

## Frequently Asked Questions – Students

### Enrolment

#### ***The procedure***

Students can either enrol with Kalandra International through an agent or directly. If enrolling through an agent, they are paid a commission from a student's course fees. The agent is expected to ensure that all required documentation is gathered and sent on to the admissions team for processing. If enrolling directly, a student forwards their enrolment form, academic transcripts (if applicable), proof of ID and proof of English Proficiency to the admissions team – [admin@kalandrainerational.com](mailto:admin@kalandrainerational.com). The Kalandra team check the documentation and will issue an 'Offer of Place'. The offer of place includes the start date, information regarding orientation and payment. Once the applicant/student has made their first payment, they will be considered an 'active' enrolment and will be sent their login details for the online learning platform.

Entry criteria for the three programme options are detailed on the Kalandra International website - <https://www.kalandrainternational.com/programmes/diploma-in-international-health-care-assistant>

#### ***What's the minimum IELTS requirement in your admission criteria and also in the Visa Process?***

Kalandra International requires English Proficiency Results of IELTS 5.0 overall or equivalent. We also accept TOEFL, Cambridge, OET, NZCEL, Pearsons, LanguageCert and Trinity. At this stage there is no IELTS requirement to obtain a work visa in New Zealand but, it is a requirement of some employers upon interview.

If you are unable to sit one of the approved tests before starting the programme, we can accept a Duolingo English test result however, you will not be referred to Kalandra Recruitment or potential employers until you submit a formal accepted English test (see list above).

#### ***Do I need to leave my current employment to study?***

No, the Kalandra Diploma is designed to be completed online while you are working. The programme should take no more than 20 hours per week.

#### ***What is the NZQF level?***

The Kalandra Diploma is NOT NZQA recognised or approved however, it is mapped to the New Zealand Certificate in Health and Wellbeing Level 3 or Level 4 (depending on previous experience). The Diploma is also mapped to the Australian Certificate 3.

## Payment of student fees

### ***Can the student receive a refund if they are not granted a visa or gain employment in New Zealand?***

Kalandra International do not guarantee that a student will get a visa or a job. No refund will apply.

### ***Can students pay the program fees after coming to New Zealand?***

No. Student fees must be paid before completing the course. Instalments are monthly and can be made in either one, two or three payments.

## The programme

### ***Workplace experience / Clinical hours – what is accepted?***

Those students on the 24-week or 35-week programme must do a minimum of 200 hours of workplace experience (we recommend more than 200 hours if possible). This workplace experience is arranged by the student (or agent if applicable) and is to be completed in an approved workplace (must be approved by the Kalandra International team). You must be able to observe and practice basic caregiving skills such as bathing, feeding, dressing, and moving patients / clients.

For those wanting to undertake the 20-week programme, you must have a minimum of 2000 hours practical work experience. This must include basic caregiving such as bathing, feeding, dressing, and moving patients / clients. Workplace experience undertaken as part of a nursing or caregiving course may be accepted. Please talk to us if you are unsure.

### ***How does online learning work?***

You will be allocated to a cohort / class with a lecturer who will be available to you via email. Kalandra uses the online learning platform Canvas. All learning material as well as discussion boards, quizzes and assessments are within your module on canvas. Your lecturer will hold a weekly webinar on zoom which you can attend live or, will be recorded and uploaded to canvas for you to watch when you have time. It is not a requirement for you to attend the webinar when it is scheduled if you have other commitments. Lastly, all assessments are submitted via the portal on canvas and once marked, your assessment will be returned, via canvas. Online learning is very flexible and easy.

Our lecturers will be available to you via email. You are welcome to email as often as you need to and ask as many questions as required (within reason). You will also be supported by the Kalandra International student support team – April (student engagement and operations lead), Alex (Director of International) and Ritchie (Lead lecturer).

### ***Assessments – what if I don't pass them?***

All students are allowed three attempts at each module. If you do not pass on the first attempt, look carefully at the lecturer's feedback and what the question is asking and try again. If, after three attempts, you are still struggling, the Director of International will be advised and will contact you to discuss options.

### ***What is plagiarism***

Plagiarism is passing off the work of another as your own, in other words, copying. More information is included in the student handbook. If you are found to plagiarise you will be given one chance to resubmit work that is your own.

### ***How often will I interact with the lecturer and other students?***

You can interact with the lecturer and other students as much or as little as you like. There will be weekly webinars that you can attend, you can contact your lecturer to ask questions or for clarification and there is a discussion board where you can discuss the programme, assignments, themes with your fellow students.

### ***What if I experience technical difficulties***

We understand that students may experience technical difficulties. These may be caused by equipment malfunction, natural disasters, or other issues outside their control. This is to be expected for students and staff. If you are experiencing issues, it is important to let your lecturer know as soon as possible so we can support you and adjust your schedule as needed.

### ***Can I complete my programme in more or less time than scheduled?***

No. Kalandra International do not allow students to finish sooner than planned nor do we offer part time learning options.

## Recruitment

### ***What is the process***

Students enrol with Kalandra International and while living offshore they complete the Diploma in International Health Care Assistant. Once the student has achieved modules 1, 2, 3 (and for New Zealand module 6) they will be referred to the Kalandra Recruitment team who will send their CV out to potential employers. Kalandra will send the students CV out to a minimum of three employers. If they do not receive a job offer after those three introductions, then there will be a review by Kalandra.

Prior to entry into New Zealand the student will be referred to Kalandra Education Group who are based in Auckland for two weeks of clinical skill teaching and assessment before starting employment.

***Are there a lot of jobs in New Zealand?***

New Zealand is currently experiencing an extreme shortage of healthcare workers. As of the 13<sup>th</sup> of December, there are currently 425 healthcare assistant job vacancies listed on one job seeker website.

***Is the assessment with Kalandra Education hard?***

The Kalandra Education team will work with graduates to one, provide further training and two, assess against the relevant New Zealand standard (either Level 3 or Level 4 depending on previous experience). The assessment will be based on theory information provided to the student throughout the programme as well as some clinical skills. Provided the graduate has read all theory provided to them and completed the assessments from their own knowledge, they should be able to complete the Kalandra Education component to an appropriate standard.

If gaining employment in New Zealand

***Will you provide food and accommodation facilities after coming to New Zealand for the two weeks training or if no, then can you help the student to find better accommodation facilities and food?***

Kalandra International will not be responsible for ensuring the student has appropriate accommodation nor will we provide the necessities of life such as food. However, we can provide examples of accommodation close to Kalandra Education as well information about local supermarkets and transport options. Kalandra will also provide links to information about New Zealand life and costs.

***What's the chances of job guarantee after coming to New Zealand or can you guarantee that all the students will get a job?***

Kalandra International cannot guarantee employment at the end of the programme nor can we guarantee entry into New Zealand. If the student has demonstrated commitment to the programme as well as sound academic understanding and knowledge, we will introduce them to a minimum of three employers in New Zealand (introduction includes sending the students CV out to potential employers). If they are not offered employment after three introductions, then a review will be undertaken.