



PROSPECTUS

INTERNATIONAL STUDENTS

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1. HAMILTON

Hamilton City is a fantastic place to live. It is New Zealand's largest inland city with a population of about 130,000 people. It is one of the fastest growing cities in New Zealand with a very youthful population – at least half of the people living here are under 30 years of age and we are home to over 80 ethnic groups.

The Waikato River, which runs through the region, is New Zealand's longest river. It flows for 16km through the city.

We are very fortunate to have a mild climate and moderate rainfall. We have long, warm summers of 25°, dropping to about 9° in winter. We are about an hour's drive from any number of great coastal areas. In the summer you can get to the beach in approximately 45 minutes and in winter you can be at fantastic ski resorts in approximately 2 hours.

Hamilton has a wide range of great parks and gardens, a lake in the centre of the city (take the time to walk the boardwalk – 45 minutes) and a stadium that seats 26,000 and is home to the rugby team – The Waikato Chiefs. Hamilton also hosts the Field Days - the largest farming expo in New Zealand.



VARDA exists to provide quality education and training for learners in a relevant and accessible learning environment. VARDA is accredited by the New Zealand Qualifications Authority under the provision of the Education Act 1989 to provide education and training

2. INTRODUCTION

The hairdressing industry is a fast moving and dynamic part of the fashion industry. Opportunities are everywhere as you move through each level of the New Zealand Qualification. From salon supporter to salon owner, from salon manager to tutor, from technician to cruise ship stylists. How far do you want to go?

A number of diverse training options are available from entry level to advanced.

Students attend their practical training sessions in our commercially equipped on-site salon and have opportunities to take part in photographic shoots as well as internal and external competitions.

VARDA's highly trained and respected tutoring personnel really enjoy what they do. They love the 'fashion and funk' that hairdressing stands for, and are passionate about sharing their skills.

Working on "real people" – it's the key to great hairdressing training. VARDA prides itself on ensuring students complete as much of their training on models and clients as is possible. Working on clients gives confidence to the student and validity to the training. Year after year VARDA's graduates achieve high employment rates. We have excellent relationships with a large number of salons located both in our own region and further afield. VARDA's programmes provide real skills for the workplace.

VARDA has been granted the New Zealand Hairdressing Industry Training Organisation "Best Practice Quality Mark" status. Your guarantee of quality assessment practices.

The New Zealand Qualifications Authority (NZQA) rates Varda:

- Highly Confident in the educational performance
- Highly Confident in the capability in self-assessment

3. CONDITIONS OF ENROLMENT

To study with VARDA you must provide the following evidence:

- A minimum of 3 (three) years secondary education. We do however reserve the right to assess candidates on an individual basis.
- Proof that you are aged 18 years and over.
- Verified English Language Proficiency with an approved New Zealand or Australian provider. (IELTS 5.5 or equivalent Year 1)
- Meet the New Zealand immigration requirements for studying in New Zealand. Upon completion of our pre-enrolment application we will provide successful applicants with an offer of training. You must have this to apply to New Zealand Immigration to study in New Zealand www.immigration.govt.nz
- A satisfactory character reference.
- Your goals. Why do you want to do this course?
- Where you are coming from? Are you currently enrolled with another education provider either in New Zealand or overseas?

WHAT DO YOU DO NOW?

Complete the **Pre-enrolment Application Form** and attach all required evidence. VARDA will supply you with an **Offer of Place** to study with VARDA which you must take to the nearest:

- **New Zealand Immigration Service** branch or,
- **New Zealand Diplomatic or Consular Office** to lodge with your Student Visa application or Limited Purpose Visa application.

They will provide you with the **Guide for Studying in New Zealand** leaflet and an **Application to Study in New Zealand**.

4. CODE OF PRACTICE

VARDA has agreed to observe and be bound by the Code of Practice for the pastoral Care of International Students. Copies of the Code are available from the New Zealand Qualifications website <http://www.nzqa.govt.nz/>

5. IMMIGRATION

Full details of immigration requirements, advice on rights to employment in New Zealand while studying and reporting requirements are available from Immigration New Zealand and can be viewed on the website www.immigration.govt.nz

6. 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 cost of treatment. Full details on entitlement to publicly funded health services are available through the Ministry of Health and can be viewed on their website at www.moh.govt.nz

7. 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

8. MEDICAL & TRAVEL INSURANCE

International students (including group students) must have appropriate and current medical and travel insurance while studying in New Zealand.

Most students are not entitled to publicly funded health services while in New Zealand unless they are:

- **A resident or citizen of Australia; or**
- **A national of the United Kingdom in New Zealand; or**
- **The holder of a temporary permit that is valid for two years or more**

We can provide you with information and applications for insurance from a reputable New Zealand insurance company for this purpose.

You must produce evidence of your medical and travel insurance on arrival to VARDA. It must cover you for the duration of the planned period of study and include:

The students travel –

- To and from New Zealand
- Within New Zealand; and
- If the travel is part of the course, outside New Zealand

Medical care including diagnosis, prescription, surgery and hospitalization.

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 Death of the student, including cover of –

- Travel costs of family members to and from New Zealand; and
- Costs of repatriation or expatriation of the body; And
- Funeral expenses

We will keep a record of the cover that each student has on file

9. MEDICAL & TRAVEL INSURANCE POLICY

Rationale

VARDA has developed a Medical & Travel Insurance Policy

- To ensure the safety and well-being of the students studying at VARDA.
- To ensure compliance with the Ministry of Education’s Code of Practice for the Pastoral Care of International Students (2003) (The Code of Practice).

Policy Requirements Advice

- All students are required to have appropriate and current medical and travel insurance for the duration of their planned study as specified in the Code of Practice.
- The education provider shall advise all prospective students of the standard wording as set out in the Code of Practice and provide information on the education provider’s medical and travel insurance requirements.
- Students must purchase insurance through a New Zealand insurer and this should occur at the time of fee payment and before they leave their home country.
- Insurance from a New Zealand company policy details should be provided in the student’s first language where possible.

Verification of Policies

Code of Practice requirement

Section 7.4

When enrolling international students, signatories must ensure that international students have appropriate and current medical and travel insurance for the duration of their planned period of study.

Verification of policies will be undertaken prior to enrolment.

As part of the verification process VARDA shall ensure that:

- The insurer/re-insurer is a reputable and established company with substantial experience in the travel insurance business and has a credit rating no lower than 'A' from Standard and Poor's, or B+ from A M Best.
- The insurer is able to provide emergency 24-hour, 7 day per week cover.
- Students have a 'certificate of currency' and policy wording from the insurance company stating that the student has purchased the cover for the duration of the planned period of study and including travel to and from their home country. The certificate and policy wording must also detail medical sums insured, repatriation benefits etc.

Where a student is not in possession of an appropriate and current medical and travel insurance policy VARDA undertakes to:

- Advise the student of the medical and travel insurance requirement
- Provide the student with a default policy which meets the requirements of the code of Practice Guidelines. The cost of the insurance will be met by the student.

Recording of Policy Details

For each student VARDA shall record the:

- **Name of the insurer**
- **Policy number**
- **Policy start and end dates**

Policy Renewals

For each student prior to the expiry of their medical and travel insurance policy VARDA shall issue a written reminder to the student advising that policy renew must be completed.

10. ENROLMENT PROCEDURE

Once a proposed programme of study has been selected a **Pre-enrolment Application Form** must be completed. Remember to attach evidence of your qualifications. Send this to VARDA. When you receive an **Offer of Training** from us you must pay your fees as soon as possible to retain your enrolment position. Use your **Offer of Place** letter and **Receipt of Fees Paid** to apply for a student visa

at your nearest New Zealand High Commission/Embassy. You must ensure that your travel arrangements and accommodation have been forwarded to VARDA.

Student enquires by mail, email, internet or in person



VARDA will send or give international information to student



Student returns Application Form with evidence of qualifications
VARDA decision of acceptance:

Offer of Training sent.



Student pays fees.

Note: Students from China, Pakistan, India and Vietnam apply to nearest New Zealand High Commission or Embassy for Approval in Principle before paying fees



VARDA sends receipt and enrolment information to student



Student takes **Offer of Place letter and receipt to NZIS in New Zealand or abroad to obtain student visa/permit.**



Student notifies VARDA of travel plans



VARDA arranges airport pick up if necessary

11. CHANGES TO YOUR CONTACT DETAILS

You must advise VARDA of any changes to your contact details (in your home country and in New Zealand), type of accommodation and residential address as soon as reasonably practical.

12. PROGRAMMES

New Zealand Certificate in Hairdressing Salon Support Level 3

This intensive 34 week programme will equip learners with the knowledge and skills required in all foundation aspects of hairdressing.

Assessments of unit standards Levels 1 and 2 will take place. Most training days are half practical and half theory. As time goes on the majority of practical work will be completed on clients and/or models.

SALON SUPPORT KIT

Cutting combs x2	Water bottle
Foiling comb	Bobby pins tub
Prong comb	Silver hood dryer
Tail combs x2	Minute timer
Basin comb	Cutting cape
Vent brush	Stylist apron
Postiche brush	Equipment kit bag
Cushion brush	Blow dryer
Denman brush	Blow dryer diffuser
Radial brush extra small	Mannequin head implant
Radial brush small	Mannequin clamp
Radial brush large	Cloud 9 professional straightening iron
Gloves black satin x4	Scissors
Highlighting cap x2	Hair strips x2
Hair ties x12	Student ID card
Long sectioning clips x12	Locker

New Zealand Certificate in Hairdressing Salon Support Level 3

Course			Level	Credit
NZS01	21938	Converse and interact with clients and operators in a salon environment	2	3
NZS02	21940	Demonstrate knowledge of workplace requirements for employment in a salon	2	5
NZS03	28843	Demonstrate knowledge of personal health and hygiene, and self-styling, for working in a salon	3	2
NZS04	28844	Demonstrate knowledge of professional behaviour and legal requirements for a salon	3	3
NZS05	2891	Demonstrate knowledge of hair fashion over time	2	5
NZS06	25435	Create appointment systems and maintain appointment systems and records in the salon environment	3	5
NZS07	25436	Display products in the salon environment	2	3
NZS08	25794	Hair products	3	4
NZS09	25438	Apply knowledge of services and workflow in the salon environment	3	4
NZS10	9953	Provide client service and care in a hairdressing salon	2	4
NZS11	2866	Shampoo hair and scalp	3	4
NZS12	2869	Apply treatments to hair and scalp	2	2
NZS13	28848	Apply knowledge of common hair and scalp conditions to complete a limited scope consultation	3	4
NZS14	2873	Demonstrate knowledge of hairdressing trichology	2	8
NZS15	25791	Demonstrate knowledge of the neutralizing process and its effect on the hair shaft	2	3
NZS16	25076	Pincurl Hair	2	3
NZS17	25077	Mould and scale hair	2	2

NZS18	2870	Blowdry hair into elementary styles	3	10
NZS19	2871	Set hair for elementary styles	3	10
NZS20	25792	Dress long hair into elementary styles	3	8
NZS21	28837	Apply underpinning knowledge and skills to cut hair to a guideline	3	10
NZS22	25789	Apply oxidative colouring products to, and remove them from hair and scalp	2	5
NZS23	28835	Demonstrate knowledge of the fundamentals of colour for use in hairdressing, and the use of non-oxidative colour	2	2
NZS24	19793	Highlight and/or lowlight hair using elementary techniques	2	5
NZS25	28845	Demonstrate safe and professional practice in the salon environment	3	2
NZS26	25439	Demonstrate knowledge of sustainability concepts for a salon	2	2
NZS27	25790	Select, maintain, and demonstrate safe handling of hairdressing equipment and hand-held tools	3	4
			Total	122

New Zealand Certificate in Hairdressing Emerging Stylist Level 4

This programme is recognised within New Zealand. This intensive 34 week programme will equip learners with the knowledge and skills required in all advanced aspects of hairdressing. Assessments of unit standards Levels 3 and 4 will take place. Most training days are a full day of practical, both on mannequins and clients, with theory sessions each week. As time goes on, the majority of practical work will be completed on clients and/or models.

It is a condition of enrolment for all students to have all Level 1 and 2 unit standards in the New Zealand National Certificate of Hairdressing.

People attending this programme of study have successfully completed, as a minimum, all Level 1 and 2 unit standards in the New Zealand Certificate in Hairdressing – Strand – Practice. Applicants from within our training site must successfully complete their initial study programme/s, including meeting attendance requirements prior to commencement. Applicants from other training providers must provide evidence of their unit standard achievement.

Unit standards instructed and assessed during this programme at Level 3 and 4 of the New Zealand Certificate in Hairdressing.

By completing this training programme you can shorten the time it takes to become qualified by up to a year. As long as you achieve every unit standard there will be no need to become an apprentice. On completion of this programme you will need to be working in a salon for approximately six months and build up your clients to 25 a week. When you have achieved this, an industry assessor will assess you on your in-salon assessment and your 6 hour practical assessment.

Grow your artistic side with experience on clients. Show your flair by helping out with shows. Compete in competitions, be involved in fun days and become a really commercial stylist.

EMERGING STYLIST KIT

Cutting combs x2	Bobby pins tub
Foiling comb	Minute timer
Prong comb	Cutting cape
Tail combs x2	Stylist apron
Basin comb	Equipment kit bag
Vent brush	Blow dryer
Postiche brush	Blow dryer diffuser
Cushion brush	Mannequin head implant x2
Denman brush	Cloud 9 professional straightening iron
Radial brush extra small	Clippers and attachments
Radial brush small	Scissors
Radial brush large	Razor
Gloves black satin x4	Student ID card
Long sectioning clips x12	Locker
Water bottle	

New Zealand Certificate in Hairdressing Emerging Stylist Level 4

Course			Level	Credit
ES01	2755	Undertake a consultation and an in-depth hair and scalp analysis for a chemical service	4	15
ES02	2878	Apply knowledge of hair and scalp conditions to analyse and select corrective treatments for the hair and scalp	4	2
ES03	2879	Blow wave hair into complex styles	3	10
ES04	25793	Dress long hair into complex styles	3	10
ES05	25078	Fingerwave hair	3	5
ES06		Varda cutting module	3	30
ES07	19792	Select and apply permanent hair colour	4	10
ES08	28836	Complete elementary colour corrections for hair	4	6
ES09	12313	Perform a full-head highlighting service	4	7
ES10	28839	Apply knowledge of chemical reformation techniques to assist with salon services	4	8
ES11	2892	Permanently wave hair	3	12
ES12	25437	Demonstrate and apply knowledge of money matters and personal responsibility in the salon environment	3	5
			Total	120

13. NEW ZEALAND HAIRDRESSING QUALIFICATIONS

International students who successfully complete year 1 will gain the New Zealand Certificate in Hairdressing (Salon Support) (Level 3)

Further Study

Successful graduates of year 1 are eligible to apply for further study at Varda.

International students who successfully complete year 2 will gain the New Zealand Certificate in Hairdressing (Emerging Stylist) (Level 4)

To successfully achieve these qualifications students must achieve all standards in the relevant programme.

14. ACADEMIC & ENGLISH PROFICIENCY

VARDA must be satisfied on reasonable grounds that prospective international students have the level of English, oral and written competency and prior learning necessary for them to participate effectively in their chosen programme of study.

You must provide evidence that you have achieved IELTS of your English Proficiency (5.5 for Year 1) with a recognised New Zealand or Australian provider.

If we have offered a place to you to study at VARDA while you were still overseas (not in New Zealand) where the testing of your academic and English proficiencies are based on off-shore testing, your course placement is subject to on-shore (New Zealand) testing.

You will be provisionally accepted to enroll and when you arrive in New Zealand you will be required to complete a proficiency test with a recognised New Zealand provider to ensure you have the necessary competencies to complete the programme of study with a reasonable chance of success.

Should it be found that you do not have the level of English required to complete your programme with a reasonable chance of success, you will be directed to a bridging programme to gain the necessary skills prior to commencing your programme.

15. BRIDGING PROGRAMMES

Should you need to complete an English Language Bridging Programme prior to commencing your enrolment, we will direct you to a local New Zealand Qualifications Authority Accredited Provider.

16. RECOGNITION OF PRIOR LEARNING & CURRENT COMPETENCY

Credit transfer is a process whereby credit already achieved is recognised towards a new qualification. This may occur between providers and/or qualifications developers and individuals or as a structured agreement between 2 or more organisations or providers. The key focus of credit transfer decisions will be on the benefit for learners and supporting effective learning pathways. We have processes in place to recognise your prior learning and/or current competency. If you have achieved unit standard credits with another provider, or you believe you have relevant current skills that could be transferred into unit standards offered by this organisation, please discuss this with the main office.

17. STUDENT FEE PROTECTION

VARDA (Waikato School of Hairdressing Ltd) has signed a Deed Agreement with the Public Trust. Fee paying students are required to sign a Student Fee Trust Account application form which authorises payment of their student fees to the Trustee to establish a Student Fee Trust Account. This will protect the student's fees in the unlikely event that the course that they are enrolled in ceases to be offered due to circumstances beyond the student's control such as insolvency, regulatory or voluntary closure of the organisation/withdrawal of accreditation.

Following the termination date, any Trust assets remaining in a student fee trust account shall be applied as follows: Any amount owing to VARDA that has fallen due, prior to the termination date, but have not been paid, then (a) to the loan provider to repay any outstanding Student Loan, (b) to the relevant student (c) to an alternative provider if of benefit to the relevant student and in accordance with the Master Deed.

The Public Trust has signed a Master Deed with the New Zealand Qualifications Authority. The deed sets out the trusts, powers, terms and conditions that will govern each student fee Trust Account. A copy of the governing documents is available for viewing from VARDA.

18. WHEN DO MY FEES GET PAID THROUGH MY FEE PROTECTION TRUSTEE?

When you pay your fees to VARDA (Waikato School of Hairdressing Ltd), VARDA will immediately set up a Trust Account for you. You will be required to sign this application form. Your fees will be sent on to the Public Trust, who will place them in your Trust Account.

If you are paying by cheque, please make this out to **Public Trust Waikato School of Hairdressing Ltd**. If you are paying by other means, e.g. credit card, VARDA (Waikato School of Hairdressing Ltd) will transfer your fees to your Trust Account.

19. RECOGNITION OF UNIT STANDARDS

The unit standards that you achieve while in training with us are recognised by the New Zealand Hairdressing Industry Training Organisation, the New Zealand Qualifications Authority and other providers.

Please ensure you keep your VARDA Record of Credit Achievement in a safe place.

20. FACILITIES, EQUIPMENT & STAFFING

We are centrally located in the heart of Hamilton City, just down from the main bus depot. Our modern premises offer fully equipped classrooms where our professional staff will take you through the steps of interactive learning, ensuring diverse forms of teaching mediums are used to target each learners specific learning style. Students enjoy learning by doing (working hands on) and our on-site salon will provide you with 'real' people and clients to practice your new skills on.

There is a student room for your use. Our training salon is large, open and modern. The salon is fitted out with designated areas for client/models and mannequin stations. We have eight shampoo basins and a separate demonstration/practice room. There are 4 classrooms. All equipment not provided in tool kits is catered for in the salon. We have retail facilities for a combination of stock lines. The salon is fully equipped with all necessary products and flows together enabling beginner and advanced students to interact.

Our staff are all highly trained, fully New Zealand qualified commercial hairdressers with a wealth of knowledge and enthusiasm. All hairdressing staff are registered tutor assessors with the New Zealand Hairdressing Industry Training Organisation. Our staff are all highly trained in their areas of specialty. Our hairdressing staff stay commercial by completing hours in salons. They attend courses as well as the World Hair Expo. This ensures VARDA's tutors are current with the latest fashions and techniques. Some tutors have qualifications in make-up which complements the hairdressing training. All staff hold relevant tutoring qualifications which are a requirement of all new staff.

The Director is on the New Zealand Hairdressing ITO Qualifications Advisory Committee. Support staff are available to ensure you have every chance of success!

21. ORIENTATION

VARDA will provide you with an orientation programme relevant to your needs. This may include such things as:

- Advice on living environments and what students can expect from their accommodation
- Routine activities of daily living
- Surrounding rural or urban environment
- Banking information and how to open a bank account

- Information about cultural, recreational and sporting activities
- Transport arrangements including an escorted visit to the bus depot
- Hamilton City street maps
- Student rights
- How to make a complaint (the Trainers Internal Grievance Procedures and the International Education Appeal Authority)
- How to access support
- Management of finances
- Culturally appropriate behaviour in New Zealand
- Health and medical treatment
- 'Keeping Safe' information
- 24-hour contact name and number for use in case of emergency
- Management of emergency situations including emergency numbers
- Airport pickups and transfers to your accommodation if required (\$80.00)
- Driving laws and licensing in New Zealand
- Road traffic safety including pedestrian and cycling
- Student room
- Visit to other providers of study/training for international students
- Local points of interest, shopping centres, entertainment, sporting facilities, medical centres, dentists etc.
- First day pick up and transfer to the training premises if required

22. SUPPORT SERVICES

Access will be available to a learning assistance tutor where appropriate.

A staff member will be allocated to you to support you as you settle into training. They will help you orientate yourself to Hamilton City and provide you with access to any support and welfare services you may need.

VARDA holds an extensive list of available support services. These can be found on the information stand by the noticeboard and in your Induction Handbook.

23. CHANGES IN YOUR PERSONAL CIRCUMSTANCES

Upon enrolment and during the enrolment period, you are required to notify us of any change in your contact details, accommodation type, residential address and immigration status.

24. ACCOMMODATION

VARDA does not offer an accommodation service to international students as it does not enrol any international students under the age of 18 years.

ACCOMMODATION AVAILABLE IN HAMILTON

VARDA has *not* assessed the following accommodation. To complete the Accommodation Application and secure your accommodation, you must deal directly with the accommodation provider.

HOSTELS

Brookfield Student Accommodation

63 Day Street
Hamilton East

Phone | +64 7 856 9700

Cost | \$110-200 per week

Hamilton YWCA Hostel

Cnr Clarence & Pembroke Streets
Hamilton Central

Phone | +64 7 838 2219

Cost | \$100-200 per week

Longview Taurima Student Christian Hostel

17 Cameron Road
Hamilton

Phone | +64 7 856 3462

Cost | \$180-280 per week

FLATTING

Rentals range from \$250-500 per month

GENERAL EXPENSES

Figures are approximate based on weekly costs

Power \$20.00

Phone \$20-\$50

Food \$30-50

Transport \$20-\$50

Detailed accommodation information brochures and application forms and/or information are available from VARDA's office. Speak to Brent or Debbie. There is generally accommodation available in at least one of the above hostels. However, if you are requiring accommodation it is very important that you apply for it well in advance of your course start date.

25. ATTENDANCE, ACADEMIC REQUIREMENTS, BEHAVIOUR & CIRCUMSTANCES IN WHICH TUITION CAN BE TERMINATED

- (a) You must adhere to all the rules related to attendance requirements outlined in the **Welcome to VARDA** handbook.
- (b) If you do not meet the minimum attendance requirements (80%) without permission of the Director/Principal, disciplinary procedures will follow.
- (c) You will be withdrawn after 2 weeks of non-attendance. Attendance does not affect the registering of credits. All students will receive a printout of their credit achievement.

To receive VARDA's Certificate of Successful Course Completion, you must meet the minimum

attendance requirements.

Students must produce a Doctors Certificate after 2 days absence for sickness.

- (d) Unsatisfactory attendance can result in cancellation of a student visa.
- (e) You are expected to attend all classes and must achieve the academic requirements of your programme.
- (f) You are expected to behave in a responsible manner at VARDA. If your behaviour is unsatisfactory to the school or to other students, disciplinary procedure resulting in dismissal or instant dismissal may follow. In this event we regret that no tuition fees can be refunded.

Unsatisfactory behaviour is:

- Not meeting attendance requirements
- Deliberate harm to VARDA property
- Theft
- Under the influence of non-prescription drugs and/or alcohol
- Deliberate abuse of VARDA's Health & Safety Policy
- Behaving in a manner that causes harm to others
- In all other un-appropriate matters of behaviour, disciplinary procedures will be followed.

If tuition is terminated or the student ceases to attend NZIS will be notified.

26. CANCELLATIONS, WITHDRAWALS & REFUNDS

- (a) Any fee paying student who wishes to withdraw from their course or programme of study, must notify the Director in writing prior to the end of the 7th day of training. This will ensure they receive a full refund, minus 10% of \$500.00 (whichever is the lesser) of any fees paid. VARDA will notify the Public Trust that the student has met the requirements of the Withdrawal and Refund Policy. The Trustees will pay the balance of the Student Fee Trust Account in the following order: (a) the amount required to repay the relevant student loan (if applicable) to the loan provider, (b) the balance of the student fee trust account to the student.

Students who wish to withdraw from their course of study after this time are liable for all tuition fees.

- (b) Cancellation after the 8th day of your course: No other fees can be refunded. Non-refundable pre-enrolment processing fees still apply.

Before making a refund, we will require evidence that you have changed your visa status or confirmed arrangements that you are returning to your home country. All accompanying documents (all originals) must be provided within 3 days of the initial refund request.

- (c) International students whose visa is declined must return all registration documents together with the original letter declining the visa application.

- (d) VARDA reserves the right to cancel a course at any time up till 7 days prior to the course commencement date (e.g. due to insufficient numbers). Students will receive a full refund.
- (e) VARDA reserves the right to cancel a course at any time between the start and finish dates of a course. Following the termination date, any Tuition Fees remaining in a student fee trust account shall be applied as follows: Any amount owing to VARDA (Waikato School of Hairdressing Ltd) that has fallen due prior to the termination date, but have not been paid then (a) to the loan provider to repay any outstanding Student Loan, (b) to the relevant student, (c) to an alternative provider if or benefit to the relevant student and in accordance with the Master Deed.

27. COMPLAINTS PROCEDURE

Full details are outlined in the VARDA Student Induction Handbook. Any complaint or dispute arising out of or in connection with the programme you have enrolled in shall be dealt with in the following manner.

- (a) The issue is to be discussed with your tutor.
- (b) If unresolved, discuss the issue with the Director and bring a support person with you.
- (c) If you are still not happy that the dispute has been resolved appropriately, you have the right to then refer the grievance:

If complainants are still not satisfied, an international students final recourse is to contact:

iStudent Complaints is the appointed operator of the International Student Contract Dispute Resolution Scheme (DRS), which was set up to resolve financial and contractual disputes.

<http://www.fairwayresolution.com/istudent-complaints>

You can submit a complaints query on the NZQA website or email qadrisk@nzqa.govt.nz

If your complaint is not resolved – contact NZQA If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint.

1. Download the Complaint Form (PDF, 33KB)
2. Send your completed Complaint Form, along with any supporting evidence, to: The Complaints Officer Quality Assurance Division P O Box 160 Wellington 6140 or email a scan of your completed form, along with scans of any supporting evidence, to qadrisk@nzqa.govt.nz If you need more information on the complaints process, contact NZQA on 0800 697 296

28. THE QUALITY COMMISSION

VARDA has agreed to observe and be bound by the rules of the NZAPEP Quality Commission. Copies of the NZAPEP Code of Practice are available on request from the office of the New Zealand Association of Private Education Providers or from the Associations website at www.itenz.co.nz from the Quality Commissioner, commissioner@qualitycommission.co.nz or 0508 COMMISSION or from the participating provider.