



## Student Handbook 2023

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## Overview

### Mission:

Transforming care through developing, sharing and demonstrating innovative education

### Vision:

Improving the life of the older person

### Our Purpose:

Kalandra is built on a value system that holds caring, respect and knowledge at its core. As a training organisation we provide leadership in health care support by:

- Collaborating with Stakeholders – Aged Care Providers, Health Care Agencies, Sector Organisations, Students and Alumni.
- Identifying Training Needs – present and future.
- Programme Development - Actively developing and sharing innovative, high quality training programmes.
- Setting the Standard for Best Practice across the sector.

Welcome to the Kalandra family!

In this handbook you will find important information about Kalandra, your programme, what comes after your programme and frequently asked questions. Please read the handbook carefully. If you have any questions, please do not hesitate to contact Alex via the email address below.

We hope you enjoy your time with us.

#### **Kalandra International**

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## The Team:



### **Dr Christine Clark – Chief Executive and Founder**

Christine is a Registered Nurse and achieved her Doctoral Studies in Aged Care. She is a past board member and Chair of Neuro Connection, a foundation assisting in the rehabilitation of people with neurological conditions. She also lectures in Health Management Studies for an MBA programme. Christine is responsible for the vision and strategic leadership of the organisation, especially developing the relationships to enable the direction of Kalandra.



### **Kelly Storey – Chief Operations Officer**

Kelly is the Chief Operating Officer with 18 years' experience in all aspects of administration and managing an independent training organisation. She has recently completed her Masters in Tertiary Management. Kelly is responsible for overseeing students' enrolments, implementing projects and interfacing with government agencies.



### **Alexandra Clark – Director of International**

Alex has several years' experience in the independent provision of education, including the development of resources. Alex is a Registered Nurse and has completed her Post Graduate Diploma in Health Science to bring more validity to the organisation. She is Chair of the Kalandra Education Governance Board and a member of the Academic Board.



### **April Protacio – Marketing and Student Learning Coordinator**

April's employment background includes extensive customer service experience in Airline, Banking and the Telecommunications industry in the Philippines. Her love for travel and adventure brought her here to New Zealand where she pursued a Post Graduate Diploma in Business Administration. She successfully gained employment on completion and has gained extensive skills and knowledge of the Tertiary Education Sector. April finds joy in simple things such as cooking and spending time with family and friends.



### **Jemy Tomy – Lead Lecturer**

Jemy is a Registered Nurse in New Zealand, with Master's in nursing. She is also a Registered Nurse & Midwife in India. She has great passion for patient care, teaching and an interest in professional development. Jemy has more than 10 years of experience in teaching different health courses and several years of experience working as a Registered nurse. She has also conducted individual research in nursing and worked as a nurse educator and clinical supervisor for adult nurses.

During her career as an Educator, she has taught: Bachelor of Nursing programme, Pregnancy and parenting courses, Health and Wellbeing level 3 and 4 courses, Disability and mental health programme, Diversional therapy courses. As a Registered Nurse she has worked across different areas like, Neurological ICU, Medical & Surgical Wards, Obstetrics & Gynaecology Wards, Labour Room and Aged care facility.



### **Ronnie Verano – Lecturer**

Ronnie graduated with a Bachelor of Psychology and has received awards for his work across the sector. He has worked across various hospitals and units and is experienced in the overall field of healthcare. Ronnie has a passion for helping others and is able to easily engage with his students.



### **Jennifer Garcia - Lecturer**

Jennifer is a Registered Nurse. She currently works as a school nurse and a caregiving trainer. She worked as an ICU nurse for 3 years and a clinical instructor in a College of Nursing for 3 years. She completed the NVQ (National Vocational Qualification) Level 3 Course - Health and Social Care for Adults in the United Kingdom. While taking the course in the UK, she worked as a Care Worker in a residential care home for people with learning disabilities and also worked as a Health Care Assistant (Oncology Ward) at Addenbrooke's Hospital (Cambridge University Hospital). Jennifer loves teaching, especially sharing her experiences both in the Philippines and abroad.



### **Dayna De Leon – Lecturer**

Dayna is a registered nurse in the Philippines and Saudi Arabia. She is also a clinical instructor in the College of Nursing in the Philippines; currently teaching Intensive Nursing Practicum. She is currently studying a Master's degree in the University of the Philippines, Manila. Dayna worked in various departments in the clinical setting prior to joining the academe such as Neonatal ICU, Labor, Delivery and Obstetric Operating Room Theaters as well as Pediatric and Adult Medical Wards. Dayna has a 7-year-old son who inspired her to become a breastfeeding advocate and counsellor; and she has been a speaker in several seminars and webinars. Seeing her students succeed is her greatest achievement as an educator.



### **Bren Magat – Lecturer**

Bren is a Registered Nurse in the Philippines, and he has also worked as a former nurse in Dubai. He worked in one of the public hospitals in the Philippines for almost two years before he decided to work abroad. Bren went to Dubai and worked for in home care facilities and also in a dental clinic. After four years he decided to return to his home country and work in Mother Theresa of Calcutta Medical Center as a nurse where he was assigned to different areas such as male/female wards and intensive care units both for adult and children. His objective is to create an excellent learning environment for his students and help them to improve their health care knowledge and abilities.



### **Robert Albovias – Lecturer**

A registered nurse in his country Robert has experience in the hospital setting caring for maternal and child, elderly, ICU set-up, pre/post operational patients and has encountered caring for covid patients during its onset. He is a team player that is passionate, dedicated in providing care towards his patients. As a lecturer he wants to inspire students to pursue their career in the field of care with the proper guidance from Kalandra International.

The above team is there for you. You are now part of the Kalandra family and are important to helping us achieve our Vision, of improving the life of the vulnerable person. The smile, the hug, the gentle pat that you provide, the respect, caring and empathy shown by you is so very important. You are wonderful and you will make a difference.



# Expectations

## Code of Conduct for Students

This policy outlines our expectations regarding the behaviour of students towards colleagues, associates and the overall organisation.

We expect all students to abide by the following code of conduct.

### Duties of Protection

- Protect the vulnerable and foster environments that are free from discrimination, racism, harassment, bullying, and abuse.
- Protect a learning environment that promotes respectful, collaborative learning.
- Protect members of the learning and workplace community and report potential or actual hazards, breakages or loss to a staff member.
- Protect the comfortability of staff, guest speakers, workplace facility staff, clients ensuring that they are always treated with respect and courtesy.
- Protect the professional image of Kalandra by exhibiting ethical and responsible behaviours when dealing with company products, equipment, partnerships and public image.
- Attend classes and workplaces in a coherent and sober state. Neither alcohol nor drugs (other than for medical purposes) are permitted in the workplace or on company premises.

### Citizenship Duties

- Obey the laws of the appropriate country, which may include those of: Privacy, Health and Safety, Copyright, Human Rights, Smoking, Cultural treaties, Consumers rights, Education and specific health requirements (especially pandemic requirements).
- Obey and respect all intellectual property, trademarks, copyrights and other laws.
- Obey any smoke, alcohol and drug-free policies at all times.
- Undertake duties with integrity and respect towards staff members, stakeholders, workplaces, clients, and the community.

### Duty of Professionalism

- Respond to all formal communications from Kalandra and workplaces.
- Provide Kalandra with up-to-date contact information.
- Use appropriate channels of communication with students, staff, Kalandra and workplaces.

### Scholarly Duties

- Submit work on or before the deadline specified.
- Apply for extensions in good time, before the deadline specified.
- Attend all scheduled classes.
- Give credit where credit is due, acknowledging the contribution of others to your work, as necessary.
- Protect the academic integrity of Kalandra, avoid plagiarism and cheating and help others avoid these behaviours.

Infractions against this code or any failure to follow lawful, reasonable instructions by members of staff may result in expulsion.



## Harassment Policy

Kalandra is committed to providing a work and study environment that is free from any form of harassment, including sexual harassment. Kalandra finds any form of harassment unacceptable and recognises the adverse effect such behaviour has on people. All staff and students have a right to be treated with equal regard, dignity, concern and decency. Any action or inaction, communication or behaviour that could be interpreted as harassment will not be tolerated.

Harassment of any kind that denies the worth, integrity and dignity of human beings and failing to respect human rights, may constitute unlawful discrimination. Harassment of any kind if proven, constitutes unacceptable behaviour. The school may enforce disciplinary action if a student or staff member is found to have harassed another student or staff member.

Kalandra will provide impartial processes for dealing with harassment and will assist in the resolution of complaints. These processes are available to everyone, including students, staff, contractors or workplaces.

## Disciplinary Procedures

Students must abide by all rules as detailed in the Code of Conduct for Students. The following procedure will be used if a student breaks this code:

- Any student breaking this code or in breach of generally acceptable behaviour will, in the first instance, be spoken to by their lecturer.
- Continuation of the breach or breaking of the code will result in a meeting between the Academic Director and the student concerned.

The student will receive a maximum of two written warnings before appropriate action is taken. The action could vary according to the severity of the behaviour and whether the behaviour places themselves, others, or property in danger.

## Immediate Student Expulsion

Kalandra reserves the right to expel and deregister a student in the case of ongoing unacceptable behaviour. In any serious case of misconduct by a student, no warning process is necessarily utilised. Immediate student expulsion would be considered in (but is not limited to) the following circumstances:

- The student is abusive, threatening, or generally considered to be a safety risk to a member of staff, another student, a visitor or to themselves.
- The student presents work that is not his or her own for assessment (as per the Student Cheating and Plagiarism Policy).
- The student downloads pornographic or offensive material and/or reproduces and distributes such material.



- The student harasses another person on the grounds of race, gender, religion or sexuality.
- The student is negligent in their workplace practicum obligations that are detrimental to themselves, clients or the workplace.
- The student continuously refuses to abide by the Student Code of Conduct and/or behaviour while on placement or during class activities.

Students who are expelled are not eligible for any refund of any fees. In the case where the expelled student has outstanding fees owing to the school, they will be required to meet payment obligations as per their full invoice.

## Professionalism

Personal appearance – All Kalandra students must follow the following dress code and personal appearance guidelines when in placement.

- All students must be clean, tidy, well-groomed and smartly dressed with minimal body odor.
- All clothing must be appropriate attire, e.g., scrubs in rest homes, smart casual in mental health facilities and uniform where provided.
- All clothing must project professionalism. Clothes must not be too revealing or culturally inappropriate.
- All clothing must be clean and in good repair—no rips, holes or tears.
- Students must avoid clothes with offensive and inappropriate language, slogans or images.
- There are no restrictions related to religious and cultural grooming practices.

## Personal Appearance Guidelines:

Personal hygiene and cleanliness must be maintained.

### *Hair, nails and makeup*

- Hair may be any length. It must be clean, neat and well-groomed and off the face.
- Extreme haircuts, e.g., Mohawks are unacceptable.
- Facial hair must be well-groomed and neatly trimmed.
- Makeup must be natural looking for the daytime appearance.
- Hands must be kept clean, and nails well maintained.
- Fingernail polish and artificial nails must be in good taste.

### *Jewellery and tattoos*

- Jewellery must be tidy and appropriate. Jewellery made from seashells, feathers, endangered woods or animal parts must not be worn. This shows respect for our natural resources.
- Facial piercings are permitted but must be discreet at all times.
- Visible tattoos must be discreet. If tattoos are explicit or offensive, they must be completely covered at all times.
- Cultural tattoos are permitted.



## Attendance:

Students are expected to adhere to the hours outlined in their programme information.

- Should a student need to be excused from their studies for any reason, they should inform their lecturer at the first available opportunity.
- 100% participation is expected by Kalandra; however, we know life gets in the way, but we do expect 100% attendance in the workplace (practicum).
- If students are unwell during practicum, please phone the workplace prior to the start of the shift and make up the hours.
- If students fail to achieve the required hours, they will not be able to graduate until doing so.
- Students who have been unable to attend practical but who have followed all requirements will be provided with the opportunity to make up hours.
- If the lecturer believes the student is at risk of not meeting the hours required for their qualification, or, if the student is consistently not participating, the lecturer may refer the matter on to the Director of International. If the issues are not resolved, it will be referred to a Chief Executive or delegate for disciplinary action. If the matter remains unresolved, the student may be withdrawn from the programme.

Please note clinical placement is an integral part of this programme for students. Students must complete and achieve the required number of hours at the placement site in order to complete the qualification. The placement experiences are integrated with academic learning and reflection. It is unlikely that students will be able to complete successful studies without practical experiences.

Kalandra requires 200 hours of clinical experience/practical for those students on the 24- and 35-week programmes however, **we highly recommend the learner do as many hours as possible!**

Disciplinary actions – A failure to comply with the above Code of Conduct may result in disciplinary action.



## General Requirements

Each programme has a range of general essential administrative activities.

### Access to learning materials.

All materials for students are accessible online; this makes course notes, readings, references, assessments, and course information convenient. This is useful for all students since they will be in their practical work placement for one day per week, or in the form of a block release, so the accessibility of the information is of utmost importance. Moreover, the task lists, assessments and self-directed activity study plan are always available so that students can work more effectively and deliberately to meet the needs of their programme.

### Transfer of credit

Students with experience in this area, or a relevant prior qualification, may be eligible for credit recognition or recognition of prior learning for some this programme i.e., workplace experience is removed for the Registered Nurse.

### Assessment / grading system

Competency-based assessment is used.

### Submission of assessments

Students are expected to submit their assessment electronically within the correct timeframe. If this is not possible, they must apply for an extension.

### The authenticity of student work

Many people think of plagiarism as copying or borrowing someone else's original ideas or work.

According to the Merriam-Webster online dictionary, to "plagiarise" means:

- to steal and pass off (the ideas or words of another) as one's own
- to use (another's production) without crediting the source
- to commit literary theft
- to present as new and original an idea or product derived from an existing source

In other words, plagiarism is an act of fraud. It involves both stealing someone else's work and lying about it afterwards.

So, what does this mean?

You can look online or in textbooks for ideas or definitions, but you must then put that work into your own words.



If a student is found to have plagiarised (either accidentally or purposefully) they will be reminded about plagiarism and referred to this section in the student handbook.

The assessment submitted will be kept by the lecturer and the student will have 2 weeks to resubmit the assessment.

If the student is found to plagiarise a second time, the matter will be referred to the Director of International for investigation and potential disciplinary action.

Assessments will be checked using Turnitin. <https://www.turnitin.com>

## Policy and Procedures for late assessments

### Extensions

Any request for extensions MUST be negotiated between the student and lecturer and approved by the Director of International. The request must be made 3 working days PRIOR to the due date.

The request for extension may be made by students who anticipate difficulty in meeting the due dates to submit assessments and/or sit tests or examinations, and/or attempt any missed practical assessment activity which may have been timetabled to occur once only during the programme. At this time the conditions, including any additional assistance or costs which may be incurred will be agreed and documented.

If the student requests a further extension of time, exceeding the course end date any subsequent extension this MUST be approved by the Chief Executive or delegate. Non-completion of the assessment by the due date of the extension may result in no qualification.

### Reassessments

Students may re-submit each summative piece of work for reassessment during the course of the programme.

Each student will be provided a maximum of 3 attempts at each module. If the learner fails the third attempt, the matter will be referred to the Director of International.

### Marking and returning assessments

Marked assessments will be available to students within a maximum of three weeks from the due date of each assessment. If the marking deadline is not possible, a clear indication must be given to all students. Marking is normally carried out by the lecturer. Once marking is completed, students can then access their marked assignments using the Online Platform.

### Appeals

If a student believes they have been unfairly assessed, they are advised to request a formal meeting with the Director of International. They need to bring the assessment concerned along to the virtual meeting. The student needs to be able to clearly show the area(s) in which they believe they have been unfairly assessed.



This work will be assessed by a different assessor from within Kalandra. The student will be given a written result from which the assessor will outline whether they agree or disagree with the original result.

If a student still disagrees with the result, an external assessor will decide the outcome. The outcome of this assessment will stand, and the student will be advised accordingly.

## Requirements for completion

Students must pass all assessments to be awarded the Diploma.

## End of the programme

The programme end date is very clear however, we acknowledge that learners may need to resubmit assessments and that their lives are very busy. To provide the best opportunity for success, learners will be allowed to submit outstanding assessments and resubmissions up to 8 weeks after the end of their programme. After the 8 weeks learners must apply, in writing, to the Director of International, for a programme extension.

## Withdrawal

Should the student need to withdraw from their programme please in the first instance, speak with your lecturer or the Director of International to see if there is anything we can do to assist before withdrawing.

Should a withdrawal be the students only option at the time, please complete the withdrawal form as quickly as possible and allow up to 7 days to be withdrawn from all aspects of study. Please place as much information on the form regarding the student's reason as this allows us to undertake reviews of the programmes etc. All information provided is confidential.

If at a later date and the student feels they are in a better place to resume study, please contact us.



## Student Engagement and Interaction

Student participation in distance activities will be monitored formally in the following ways:

**Attendance and Participation Monitoring—Weekly:** By ensuring attendance and participation in weekly discussion forums. The system automatically records attendance in these activities. Lecturers are able to monitor the attendance of the students at these events. The student is encouraged to attend weekly zoom sessions.

**Attendance and Participation Monitoring—Weekly:** Ensuring that students undertake the required checkpoints (quizzes, mandatory activities). The lecturer can view the status of all checkpoints for all students by the module.

**Attendance and Participation Monitoring—Weekly:** Ensuring that students read the required readings, video clips (and video clip links) for the modules. Some required readings and video clips will be integrated with forum discussion points or Page checkpoints. The lecturer can view the participation undertaken and what access of these readings has occurred by each student, and video clips.

**Participation Monitoring—Summative Assessment Monitoring:** Staff members are able to monitor the submission of all assessments and work for their portfolios. Students who do not submit an assessment by the deadline specified are contacted, the results of this discussion or actions are documented on the student record.

**Participation Monitoring—Twice:** At the beginning of the course (within the first 4 weeks, a learning plan is finalised with the student. The lecturer has a one-on-one discussion with the student in relation to their individual student plan; the results of this discussion or actions are documented on the student record.

**Module Monitoring—End of Module:** Students give feedback related to the module and their participation in that module, as well as the indicative self-directed hours for activities. This information can be used to improve future student engagement and participation in the module.

**Lecturer Monitoring—End of Module:** Students give feedback related to the lecturer and their approaches. This information can be used to improve future student engagement and participation in the module. Monitoring specific to your programme will be provided in your welcome letter and in the online portal.



## Self-directed learning

The self-directed learning time will be organised for the programme so that students are able to schedule their time accordingly. Students are supported in co-producing an active, self-directed study schedule which includes allocated readings and allocated time to work on assessment activities. Moreover, the programme sets time aside for students to pursue their own particular personal interests—this model appeals to both experienced and new recruits to aged care since they are able to explore theory and practice which is either useful, interesting or provides insights into possible career paths.

## Work experience/clinical placement

Work-based practicum is integrated and integral to learning (for those students enrolled into the 24- and 35-week programmes). Delivery of taught materials may not coincide with workplace learning activities and lecturers will take that into account. Lecturers will be fully responsible for assessing all the materials provided by students from the workplace; however, members of staff in health care facilities may provide evidence to students in relation to their assessments, for example, peer or supervisor evaluations. The privacy needs of clients and organisations must be upheld at all times.

The practicum components will be completed under the supervision of a “buddy” in the workplace setting that will be assigned by the organisation. They are chosen for their experience and seniority. The buddy supports the student to the best of their ability and ensures that both the students and clients are maintained in a safe environment at all times, physically, emotionally and culturally.

The lecturer will contact the student regularly to ensure they are content in their workplace and safe.

## Work Placement Activities

The types of activities students are expected to undertake in the workplace include:

- a. Identify and plan care situations for clients and family, in the workplace in accordance with your experience, knowledge and programme requirements.
- b. Collaborate with other carers to undertake care activities for aged care clients and family in the workplace.
- c. Develop meaningful relationships with other carers, aged care clients and other health professionals in the care environment.
- d. Lead and offer care advice and guidance to others as would be expected of a health care assistant of your level.



- e. Provide aged care assistance according to the client's needs and aspirations and in accordance with programme requirements and applicable to your experience and knowledge.

### Student responsibilities during the work placement

- a. The student is expected to take maximum advantage of their workplace experience contributing to all appropriate activities and ensuring assessment requirements are undertaken. In the event that assessment is unable to be completed, the student, in conjunction with a staff member will seek out further opportunities to do so.
- b. When students are undertaking workplace components they are expected to abide by all policies and regulations of the organisation, the relevant Programme Regulations and by the requirements of Kalandra's Policies.
- c. The needs of the student are assessed prior to workplace allocations, e.g., location, specialty, interest, hours and appropriate workplaces are sourced.
- d. Goals of the student specifically related to the workplace experience are developed in conjunction with the workplace buddy/preceptor and the staff member. This may be prior to work placement or after orientation. Goals will be reviewed on a regular basis by all three parties.

### Unsatisfactory progress

- a. Any student who fails to submit assessments on the due date set by the programme requirements, *without* a valid extension granted by the Director of International, may be referred to the Chief Executive and given a verbal warning.
- b. Any student who fails to submit two consecutive assessments, on the due date set by the programme requirements without a valid extension granted by the Director of International, may be removed from the programme.
- c. In preparation for off-site practicum/work experience, any student who has failed to meet pre-requisite requirements or submit the appropriate theory component of the programme shall not proceed to undertake the same and will not be awarded credits for that part of the programme.
- d. If, in reasonable opinion of the Director of International, a student's performance or participation in any off-site practicum/work experience is unsatisfactory, the Director of International, may suspend that student's participation until such time as the Management Team has duly considered the matter and has recommended an appropriate course of action to resolve the unsatisfactory performance.

### Student Complaints

Do you have a concern or complaint?

Complaints are taken seriously; we will try to deal with all complaints quickly and fairly. Please in the first instance contact your lecturer and if this isn't satisfactory contact the Director of International or your Kalandra representative.



## Refund Policy

Kalandra has the following refund and reimbursement procedures for the various circumstances that may arise:

### Programme of study cancellation

If, for any reason, Kalandra International cancels a programme of study prior to the commencement date, students will be offered a full refund of the fees paid for the programme of study. In the unlikely event, a programme is cancelled after the commencement date, students will be offered a pro-rata reimbursement of fees within five (5) working days, based on the programme of study in which they were enrolled and had paid fees for the time of the closure or cessation.

### Expelled students

Students who are expelled from Kalandra are not eligible for any refund of any fees. In the case where the expelled student has outstanding fees owing to the school, they will be required to meet payment obligations as per their full invoice.

### Withdrawal

If a student withdraws from the programme before the end of the 10th working day, following the programme commencement date, the student will receive the total fees paid less any applicable fees and costs incurred, and the refund will be at least 75% of the course fees paid.

Should a student withdraw from the programme after the 10th working day, the student will not be entitled to any refund; however, in exceptional circumstances a partial refund might be granted.

### Unsatisfactory progress resulting in removal from the programme

If a student fails to submit two consecutive assessments the student will be removed from the programme with no refund of fees paid except in exceptional circumstances with an application for refund to be submitted directly to the Director International for assessment.

### Progression to employer interviews or employment

Students who complete the required module assessments within the required timeframe will progress to interviews with prospective employers in New Zealand. Students will not be entitled to any refund of Kalandra International course fees paid if they are unable to secure either an offer of employment from an employer OR a work visa application approval from Immigration New Zealand.



## Health and Safety

We want to ensure that the work environment is safe for everyone. Please be aware of any possible hazards and obey any rules and regulations, if in doubt please contact your lecturer for advice.

## Human Resources

### Privacy and confidentiality

Kalandra students are expected to maintain the privacy of other students, those they are working with and people you are caring for. Please do not discuss personal information where it can be overheard and do not leave personal information lying around, such as medical notes.

### Copyright

Please see the information provided under authenticity of work.

### Harassment, bullying and discrimination

Kalandra is committed to providing a secure, supportive and harmonious online environment for all, one which:

- Recognises and values the diversity, potential, and contribution of all people.
- Is free from all forms of bullying, harassment and discrimination.

The organisation regards bullying, harassment and discrimination of any kind as unacceptable and acknowledges that it seriously undermines the atmosphere of trust and respect that is essential to a healthy work and study environment.

Kalandra expects that employees and students do not engage in any form of conduct that involves bullying, harassment or discrimination whether that be in person or online.

Complaints of harassment can be made directly to the Director of International.

### Misconduct and discipline

There are a range of acts or omissions that can lead to disciplinary action or receipt of a warning.

The following offences constitute serious misconduct and may give rise to instant dismissal:

- The unauthorised possession or use of information or intellectual property belonging to or under the control of Kalandra, or possession or use of the property of staff or other students without their permission.
- Physical violence against any person at a workplace where employees work.
- Racial, sexual or other improper harassment of any staff or other students.
- Being at work in a state of intoxication (whether drugs or alcohol) so as to prevent or impede the proper performance of duties.
- Interfering with safety equipment or otherwise acting in a manner that threatens safety, health or hygiene in the workplace, or in a manner that hinders the safe and proper performance of the duties of staff or other students.
- Unacceptable use of IT equipment, including illegal file-sharing or downloading



# Diploma in International Health Care Assistant

## Programme Outline

Module	Module Name	Module Topics	Module Content
	Orientation		Orientation to the programme Canvas online learning module
1	Diseases and disorders of aged	Medical and pharmacological terminology	prefixes, suffixes, planes of the body, positioning, hours, medication terminology and common medications
		Aging process	Basic knowledge of the aging process and its impact on body systems and lifestyle
		The life spans	Indicators of wellness for 7 stages of life. Maslow's hierarchy of needs
		Anatomy, physiology and diseases of aging	Anatomy and physiology of eleven body systems. Basic knowledge of common diseases and disorders in the human body
			Module 1 assessment
2	The role of the Healthcare Assistant	The health carer role	Roles and responsibilities in the personal and organisational
		Communication	Forms of communication. Communication with clients, barriers and how to overcome these
		Personal care plan	What it is? What is in it? introduction to basic skills. Skills required in the home
		Health, safety and security	Identifying risk to clients and self. Infection control. Workplace hazards. Security issues
		Introduction to clinical skills	Clinical skills in the workplace
		Professionalism and ethics	professionalism, ethics, rights, legal implications, time management, dress, vulnerability and abuse
			Module 2 assessment
3	Providing daily cares	Comfort cares	Basic assessment skills, holistic care, oral, ear, eye care. Pressure area care. Incontinence support and general comfort measures
		Nutritional needs	Safe swallowing, oral and other forms of feeding. Hydration. Fluid balance
		Pressure area care and management of injuries	Care of skin. Positioning, aid, reporting, wound care
		Incontinence management	Faecal and urine incontinence, aids, catheter care, skin care
		Medication	Safety and rules. Routes.
		Clinical skills in the workplace	
			Module 3 assessment
4	Providing complex cares	Supporting complex care	Dementia. Cognitive conditions. Intellectual disabilities.
		Clinical skills in the workplace	Working with complex clients
		Leadership and reflection	Use of reflection to improve care
			Module 4 assessment
5	Supporting mobility and rehabilitation	Movement	Client transfer, techniques - with and without assistance. Techniques to aid mobility and movement.
		Rehabilitation	Techniques to improve mobility, balance and dexterity. Use of touch / massage
		Clinical skills in the workplace	
			Final review and catchup assessments
			Module 5 assessment



## Entry Criteria

- A minimum of 17 years of age
- Physically able to do the job
- Willingness to care for others
- English proficiency requirements must be met by a standardised acceptable international English proficiency test with academic or general IELTS 5.0 overall or equivalent
- Basic computer literacy

## International Online Programme

Duration: 20, 24 or 35 weeks

Leading to possible employment in NZ and/or Australia (recognition of prior learning will apply)  
The skills and knowledge learnt will make you a valuable employee in many countries.

## Programme Content

The qualification comprises 700 hours in total; 300 theory hours, 200 hours of clinical placement (if required) and a further 200 hours of assessment and assignment, providing time to consolidate both knowledge and skills and enabling a competent graduate to be work ready.

The content of the programme covers five modules.

### IHCA01 – Diseases and Disorders

Students are introduced to medical terminology and basic pharmacology, which helps them understand the jargon related to healthcare. Following this the process of ageing and the diseases that are common, including the related anatomy and physiology of these diseases are studied.

### IHCA02 - The Role of the Health Care Assistant

This course introduces the student to the two sides of care: that of being the worker and that of being the supporter of the client. As a worker they must demonstrate professionalism and apply ethical behaviour. They must understand legalities and rules that affect their work, including knowledge of health, safety, infection control and working in a collaborative team. As a supporter they must display empathy, respect, and offer client focused care in a manner that demonstrates quality.

### IHCA03 - Providing Daily Cares

This course teaches the student about how to safely care for their person and provide help such activities as washing, oral care, incontinence care, pressure area care and providing nutritional assistance. This module ends with how to give medications safely and correctly.



#### IHCA04 – Providing Complex Cares

The older person often has more than one problem and this module teaches about this and in particular includes information on how to understand and care for person who has Dementia. The student is also introduced to the concept of caring for more than one person and they are also expected to exhibit some leadership and collaborative skills.

#### IHCA05 – Supporting Mobility and Rehabilitation

This introduces the student to moving a client using simple techniques and equipment. This movement may be within the confines of the bed or from a chair to bed etc. Mobility care addresses the risk of falls and the means to mobilise the client. The section on rehabilitation introduces fundamental skills to assist the person with functionality issues such as those caused by Stroke.

Students wishing to explore employment opportunities in New Zealand or Australia will be asked to complete an extra module toward the end of their course in their own time to meet country specific requirements.

### Award of the Diploma

Candidates who successfully meet the requirements of the Diploma, will receive an e-certificate which clearly identifies the name and a transcript of learning, and a hard copy certificate will be provided by Kalandra upon entry into New Zealand – please notify the Kalandra International team.

The Kalandra Diploma is NOT recognised by the New Zealand Qualifications Authority, but it is mapped to, and equivalent to, the New Zealand Certificate in Health and Wellbeing Level 3 and Level 4 (depending on previous experience). It is also mapped to the Australian Certificate Level 3.

The candidate also has the clinical skills log as evidence of competency and a letter of support from Kalandra for potential employers.

### New Zealand / Australia

For those wishing to work in New Zealand or Australia assistance will be provided to connect the student with potential employers during the programme. Once the student has identified where they wish to work a further module will be provided to meet the cultural learning requirements of the country – this module is NOT compulsory for New Zealand but is highly recommended as it provides invaluable information about culture in New Zealand and relevant rules/laws/legislation. This module IS compulsory for Australia. A charge will be applied for those wishing to enter Australia.

Upon entering into New Zealand, we recommend graduates undertake the further training and assessment programme.

**Please note: Kalandra International do not guarantee employment or that a graduate will gain a visa.**



## Recruitment

Once the learner has achieved the first three modules of the Diploma and has fully paid the course fees, their performance will be reviewed, and they will be referred to the Kalandra Recruitment team. The recruitment team will contact the learner and will explain the process. The recruitment process will begin.

## Internationally Qualified Nurses

Internationally Qualified Bachelor Nurses may apply to have their qualification recognised by the New Zealand Nursing Council. To do this, you must first apply to the Credentials Verification Service.

For more information, or to check your eligibility, please go to the CGFNS website – <https://ncnz.cgfns.org/>

Please note – the English language requirements for this are higher than required by Kalandra International. CGFNS and the New Zealand Nursing Council require the following;

- Occupational English Test (OET)
  - For results prior to August 2018: you must achieve a minimum score of B for each band: reading, writing, listening and speaking. C+ is not considered a passing grade.
  - For results after September 2018: you must achieve a minimum score of 350 for reading, listening, and speaking (C+ (300 – 340) is not considered a passing grade). For writing, you must achieve a minimum score of 300.
- International English Language Testing System (IELTS)
  - Only the Academic Module is accepted.
  - You must achieve a minimum score of 7 for reading, listening, and speaking. For writing, you must achieve a minimum score of 6.5.



## Further Training and Assessment

### What is further training and assessment?

It is a non-stressful time spent with the New Zealand based team to check understanding of the information and skills learnt. It is a time to learn new techniques, practice clinical skills and provides opportunity for the graduate to ask questions.

The programme may take up to 5 days and is typically run on Tuesdays, Wednesdays, and Thursdays.

This programme will consist of answering questions related to previous learning and learning and demonstrating clinical skills (listed below).

Successful completion of this further training and assessment along with recognition of prior learning **may** result in the graduate being awarded the relevant New Zealand qualification.

Sessions **must** pre-booked! See below for how to do this.

### Where will it take place?

The further training and assessment programme will take place at the Kalandra Campus in Auckland, New Zealand. The address is Spartik House – Level 3, 6-8 Edward Wayte Place, Grafton, Auckland.

At this stage there are no alternative locations, but this is something we are looking into.

### Why is it important?

This programme is optional and currently at no cost to graduates. However, we recommend this programme to our graduates so that we can provide further training that is relevant to working in New Zealand as well as assess them against the New Zealand standard. This assists with employment opportunities and obtaining the New Zealand qualification helps to protect the graduates wage as we have strict regulations on paying per level of qualification. If awarded the Level 3 a graduate has two years to achieve the Level 4 and apply for permanent residency. Both Level 3 and Level 4 are paid well.

### Prerequisites

- Completed the Diploma in International Health Care Assistant
- Achieved / Passed Module 6 – Healthcare in New Zealand
- Booked in for the session via the Kalandra Team

Welcome to the Kalandra family.  
We hope you enjoy your time with us.





## Frequently asked questions

### 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@kalandrainternational.com](mailto:admin@kalandrainternational.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, Pearson's, 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 3 – 5 days 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.