZQA](#)

Record Keeping All ākonga | learner enrolment information must be kept for 2 years from completion of the course or programme.

Principles of the Code of Practice for enrolment For ākonga | learner to thrive in their studies it is important to avoid any barriers to studying. These can be financial, cultural, or learning challenges and can be managed by:

1. Providing guidance to programme enquirers who may have financial barriers;
2. Capturing any cultural or neurodiverse learning needs so that kaiako | tutor (tutors) can best support their learning journey and apply the principles of The Education (Pastoral Care of Tertiary and International Learners) Code of Practices 2021.

During the enrolment process, a system of capturing and sharing with kaiako | tutor any existing cultural or neurodiverse learning needs is required.

International learners International ākonga | learners must provide evidence of travel and medical insurance if their course or programme is 2 weeks or longer which must include:

- ▶ Travel to and from New Zealand
- ▶ Travel within New Zealand
- ▶ Medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation
- ▶ repatriation or expatriation in the event of serious illness, injury or death
- ▶ costs around the death of the learner including funeral expenses .

All international ākonga | learners must hold a valid visa for the period of time they are studying and provide a copy for their learner records.

Immigration New Zealand will be notified of:

1. Any suspected or known breaches of visa conditions
2. Any early termination of the enrolment.

All international enquiries will be informed of the requirements for a visa and insurance on the website course page.

The Administration team will check the documentation that is provided and notify the learner if any further information is required prior to enrolment.

Documentation will be stored in a SharePoint file with restricted access for at least two years.

CNZE will liaise with relevant organisations such as WorkingIn to keep up to date with what information prospective learners require.

All international learners must be 18 years or older.