



ACMI
NEW ZEALAND

2022 PROSPECTUS



AOTEAROA CARRER & MANAGEMENT INSTITUTE



CARRER FOCUSSED EDUCATION

PRACTICAL SKILLS

KIA ORA & WELCOME TO AOTEAROA CAREER & MANAGEMENT INSTITUTE (ACMI)

Studying with us means being part of a community where we know every student is different and we individualise our approach to match their learning style. Learning and teaching happens in small classes with our highly experienced, inspirational teachers who work in partnership with our students, dedicated to seeing them succeed.

We embrace tikanga Maori (traditional Aotearoa New Zealand values and culture), especially ako (collaborative and reciprocal learning in a community), whanaungatanga (family-like connection and support) and manaakitanga (welcoming and caring for visitors). When you join ACMI to study for a Diploma in Tourism and Travel to acquire skills for a global career, we understand that studying is a very significant and often life-changing decision and commitment for our students. Our team at ACMI will equip, support and encourage you on your journey.

GLOBAL OUTLOOK

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OUR VISION

ACMI will be an acknowledged leader in career and character development through the delivery of knowledge-centred and career-relevant tertiary education in a supportive environment.

OUR MISSION

1) Accessible - 'in the Learning we provide for our students, being pro-active in promoting the value of high quality educational programmes that meet industry needs and standards, and a dedication to be inclusive and fair in how we provide our training services.'

2) Supportive - 'of our learners and staff, in order to add value and share understanding; we work better and more effectively together, whether this is with students, staff, the general travel and tourism industries or other stakeholders.'

3) Innovative - 'in our delivery and management of academic provision and professional services, and in our relationships with collaborative and regulatory partners. This enables our culture, structure, policies and people to drive excellence and respond to students' needs effectively and efficiently.'

4) Ambitious - 'in what we seek to deliver for our students, staff and industry partners, recognising that there are no Limits to Learning and knowledge. This results in an innovative, enterprising and flexible approach, so that students will graduate as entry-level professionals, ready to achieve their career goals.'

5) Commitment - 'valuing diversity among our students and staff, respecting diverse points of view as part of our commitment to make a positive impact in the wider industries that ACMI is an integral part of. Motivating and inspiring our students to achieve academic success, and career success, either in NZ or internationally'.



WHY CHOOSE NEW ZEALAND AS YOUR EDUCATION DESTINATION?

- Aotearoa New Zealand is a multicultural society, founded on mutual respect, with Te Tiriti o Waitangi (the Treaty of Waitangi) being the centrepiece of our national identity
- We pride ourselves on a history of peaceful coexistence and integration while maintaining and respecting the distinct values of all cultures
- We are a young country with a bright future and a well-educated population
- We provide world-class tertiary education with internationally recognised qualifications
- Our natural environment is unspoilt and stunningly beautiful
- Our society is safe and stable and we enjoy a relaxed life style
- Our education and cost of living are affordable when compared to other developed countries, such as Canada, USA, Australia and the UK
- We have a multicultural environment that is friendly, polite and welcoming
- The country has a temperate climate all year round with no extremes
- New Zealand is a great destination for shopping, dining, nightlife, sports and recreation

10 REASONS TO STUDY AT ACMI

Student-centred
learning

Highly-qualified
and experienced
academic staff

Cross-crediting
with previous
qualifications

Exceptional student
support services for
your care and welfare

Opportunities
for scholarships
and awards

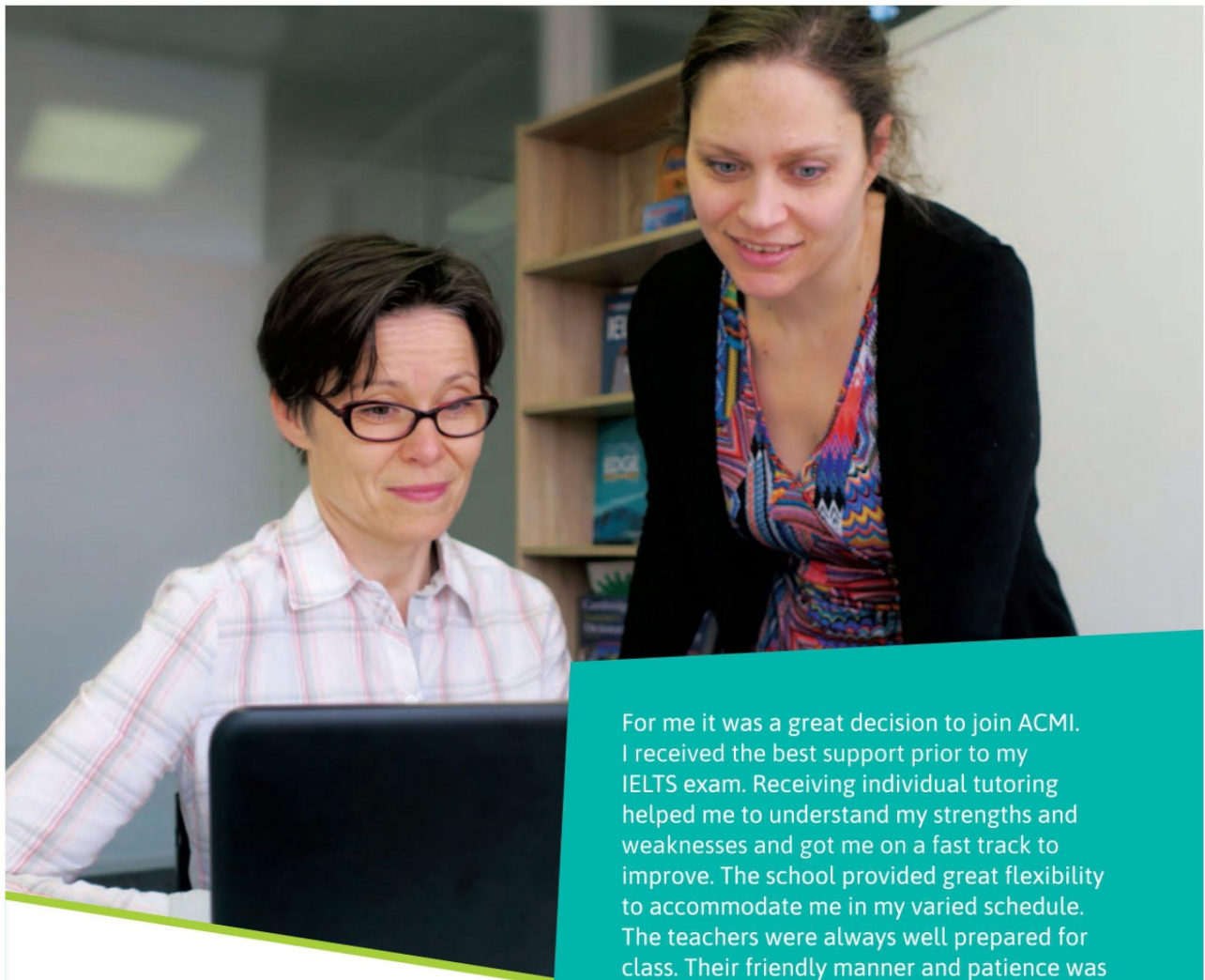
Small class sizes
with extensive
individual focus

Assistance with
employment
opportunities

Multicultural,
supportive learning
environment

Regular workshops
and activities to
improve your
academic and
social skills

Modern facilities



For me it was a great decision to join ACMI. I received the best support prior to my IELTS exam. Receiving individual tutoring helped me to understand my strengths and weaknesses and got me on a fast track to improve. The school provided great flexibility to accommodate me in my varied schedule. The teachers were always well prepared for class. Their friendly manner and patience was particularly very positive. If I need to take up further courses, I will return to ACMI.

Gabi Kovacs (Hungary)

PROGRAMMES

ACMI offers study programmes that lead to the New Zealand Diplomas (Level 5 and Level 6) in Tourism and Travel.

Each programme will include student feedback and workshop practice sessions with relevance to the programme. Students will be given an opportunity to participate in practical exercises, prepare and submit individual assignments enabling them to conduct research which will enhance and bring out the skills and knowledge of the students. Study programmes are delivered at a pace that suits the student group.

All staff members at ACMI have professional qualifications in their respective fields of expertise and in adult education. They are backed by a full range of learning resources and an in-house student support service.

All ACMI courses are designed to meet their graduate outcomes

Our programmes support and nurture students to meet today's business needs. Students learn how to apply classroom theories to practical business scenarios and are also prepared to be effective employees or to progress to higher education.

Providing Pathways

Qualifications gained at ACMI support international students who aspire to further studies. You can seek entry into higher qualifications either at ACMI or other institutions. ACMI liaises with other Private Training Establishments to assist and provide enrolment for our international students seeking higher education.

NEW ZEALAND DIPLOMA IN TOURISM & TRAVEL (LEVEL 5)

Programme Description

This programme is suitable for students who seek to be part of the global travel and tourism sector. They will be capable of designing and effectively implementing processes in this industry to enhance visitor experience. The competencies acquired will benefit them to take full responsibility for the quantity, nature and quality of services provided. They can seek job opportunities as entry level managers in the industry.

Structure

The programme runs over 36 weeks in two semesters of 18 weeks each. Students will be required to achieve 120 credits from eight modules during the course. All eight modules need to be successfully completed in order to qualify.

Graduate Outcome

On successful completion of this programme students will be able to:

- apply effective verbal and written communication skills in order to communicate with diverse audiences in the tourism industry, to proactively support the visitor experience.
- manage workplace practices required of a tourism workplace including: self-management, effective time and task management, and compliance with relevant Acts and legislation.
- analyse and evaluate local, national and international tourism operating environments in order to support decision-making in the tourism industry.
- develop, analyse and critique tourism business systems and processes that enable the delivery of a quality visitor experience and contribute to overall business effectiveness.

Modules

Module 1: Communication Essentials in Tourism and Travel

Module 2: Fundamental Workplace Management

Module 3: Auckland's Tourism Industry

Module 4: Tourism in New Zealand

Module 5: International Tourism Environments

Module 6: Developing Successful Business Systems

Module 7: Sustainable Tourism and Local Communities

Module 8: Developing an Industry Enterprise

Entry Criteria

- Must be 18 years or over at the start of the programme.
- International students must have an appropriate level of English proficiency as specified by NZQA for the level at which they intend to study i.e. IELTS Academic score of 5.5, with no band score lower than 5.0; or the New Zealand Certificate in English Language (Academic) (Level 4) [Ref: 1883] or equivalent.
- Previous travel and tourism work experience is preferred but not essential.

Pathways

Education pathway: Students can pursue further studies, as this qualification can lead to the New Zealand Diploma in Tourism and Travel (Level 6).

Employment pathway: Graduates can seek work in senior positions in the tourism and travel industry. Roles may include tourism operations advisors, business development coordinators and trade development advisors.

Course Intake

04 April 2022, 28 June 2022, 05 September 2022, 21 November 2022

Total Programme Fees

18,400 NZD



NEW ZEALAND DIPLOMA IN TOURISM & TRAVEL (LEVEL 6)

Programme Description

The programme aims to provide graduates with knowledge and skills applicable to the tourism and travel industries so they are able to contribute, and lead the effective implementation of processes to proactively support and enhance visitor experiences and also take leadership in developing and guiding strategic business direction in the tourism and travel industries.

Structure

The programme runs over 36 weeks in two semesters of 18 weeks each. Students will be required to achieve 120 credits from eight modules during the course. All eight modules need to be successfully completed in order to qualify.

Graduate Outcome

On successful completion of this programme students will be able to:

- analyse and evaluate local, national and international tourism operating environments in order to effectively develop and guide strategic business direction in the tourism industry.
- identify and analyse strategic leadership roles and styles, and the potential impact on change management for a tourism enterprise.
- develop, analyse and critique tourism business strategic systems and processes that enable the commercial development of a quality visitor experience and contribute to overall sustainable business effectiveness.
- prepare effective public relations campaigns including multi-media communications for a tourism business development.
- analyse and propose strategic business models to improve environmental sustainability for a tourism business or tourism business development.
- develop strategic investment plans for a tourism enterprise.

Modules

Module 1: Travel and Tourism Operating Environments

Module 2: Leadership Styles in Travel and Tourism Management

Module 3: Approaches to Visitor Satisfaction

Module 4: Strategic Marketing

Module 5: Environmental Sustainability in the Tourism Sector

Module 6: Strategic Investment

Module 7: Managing Public Relations

Module 8: Creating a Travel or Tourism Enterprise

Entry Criteria

- Must be 18 years or over at the start of the programme.
- International students must have an appropriate level of English proficiency as specified by NZQA for the level at which they intend to study i.e. IELTS Academic score of 6.0, with no band score lower than 5.5; or the New Zealand Certificate in English Language (Academic) (Level 5) [Ref: 1884] or equivalent approved by NZQA.
- Learners enrolling are recommended to hold the New Zealand Diploma of Tourism and Travel (Level 5) [Ref: 2206], or equivalent knowledge, skills and experience.
- Previous travel and tourism work experience is preferred but not essential.

Pathways

Education pathway: Students can pursue further studies, as this qualification can lead to Diploma and Bachelor Degree qualifications at Level 7.

Employment pathway: Graduates can seek work at a senior level in the tourism and travel industry and roles may include future business owners, tourism operations managers, business development managers and general managers or trade development managers.

Course Intake

04 April 2022, 28 June 2022, 05 September 2022, 21 November 2022

Total Programme Fees

9,075 NZD

Additional Benefits

- Industry software training - AMADEUS (Optional)
- Tourism industry visits
- Internships facilitated (Optional)
- Assistance with accommodation
- Recognition of prior learning (Cross-credits)
- Pathway into Level 7 Bachelor Degree

Acquire the skills for a global career in Tourism and Travel in Auckland, one of the world's top tourism destinations.

PROGRAMME FEES

PROGRAMMES OFFERED BY ACMI	ONE YEAR FEE				
	TUITION	RESOURCES	ENROLMENT	INSURANCE	TOTAL
New Zealand Diploma in Tourism and Travel Level 5	NZ\$15,500	NZ\$2,750	NZ\$150	NZ\$684	NZ\$19,084
New Zealand Diploma in Tourism and Travel Level 6	NZ\$7,100	NZ\$1,900	NZ\$75	NZ\$684	NZ\$9,759

Please be aware that fees mentioned above only refer to direct study costs at ACMI. They include access to ACMI study resources and study materials provided by the lecturers for the respective modules. Other study aids such as laptops, calculators, prescribed text books and stationery etc. are not included and need to be considered when budgeting study costs. Furthermore, you need to be aware of administrative fees and also need to plan for at least NZ\$15,000 per year for your living costs in Auckland over and above your tuition fees. Details are also mentioned in the Student Handbook and on ACMI website.

ADMINISTRATIVE FEES

STUDENT SERVICES – ADMINISTRATION	
Cross-credit Application	NZ\$250.00 per module
Recognition of Prior Learning Application	NZ\$300.00 per module
Re-assessment/Re-sits	NZ\$50.00
Late Module Change Fee	NZ\$20.00 per module (No charges apply if module is changed within seven days of commencement of the module)
Late Payment fee	NZ\$150 (from four weeks after the programme start date)
Re-print of Original Transcript	NZ\$20.00
ACADEMIC	
Application for re-count of marks	NZ\$20 per course (This amount is refundable if there are changes)
Application for re-mark	NZ\$50 per assessment (This amount is refundable if there are changes)
Re-Enrolment Fees	NZ\$ 1140 per module

ACMI is a great English school. There are a lot of friendly teachers, staff, and students. They come from many different countries which is great for learning English. The school is comfortable and clean.

Akimi Kojima (Japan)



CERTIFICATE IN HEALTH AND CARE ASSISTANCE (LEVEL 3) (AGED CARE)

Programme Description

This full-time level 3 certificate highlights the benefits of employment in the Health care industry. It comprises six closely-connected modules which are delivered over 25 teaching weeks, which will gradually increase the student's knowledge and skills that will be required to demonstrate when seeking employment. The course content aims to the programme of study are to provide students with:

An education and training pathway to become entry-level healthcare assistants and develop career options in the healthcare sector.

The skills and knowledge required to contribute to aged care safely and effectively.

Entry-level skills and applied knowledge required in healthcare operations.

Graduate Outcome

Graduates of this programme will be able to:

* Apply knowledge and understanding of relevant legislation, regulations and codes in a healthcare setting to provide aged care and related services in an ethical and professional manner.

Recognise and respond to signs of vulnerability and abuse in a healthcare setting.

Communicate effectively in a culturally appropriate manner to support an elderly person's health and wellbeing.

Provide culturally appropriate person-centred aged care under the direction and delegation of a health professional in a healthcare setting.

Recognise and respond to signs of functional, behavioural, environmental or other health or wellbeing change in an elderly person, in a healthcare setting.

Structure

The programme runs over 25 weeks in 2 semesters of 12.5 weeks each. You must achieve 70 credits from 6 modules. You must successfully complete all 6 modules to graduate.

Module Descriptions

Fundamentals of Healthcare Assistance

Explain the role, responsibilities and tasks of a healthcare assistant in a healthcare setting.

Health and Safety Practices

Describe a care recipient's rights and the healthcare assistant's duty of care under the Code of Rights

Risks and Safeguarding Adults

Compile a personal and vocational skills audit and produce a work experience plan, including statement of learning goals, for work experience placement in a healthcare setting.

Safe Care and Cultural Awareness

Describe the characteristics of an effective team, the need for different team roles and methods of team interactions, and barriers to team effectiveness in a healthcare setting.

Aged Care and Support in Practice

Perform care and support tasks and clerical duties and work collaboratively in a care team in a healthcare setting.

Pressure Care and Specific Health Conditions

Demonstrate effective communication skills and ability to work and communicate with people in a healthcare setting, and identify opportunities for further personal development and associated action plans.

ENTRY CRITERIA

In order to be accepted as a student for this programme:

Domestic students must:

be a New Zealand citizen or Permanent Resident

be 18 years of age or older at the start of the programme

achieved literacy and numeracy competence at Level 2 or higher

* have an acceptable New Zealand Police vetting outcome

attend an interview to appraise appropriateness of personal attributes (attitudes, values and beliefs) and willingness to provide care and support to the elderly in aged healthcare settings. International students must:

be 18 years of age or older at the start of the programme

have a secondary or high school certification or recognised equivalent

achieved literacy and numeracy competence at Level 2 or higher

achieved an IELTS General or Academic score of 5 with no band lower than 5, or any other recognised international proficiency outcomes as per NZQA Rule 18 have an acceptable New Zealand Police vetting outcome

attend an interview to appraise appropriateness of personal attributes (attitudes, values and beliefs) and willingness to provide care and support to the elderly in aged healthcare settings.

STUDENT CAREER PATHWAY

Education pathway

This qualification leads to the Certificate in Health and Care Assistance (Level 3) (Aged Care)

• Employment pathway

Work in the health and Aged care as a care assistant.

Programme start date

17 January 2022, 04 April 2022, 28 June 2022, 05 September 2022, 21 November 2022

Total programme fees

Domestic- 6,000 NZD

International- 15,000 NZD

CERTIFICATE IN HEALTH AND CARE ASSISTANCE (LEVEL 3) (PRACTICE CARE)

Programme Description

This full-time level 3 certificate highlights the benefits of employment in the Health care industry. It comprises six closely-connected modules which are delivered over 25 teaching weeks, which will gradually increase the student's knowledge and skills that will be required to demonstrate when seeking employment. The course content aims to the programme of study are to provide students with:

An education and training pathway to become entry-level healthcare assistants and develop career options in the healthcare sector.

The skills and knowledge required to contribute to aged care safely and effectively.

Entry-level skills and applied knowledge required in healthcare operations.

Graduate Outcome

Graduates of this programme will be able to:

* Apply knowledge and understanding of relevant legislation, regulations and codes in a healthcare setting to provide aged care and related services in an ethical and professional manner.

Recognise and respond to signs of vulnerability and abuse in a healthcare setting.

Communicate effectively in a culturally appropriate manner to support an elderly person's health and wellbeing.

Provide culturally appropriate person-centred aged care under the direction and delegation of a health professional in a healthcare setting.

Recognise and respond to signs of functional, behavioural, environmental or other health or wellbeing change in an elderly person, in a healthcare setting.

Structure

The programme runs over 25 weeks in 2 semesters of 12.5 weeks each. You must achieve 70 credits from 6 modules. You must successfully complete all 6 modules to graduate.

Module Descriptions

Fundamentals of Healthcare Assistance

Explain the role, responsibilities and tasks of a healthcare assistant in a healthcare setting.

Health and Safety Practices

Describe a care recipient's rights and the healthcare assistant's duty of care under the Code of Rights

Risks and Safeguarding Adults

Compile a personal and vocational skills audit and produce a work experience plan, including statement of learning goals, for work experience placement in a healthcare setting.

Safe Care and Cultural Awareness

Describe the characteristics of an effective team, the need for different team roles and methods of team interactions, and barriers to team effectiveness in a healthcare setting.

Aged Care and Support in Practice

Perform care and support tasks and clerical duties and work collaboratively in a care team in a healthcare setting.

Pressure Care and Specific Health Conditions

Demonstrate effective communication skills and ability to work and communicate with people in a healthcare setting, and identify opportunities for further personal development and associated action plans.

* have an acceptable New Zealand Police vetting outcome

attend an interview to appraise appropriateness of personal attributes (attitudes, values and beliefs) and willingness to provide care and support to the elderly in aged healthcare settings. International students must:

be 18 years of age or older at the start of the programme

have a secondary or high school certification or recognised equivalent

achieved literacy and numeracy competence at Level 2 or higher

achieved an IELTS General or Academic score of 5 with no band lower than 5, or any other recognised international proficiency outcomes as per NZQA Rule 18

have an acceptable New Zealand Police vetting outcome

attend an interview to appraise appropriateness of personal attributes (attitudes, values and beliefs) and willingness to provide care and support to the elderly in aged healthcare settings.

STUDENT CAREER PATHWAY

• Education pathway

This qualification leads to the Certificate in Health and Care Assistance (Level 3) (Practice care)

• Employment pathway

Work in the health and Aged care as a care assistant.

Programme start date

17 January 2022, 04 April 2022, 28 June 2022, 05 September 2022, 21 November 2022

Total programme fees

Domestic- 6,000 NZD

International- 15,000 NZD

CERTIFICATE IN ADVANCED HEALTH AND CARE ASSISTANCE (LEVEL 4) (COMPLEX CARE)

Programme Description:

This full-time level 4 certificate highlights the benefits of employment in the Health care industry. It comprises seven closely-connected modules which are delivered over 46 teaching weeks, which will gradually increase the student's knowledge and skills that will be required to demonstrate when seeking employment. The course content aims to this programme is to develop collaborative Healthcare Assistants who can provide advanced person-centred care and support to people with a range of complex conditions, and have the leadership capabilities and technical skills to lead care teams in healthcare work environments.

Graduate Outcome:

Graduates of this programme will be able to:

Work collaboratively with multidisciplinary team members, and family and whanau of a person with complex conditions to support the person's health and wellbeing.

Support registered health professionals by performing delegated advanced clinical tasks in a healthcare setting.

Apply knowledge of complex health conditions and organisational processes to implement culturally appropriate person-centred care practices for a person with complex conditions in a healthcare setting.

Communicate effectively in a culturally appropriate manner, record information in accord with organisational procedures, prepare and deliver reports, and engage in challenging conversations in a healthcare setting.

Apply mentoring and leadership skills in a healthcare setting.

Structure

The programme runs over 46 weeks in 2 semesters of 23 weeks each. You must achieve 120 credits from 7 modules. You must successfully complete all 7 modules to graduate

Module Descriptions

• Service Delivery and Care Models

Research and analyse different service delivery approaches and models used in New Zealand's healthcare sector.

• Advanced Care and Support Skills 1

Discuss risk prioritisation strategies and their implications for applying effective organisational health and safety practices in a healthcare setting.

• Advanced Care and Support Skills 2

Investigate and discuss the impact of organisational service performance and professional competency on quality health care service provision in a healthcare setting.

Work collaboratively in a multidisciplinary team to develop person-centred risk management plans for recipients of care with complex needs in a healthcare setting.

• Complex Conditions Care

Apply clinical knowledge and skills, and carry out delegated care duties and clinical routine tasks in a healthcare setting.

All students must provide evidence of holding the New Zealand Certificate in Health and Wellbeing (Level 3) [Ref. 2470] or an equivalent qualification, or experience in the health and wellbeing sectors.

Domestic students must:
be a New Zealand citizen or Permanent Resident

be 18 years of age or older at the start of the programme

achieved literacy and numeracy competence at Level 2 or higher

have an acceptable New Zealand Police vetting outcome International students must:

be 18 years of age or older at the start of the programme

have a secondary or high school certification or recognised equivalent

achieved literacy and numeracy competence at Level 2 or higher

achieved an IELTS General or Academic score of 5.5 with no band lower than 5, or any other recognised international proficiency outcomes as per Rule 18

have an acceptable New Zealand Police vetting outcome

achieved an IELTS General or Academic score of 5.5 with no band lower than 5, or any other recognised international proficiency outcomes as per Rule 18

have an acceptable New Zealand Police vetting outcome

STUDENT CAREER PATHWAY

• Education pathway

This qualification leads to the Certificate in Health and Care Assistance (Level 4) (Complex Care)

• Employment pathway

Work in the health and complex care as a care assistant.

Programme start date

17 January 2022, 04 April 2022, 28 June 2022, 05 September 2022, 21 November 2022

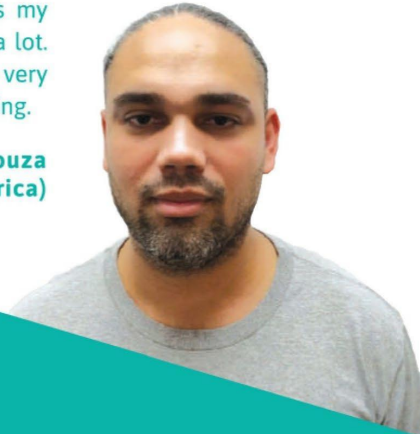
Total programme fees

Domestic- 8,000 NZD
International- 18,400 NZD

STUDENT TESTIMONIALS

I'm studying Tourism & Travel in ACMI. It's my second week and so far, I've learned quite a lot. I'm really enjoying all classes. All subjects are very useful, and I believe that the future is promising.

Ivanildo Arquimedes De Souza
(Latin America)



ACMI helped me in my studies, and this Travel & Tourism Diploma gave me an opportunity to push myself in terms of education. So far, I am enjoying the Maori words and expressions. My modules in Tourism gave me enough knowledge to know New Zealand sports.



Lynette Belarte Sanchez (Philippines)



Evangeline Mananguit Escano (Philippines)

For me ACMI help and give me the knowledge, which I will use in my future not only here in New Zealand but also in other countries, where there is any opportunity I will grab it.



My decision and choice of ACMI is good and amazing especially on this start of 2nd Term, that I have learned to do time management & effective study planning which guides me a lot on the accomplishment of my Travel & Tourism – Level 5. Learning is good when you're enjoying as well.

John Ordeniza (Philippines)

Hello, I am Gordon from Korea. I am so happy with my studying at ACMI. This is a new college, so it is very clean and tidy. At the moment we are in a small class which is very good for my studying, almost like an individual lesson. Therefore, as much you want, you can get. I am sure you will be happy here.



Gordon (Korea)

I'm pleased to have the chance to say something about my English study at ACMI. I've gained a lot of English knowledge and skills in ACMI to handle my IELTS test. Apart from modern facilities and spacious classrooms, the teachers are very knowledgeable, supportive and full of passion for teaching English. I believe one of the most efficient ways to study English well is to immerse myself in an entirely English environment. Luckily, I have had this opportunity at ACMI. Quality education in English here does not only improve my IELTS results but also broadens my horizons in New Zealand culture, literature and western life. I can feel my teachers tailor courses targeting our needs including pronunciation. If you have the same goals of improving English level productively and practically, ACMI will really be the right choice.

Lina Liu (China)



EASY & QUICK TO APPLY FOR A COURSE AT ACMI



A photograph of three young adults, two women and one man, smiling and looking at a globe. The woman on the left has long brown hair and is smiling. The man in the center has short brown hair and is smiling, with his hand on the shoulder of the woman on the right. The woman on the right has long brown hair, wears glasses, and is smiling. They are all looking at a globe that is in the foreground, which is slightly out of focus. The globe shows continents in yellow and green and oceans in blue. A teal-colored banner is overlaid on the top right of the image, containing white text.

ACMI offers you
a warm welcome
to wonderful
New Zealand.

STUDENT SERVICES

ACMI appreciates that you are pursuing your education for better future opportunities. Our carefully designed industry-focussed programmes will train and equip you with the essential skills to succeed. We also facilitate relevant work experience in New Zealand. The international mix of students on our campus will help you gain a global network of contacts.

You can make use of these support services at ACMI:

- airport meeting and transportation to your accommodation
- assistance with accommodation
- help opening a bank account
- medical and travel insurance
- induction and orientation
- social activities
- dealing with personal issues including referral to other agencies if required
- providing advice and/or any assistance on any other issues you may face.

You may contact the Student Services team, or any other staff member at any time, regarding any issues, concerns or problems you are facing. We can offer very practical support and advice.

MEETING INTERNATIONAL STUDENTS' NEEDS

ACMI is friendly and supportive towards all our international students and meets the needs of students from various parts of the world, including Asia, Europe, the Middle East, Latin America, the Pacific and Africa, appreciating, recognising and valuing diverse cultures and traditions.

Our class sizes are small to ensure that all students receive individual attention and their needs are taken care of.

Our professional team is available on campus to assist and take care of all pastoral needs of our international students.

HELPING YOU SUCCEED

ACMI has a professional Student Services team to assist you in your education journey from your enrolment through to graduation. Our staff have the knowledge, skills and expertise to guide you through issues that you may encounter during your studies and to help you gain the most from your time at ACMI. We are committed to your success in achieving your goals.

PROVIDING YOU WITH ADVICE & SUPPORT

We provide information and assistance to our students on matters including housing, New Zealand laws and other student issues. We also liaise with other stakeholders in the local community, which enables us to assist you further in facing challenges that may arise.

LEARNING ASSISTANCE

We support our students in every way possible to develop their skills to become more effective learners. We assist our students by identifying the gaps in their learning process and provide them with strategies to overcome these issues. We can assist and enhance your skills in areas like time-management, essay writing, referencing and studying for your tests and exams.

COUNSELLING SERVICES

We provide our students with the opportunity for counselling to assist with personal issues. You can contact us for assistance in this regard and we can arrange an appointment for you to help you through.

CROSS CREDITS AND RECOGNITION OF PRIOR LEARNING (RPL)

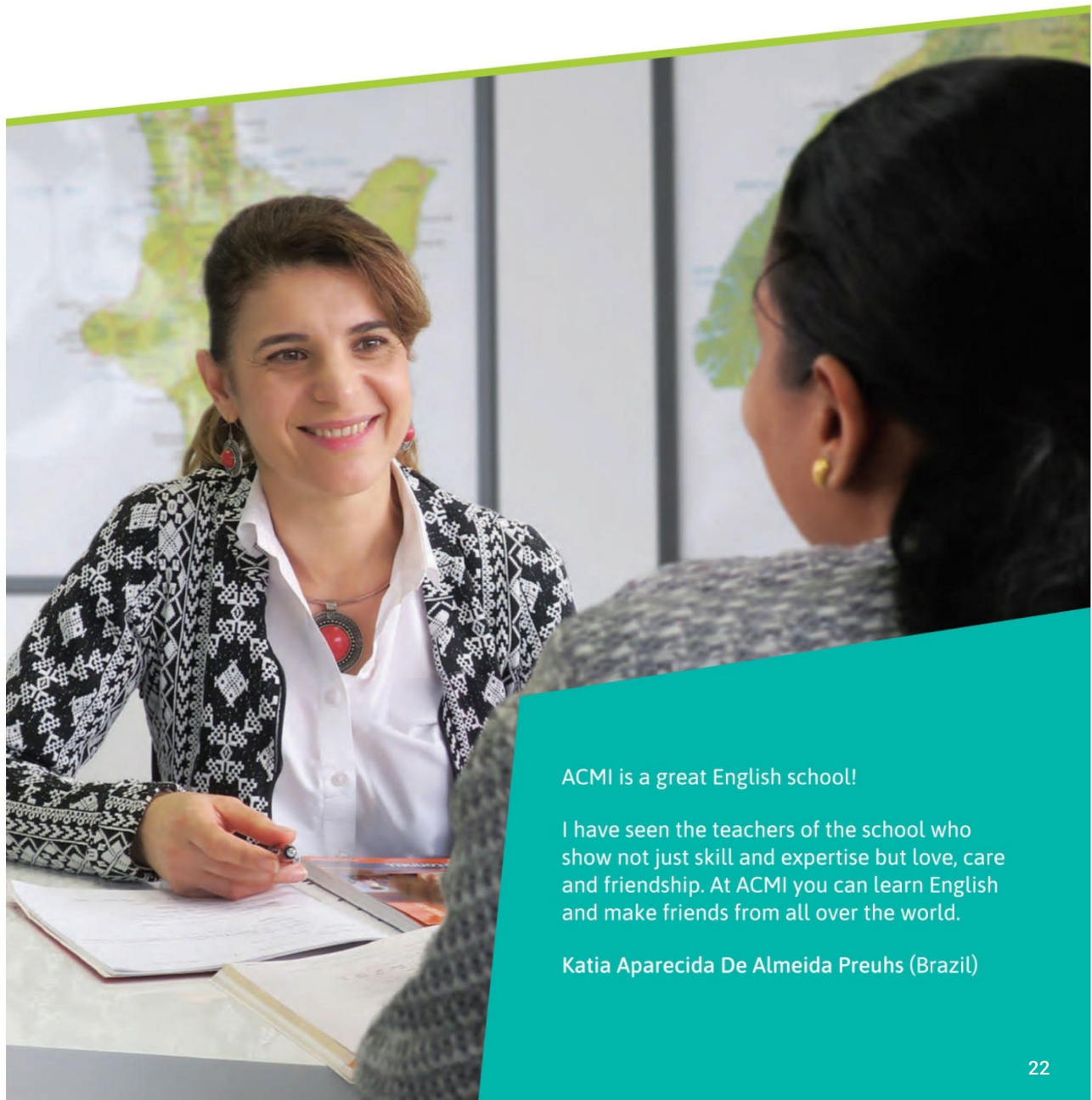
Students, who have completed equivalent modules in their previous qualifications, can apply for cross credits or Recognition of Prior Learning. Students need to provide original or certified transcripts of any previous achievements they wish to be considered for credit, along with documentation that can be used to confirm that the content relating to these achievements is at least 80% equivalent to the paper/module they wish to RPL or cross credit to. This should include sufficient detail on the content and level to provide ACMI with evidence to confirm any cross credit or RPL is valid. The fee for any RPL is NZ\$300 per module or cross credit application is NZ\$250 per application/per module. This fee should be paid to ACMI and a receipt will be issued. The fee is not refundable.



INDUCTION & ORIENTATION

ACMI provides an induction and orientation programme for all students newly arrived in New Zealand and for those returning. The induction and orientation programme depends on the course you are enrolled in and contains essential details about your life ahead and your course of study.

An orientation and induction programme will also be conducted for students who have arrived late in New Zealand to take them through all processes and ensure that they are comfortable and ready to progress for classes.



ACMI is a great English school!

I have seen the teachers of the school who show not just skill and expertise but love, care and friendship. At ACMI you can learn English and make friends from all over the world.

Katia Aparecida De Almeida Preuhs (Brazil)

ATTENDANCE & LEAVE

All students must attend 100% of all classes so that every opportunity for academic success is maximized. Immigration New Zealand requires that all students on student visas attend classes for 20 hours per week and 100% attendance is required for all classes, workshops or worksite practical time. NZQA requires that your attendance be monitored closely.

If your attendance drops below 90%, ACMI will issue you with a verbal warning. Should your attendance not improve, a written warning will be issued. A second and final written warning will follow if your attendance remains problematic. ACMI will then take any or all of the following actions

- Advising Immigration New Zealand. This may lead to your visa being terminated and Immigration New Zealand being unwilling to consider issuing another visa.
- Withdrawing you from the paper or module within the course you are studying, where it is no longer possible for you to meet at least 80% attendance because of the number of classes you have already missed.
- Not permitting you to sit final examinations.

Students are not allowed to take leave while they are on a course of study. However, ACMI may consider applications for leave in extraordinary circumstances, such as medical emergencies or family bereavement. Please contact your Programme Leader in the first instance.

Please note:

- Students should contact their Programme Leader or Academic Staff for any academic or learning issues
- For pastoral care or any other issues, students should contact Student Services

EMERGENCY CONTACT NUMBER

A 24/7 emergency contact number is available to all students. This number is monitored continually by our student support services team.

PERSONAL EMERGENCIES/MEDICAL CONDITION

If a student has a personal emergency and needs to take a break from their studies to return to their home, the student must obtain approval from the Programme Leader and Director of Studies and may not absent themselves without seeking approval. In certain situations, we may be able to transfer the student's enrolment to the following semester if the need arises.

New Zealand is renowned for its clean air and natural beauty.



THE EDUCATION (PASTORAL CARE OF INTERNATIONAL STUDENTS) CODE OF PRACTICE 2016

NEW ZEALAND QUALIFICATIONS AUTHORITY (NZQA)

Aotearoa Career and Management Institute is a registered Private Training Establishment with New Zealand Qualifications Authority under the provisions of the Education Act 1989 and its subsequent amendments. ACMI is highly confident of delivering quality education.

THE CODE

ACMI has agreed to observe, implement and be bound by the Code of Practice for the Pastoral Care of International Students that has been published by the Minister of Education. An "international student" is any foreign student studying in New Zealand. ACMI ensure that all international students are well informed of the environment, kept safe, and are properly cared for and are responsible for the welfare of international students. A copy of the code is available from ACMI. This Code is also available online at www.minedu.govt.nz.

IMMIGRATION

All international students must have an appropriate Immigration New Zealand permit visa stamped on their passports to study at ACMI. We can provide assistance to students to obtain student visas. Full details regarding visa and permit requirements, advice on rights to employment in New Zealand while studying and reporting requirements are available at Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz.

HEALTH SERVICES ELIGIBILITY FOR STUDENTS

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

ACCIDENT INSURANCE FOR STUDENTS

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand. International students may still be liable for all other medical and related costs. Detailed information can be seen on their website www.acc.co.nz.

MEDICAL & TRAVEL INSURANCE FOR STUDENTS

Immigration New Zealand requires all international students to have appropriate medical/travel insurance cover for the full length of their student visa period as a condition of the student visa and students must confirm their insurance cover at the beginning of each semester. International students who do not provide evidence of their medical/travel insurance will be invoiced for the required cover.

Prior to commencing their programme, students must ensure that their insurance policy covers the following:

- a. The student's travel
 - (i) To and from New Zealand; and
 - (ii) Within New Zealand; and
 - (iii) If the travel is part of the course, outside New Zealand; and
- b. Medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and
- c. Repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
- d. Death of the student, including cover of
 - (i) Travel costs of family members to and from New Zealand; and
 - (ii) Costs of repatriation or expatriation of the body; and
 - (iii) Funeral expenses.

EMPLOYMENT RIGHTS FOR STUDENTS

International students enrolled for ACMI diploma programmes may work up to 20 hours per week and full-time during summer holidays and semester breaks only. In some cases English language students may also qualify for work rights. International student's work rights will be mentioned on their student visas. Please refer to www.immigration.govt.nz.

FEE PROTECTION

All student fees will be held in our trust account managed by the public trust and fees will be released periodically in arrears on a pro rata basis in relation to tuition delivered.



REFUND POLICY

International students, who withdraw from a programme that is 3 months or more within the first ten working days after the date when attendance is required, are eligible to a refund of all funds paid with a deduction up to 25% to cover the costs incurred by ACMI in accepting the enrolment. This also applies to students who withdraw before the programme commences. If required, ACMI will be able to justify the deduction and the student has the right to lodge a complaint with NZQA if they believe the amount deducted is not justified. Thereafter, fees paid are not refundable. The refund policy is as per the Education Act 1989. Detailed information on refund policy is available in the student handbook.

ENROLMENT RESTRICTIONS

Enrolment can be denied to International students if they do not meet the entry requirements of the programme and fail to obtain a student visa to be eligible to study in New Zealand. International students who fail to cope with the programme may have their study programmes restricted.

ACMI ensures that
all international
students are kept
safe, and are
properly cared for.



ACCOMMODATION

There is a wide range of accommodation available for international students in New Zealand and ACMI can assist you with these.

HOMESTAY

We strongly recommend that international students stay in a New Zealand homestay initially. Starting your stay in New Zealand in a homestay gives you the chance to get used to being in a new country and also to meet other students you might want to share accommodation with later. It will be a welcoming environment and help you feel secure. The 'kiwi way of life' will provide you with an opportunity to understand the culture and customs of the country and improve your English language skills. ACMI can assist in finding a homestay for your accommodation. If you wish, you can be met at the airport and taken directly to your accommodation. Homestay costs around NZ\$280 per week which generally includes accommodation and two meals per day.

All homestay families are checked for suitability by either ACMI or registered homestay companies, and all agree to abide by the conditions of the Education (Pastoral Care of International Students) Code of Practice 2016 published by the New Zealand Ministry of Education. You can familiarise yourself with a summary of the Code included in the student handbook.

Should you have any problems regarding your homestay, please inform the staff of ACMI immediately. Your welfare is our top priority.

BACKPACKERS

If you haven't arranged permanent accommodation before your arrival in New Zealand, you may choose to stay at a backpackers hostel while you look for somewhere to live. There are numerous hostels in Auckland, many of which are located centrally. However, these are probably not the best option for a long term stay as they are usually more expensive than homestay accommodation or flatting with other people, there is usually little privacy and the environment may not be very conducive to study. The average price for a hostel in New Zealand is NZ\$20-30 for a dorm room per night.

RENTING OR SHARING AN APARTMENT OR HOUSE

Long-term students can also opt for renting or sharing an apartment or house. Most landlords (owners of apartments or houses) usually expect at least six weeks rent in advance part of which is kept as a security deposit (called a bond) in case a tenant is unable to pay their rent or causes damage to the property. This bond money is repaid to the tenant when the rental agreement expires if there is no damage and the rent has been paid on time. Usually apartments and houses in Auckland need to be furnished by you but they usually have cooking facilities and often a fridge. This needs to be checked prior to signing up.

You can find an apartment or house to rent either by looking online – check Real Estate websites or www.trademe.co.nz, or by contacting a Real Estate Agent/Letting Agent who will help you find an apartment – usually for a fee of one week's rent. Rents vary depending on the quality, facilities, location and number of bedrooms. For rent alone, expect to pay a minimum NZ\$350 a week for a one room apartment in Central Auckland.

COST OF LIVING IN NEW ZEALAND

LIVING EXPENSES (AUCKLAND) PER WEEK AS PER STUDYLINK / EXPATISTAN / NEW ZEALAND NOW	COST NZ\$
Renting with others (sharing three-bedroom house or apartment)	202.00
Food – basic dietary requirements	64.00
Power	13.00
Bus – with regional bus card discounts	23.00
Phone – minimum phone and text plan	5.00
Internet – unlimited broadband	7.00
Other (includes clothing / toiletries / make-up)	20.00
Approximate total weekly expense	334.00

PRICES AS PER EXPATISTAN IN 2021	COST NZ\$
Bread for 2 people for 1 day	2.27
1 liter (1 qt.) of whole fat milk	2.16
1 kg (2 lb.) of apples	3.90
0.5 l (16 oz) domestic beer in the supermarket	4.22
Short visit to private doctor (15 minutes)	64.00

OTHER TYPICAL COSTS AS PER NEW ZEALAND NOW	COST NZ\$
Washing machine	600 - 1,500
42" LED-LCD flat screen TV	600 - 1,500
Round of golf	30 - 100
Cup of coffee (flat white)	4.00
Big Mac	6.00
Movie ticket	10 - 20
Pair of jeans	60 - 150
Car – Ford Focus (2.0L, 5 door)	36,350



APPEALS PROCESS

Appeals process if you are not satisfied with the grade or marking of any assessment.

If you are unhappy with your assessment results.



Initially approach your lecturer/marker for explanation and to discuss your concerns.

If issue is resolved then no further action is required.



If you are not satisfied with the outcome you may approach the programme leader

If issue is resolved then no further action is required.



If you are still not satisfied with the outcome you may lodge a formal appeal by completing and submitting the appropriate form. A fee of \$ 50 applies. This will be fully refunded if your final mark is changed as a result of the appeal.

A formal appeal must be made within 5 days of the return of your assessment.

Your assessment will be re-marked by a second appropriately qualified and skilled marker and also a formal post-moderation of the submission will be undertaken.

This completes the appeals process.

If issue is resolved then no further action is required.



If you are still not satisfied with the outcome of your appeal, you may lodge a Formal Complaint under The International Student Contract Dispute Resolution Scheme (DRS) by following ACMI's complaints and grievance process.

COMPLAINTS & GRIEVANCE PROCESS



INTERNATIONAL STUDENT CONTRACT DISPUTE RESOLUTION SCHEME (DRS)

If all the above have been tried and you still feel that your problem has not been resolved, you may contact NZQA:

NZQA
PO Box 160
Wellington 6140

Phone: +64 9 463 3000 or 0800 697 296
Email: qadrisk@nzqa.govt.nz

For any financial or contractual dispute with their provider, international students can contact:

iStudent Complaints
PO Box 2272
Wellington 6140
New Zealand

Email: complaints@istudent.org.nz
Free Phone: 0800 006 675

EMERGENCY CONTACT NUMBER

Fire/Police/Ambulance: dial 111 (free from cell phones)

*Disclaimer: The information contained in this prospectus was correct at the time of printing.
This information is subject to change. For the most up to date information visit: acmi.ac.nz.
Information for students is also available in the Student Handbook.*





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