

HERMITAGE CAREER INSTITUTE

Learner Handbook 2026

Your guide to studying, succeeding, and starting your healthcare career in Aotearoa New Zealand.

KIA ORA, AND WELCOME

Welcome to the Hermitage whānau

This handbook is yours to keep. It covers your programme, your rights and responsibilities, and every support service available to you. You don't need to memorise it, just know where to find what you need.

Whether you are joining us from across New Zealand or from around the world, you are now part of a community dedicated to excellence in healthcare education. This is your practical companion for the journey ahead.

If this handbook and your enrolment contract differ

Your signed **Contract of Enrolment** is the binding agreement between you and HCI. Where anything here differs from your contract, the contract applies. Tell us if you spot a difference so we can correct it.

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A MESSAGE FROM OUR DIRECTOR

Welcome to your healthcare career journey

Kia ora, and welcome to Hermitage Career Institute.

Beginning a new educational journey, especially in healthcare, can feel both exciting and challenging. At Hermitage we believe in more than technical training. Our commitment is to make you work-ready from day one: confident, culturally safe, and compassionate in your practice. You will learn in modern simulation laboratories, gain real experience in New Zealand healthcare facilities, and be supported every step of the way by educators who genuinely care about your success.

We are honoured you have chosen Hermitage to begin your healthcare career. **Welcome aboard.**

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PART 1

About Hermitage Career Institute

We widen access to healthcare careers by removing practical barriers and delivering equitable outcomes through pastoral care, academic support and language assistance.

Who we are

Hermitage Career Institute is a New Zealand specialist provider of Health Care Assistant education, dedicated to training competent, compassionate healthcare professionals who meet the critical workforce needs of Aotearoa's healthcare system.

Our mission

To widen access to healthcare careers by providing clear pathways and removing practical barriers, while delivering equitable learner outcomes through comprehensive pastoral care, academic support and language assistance.

Our vision

Graduates who are work-ready from day one: technically competent, culturally safe, and deeply committed to **manaakitanga**: care that upholds dignity in every aspect of healthcare delivery.

Our values

Kindness and manaakitanga

We treat everyone with warmth and respect, noticing needs early and responding with compassion.

Practical mastery and work readiness

Your education focuses on skills you can demonstrate on the healthcare floor: practical competence employers can trust.

Cultural safety, equity and inclusion

We honour each person's identity, language and beliefs. Our commitment to Te Tiriti o Waitangi guides everything we do.

Whakawhanaungatanga and collaboration

Healthcare is a team effort. We build trust through honest communication and effective teamwork across all roles.

Growth mindset and lifelong learning

We believe in your potential to keep improving and adapting throughout your healthcare career.

Safety, quality and accountability

We maintain rigorous safety standards, transparent practices, and a culture of learning from experience.

PART 2

Your programmes

All programmes are NZQA approved and delivered at our Auckland campus in the heart of Panmure.

PROGRAMME	NZQA	STUDY WEEKS	PLACEMENT
NZ Certificate in Health and Wellbeing (Level 3): Health Care Assistant strand	2470	26 wks (28 with breaks)	100 hours
NZ Certificate in Health and Wellbeing (Advanced Care and Support), Level 4	4108	45 wks (48 with breaks)	320 hours
NZ Certificate in Health and Wellbeing (Social and Community Services), Level 4: Community Health Work strand	2992	45 wks (48 with breaks)	320 hours

Study weeks and total enrolment length

Study weeks are the weeks you attend classes, simulation and placement. **Total enrolment length** includes scheduled breaks. For the Level 4 programmes, 45 study weeks across a 48-week enrolment. Your student visa and Offer of Place are based on the total enrolment length, so use the 48-week figure when planning travel, accommodation and budgets.

Level 3: Health Care Assistant strand

26 study weeks full-time, within a 28-week enrolment • NZQA 2470

Weeks 1–10	Foundation theory and simulation
Weeks 11–20	Skills and competency development
Weeks 21–26	Supervised clinical placement: 100 hours

You will learn

- Basic clinical care assistance and patient monitoring
- Infection prevention and control
- Safe manual handling and mobility assistance
- Professional communication and documentation
- Cultural safety and person-centred care
- Emergency response procedures

Career pathways

Prepares you for entry-level Health Care Assistant positions in aged residential care, hospitals, rehabilitation centres and community health services.

Level 4: Advanced Care and Support

45 study weeks full-time, within a 48-week enrolment • 120 credits • NZQA 4108

Weeks 1–10	Advanced support: theory and simulation
Weeks 11–20	Specialised care modules: dementia, palliative and others
Weeks 21–30	Complex care skills and competency development
Weeks 31–45	Extended clinical placement: 320 hours, with mentorship

You will learn

- Advanced support assessment and intervention
- Medication support within your scope of practice
- Complex care coordination
- Leadership and supervision skills
- Quality improvement and safety management
- Specialised care for diverse populations

Career pathways

Prepares you for senior Health Care Assistant roles, team leadership positions, and progression toward enrolled nursing or other healthcare careers.

Level 4: Social and Community Services

45 study weeks full-time, within a 48-week enrolment • 120 credits • NZQA 2992 • Community Health Work strand

Weeks 1–10	Aotearoa health system and population determinants
Weeks 11–20	Community health support skills and knowledge
Weeks 21–30	Promoting autonomy and self-determination in community settings
Weeks 31–45	Extended clinical placement: 320 hours, with mentorship

You will learn

- Supporting individuals, families and whānau in the health and wellbeing sector
- Engaging diverse people respectfully, acknowledging their identity and experiences
- Practical, person-centred care
- Practice that reflects Te Tiriti o Waitangi and bicultural obligations
- Professional and self-development

Career pathways

Prepares you for roles such as tamariki ora support worker, health or wellbeing field officer, Well Child health worker, wellbeing coach, and community health support worker.

PART 3

Fees, finances and insurance

Clear fees, protected in trust, so you always know what you pay for and what you're entitled to.

Programme fees 2026

PROGRAMME	DOMESTIC LEARNER	INTERNATIONAL LEARNER
Level 3: Health and Wellbeing (Health Care Assistant)	\$4,000 NZD	\$12,000 NZD
Level 4: Advanced Care and Support	\$5,500 NZD	\$15,000 NZD
Level 4: Social and Community Services	\$5,500 NZD	\$15,000 NZD

Fees are current at the effective date of this handbook and confirmed in your Offer of Place. Fees already paid for a period are not affected by later fee changes.

What your fee includes

- All tuition and instruction
- Simulation laboratory access and equipment
- Learning materials and online resources
- Student support services
- Clinical placement coordination
- Your first uniform and name badge

Budget separately for

- Textbooks
- Additional or replacement uniforms
- Police vetting fee (about \$15–\$20)
- Health screening costs (varies)
- Travel to clinical placements
- Student visa costs and insurance (international)

Payment options

Full payment: pay the entire fee before your programme begins.

Instalment plan: 50% before commencement, 25% at week 8, 25% at week 16. Talk to Student Services to set this up.

Your fees are protected

International learner fees, and domestic fees paid in advance, are held in an independent trust account administered by **Public Trust** under the Student Fee Protection Rules 2025. Pay your fees only to the account HCI gives you in writing. Never pay into an agent's personal or company account.

Refund policy

SITUATION	WHAT YOU RECEIVE
Withdrawal before the programme starts	Full refund of tuition, less a \$300 administration fee
Withdrawal within 8 days of commencement (programmes of three months or more)	Full refund of tuition, less a \$300 administration fee
Withdrawal more than 8 days after commencement	No refund
Student visa declined	Full refund, less a \$300 administration fee
Medical or compassionate circumstances	Assessed individually, case by case
HCI cancels the programme	Full refund, no administration fee deducted

To request a refund, submit a written request with supporting documents. We process requests within 10 working days, and pay approved refunds within 5 working days of approval.

Insurance: international learners

All international learners enrolled for two weeks or more **must** hold appropriate, current, comprehensive insurance for the entire time they are enrolled with HCI. We must see proof before your enrolment is confirmed. **This is not optional.**

Your policy must cover

- Travel to and from, and within, New Zealand
- Medical care: diagnosis, prescriptions, surgery, hospitalisation
- Repatriation for serious illness or injury, including family travel
- Death: family travel, repatriation of remains, funeral expenses
- Loss of luggage and personal items, and travel disruption

Minimum cover and timing

- Minimum medical and hospital cover of **\$200,000 NZD**
- In place from the day you leave your home country, until you leave New Zealand
- Maintained for your entire stay

Approved providers: Southern Cross Travel Insurance, Unicare, Studentsafe, or others approved by HCI. HCI can arrange cover; see the fee schedule.

Why this matters

New Zealand's public health system (Te Whatu Ora) does **not** automatically cover international students. Without insurance, a single accident or illness could leave you facing very large medical bills. Domestic learners: income protection and health insurance are strongly recommended, though not mandatory.

PART 4

International learner information

Your visa conditions always come first: this section helps you arrive, settle, and thrive in Aotearoa.

Your student visa

You will need a student visa to study in New Zealand. Apply through Immigration New Zealand at immigration.govt.nz, or phone **0508 558 855** from within New Zealand.

- You must study full-time and maintain satisfactory academic progress.
- **Work rights are not automatic.** Whether you may work, and for how many hours, depends on your programme and your own visa conditions. Where term-time work is permitted, the usual limit is 20 hours per week, with full-time work during scheduled breaks.
- You must maintain appropriate insurance for your whole stay, and report any address change to Immigration New Zealand.

Your visa conditions always come first

The conditions written on **your own visa** always override any general information in this handbook. Read your visa carefully and ask us if anything is unclear.

HCI staff can give you factual information about visas. We cannot give immigration advice unless licensed. If you need advice, we will refer you to a licensed immigration adviser or to Immigration New Zealand.

Accommodation options

OPTION	WHAT IT OFFERS	COST / WEEK
Homestay	Live with an approved NZ family. Meals included, with cultural immersion and English practice.	\$250–\$280
Student accommodation	Shared or private rooms with kitchen facilities, close to public transport.	\$180–\$250
Private rental	Flat-shares. A bond of 2–4 weeks' rent is usually required; we can guide you.	\$150–\$220 (shared)

Your accommodation rights

You have the right to safe, healthy and fair accommodation: privacy, reasonable notice before entry, return of your bond if you meet your obligations, and habitable conditions. In return, pay rent on time, keep your space tidy, respect house rules, and give proper notice if you leave. **If something is not right, tell us early.** We will help you resolve it.

Your first week in New Zealand

We can arrange airport pickup (a fee applies). Send us your arrival details at least **one week in advance**. Your first week includes a comprehensive orientation.

Practical living

- Opening a NZ bank account
- Getting a local phone number and SIM
- Public transport in Auckland
- Shopping for essentials
- Healthcare, and how to see a doctor

Study preparation

- Campus tour and facilities
- Meeting your tutors and support staff
- The NZ education system
- Academic expectations and study skills
- Your programme schedule and requirements

Understanding New Zealand culture

- **Communication:** Kiwis are friendly but often indirect. "Yeah, nah" means no. Ask for clarification whenever you're unsure, it's completely fine.
- **Being on time:** punctuality matters. In clinical placement, arriving even five minutes late is seen as unprofessional. Aim to arrive ten minutes early.
- **Informality:** people use first names in most situations, including with tutors and supervisors. With patients, always use proper titles unless invited otherwise.
- **Humility:** modesty is valued. Let your work speak for itself.
- **Māori culture:** New Zealand is a bicultural nation under Te Tiriti o Waitangi. You will learn about tikanga throughout your programme, including manaakitanga (hospitality and care), whanaungatanga (building relationships) and kaitiakitanga (guardianship).

Money matters

The major banks are ANZ, ASB, BNZ, Westpac and Kiwibank. To open an account you'll need your passport, proof of your NZ address, your student visa, and an IRD number. We'll help you get this.

COST OF LIVING (GUIDE)	PER WEEK (NZD)
Groceries	\$80–\$120
Transport	\$30–\$50
Phone and internet	\$15–\$30
Entertainment	\$30–\$50
Personal items	\$20–\$40

Guides only, and do not include accommodation.

Working while you study

Where your visa permits, the usual limit is up to 20 hours per week in term time. Many learners work in retail, hospitality or aged care, which is excellent experience. But **do not rely on part-time work to pay your tuition fees**: jobs can be hard to find, and your studies must always come first.

Healthcare in New Zealand

- Minor issues: visit a pharmacy ("chemist"); many medications are available over the counter.
- Seeing a doctor: register with a GP (\$40–\$70); after-hours centres are available.
- Emergencies: call **111**, or go to a hospital Emergency Department.
- Mental health: free counselling through HCI; free 24/7 support on **1737**; Youthline **0800 376 633**.

PART 5

Your learning experience

Hands-on, practical, and focused on real healthcare work: you will spend significant time in simulation and on placement.

The learning cycle

01

Foundation knowledge: theory sessions introduce new concepts, supported by online resources you can review at your own pace.

02

Simulation practice: practise skills in realistic simulated environments. Make mistakes safely.

03

Competency assessment: demonstrate your skills to assessors who verify you are ready for real clinical practice.

04

Work application: apply your skills in actual healthcare settings with real patients, under supervision.

05

Reflection and growth: reflect on experiences, receive feedback, and identify areas for continued development.

Simulation laboratories

Our labs replicate real healthcare environments: a hospital ward simulator with adjustable beds, aged-care room set-ups, medication practice areas, manual handling equipment, and realistic patient mannequins. Access is by scheduled class times, open practice hours (book ahead), and small-group sessions.

Lab rules

Treat all equipment as if it were real patient-care equipment. Clean up after yourself, report damage immediately, and always practise professional conduct and respect for others' learning.

Clinical placements

Placements are where your learning comes alive: real patient care under supervision in aged residential care, hospital wards, rehabilitation centres and community health services. We place you where we can match your learning needs and, where possible, your location, but **you must be flexible and willing to travel**. You will work the same shifts as employed staff, which may include evenings, weekends and early mornings.

PROGRAMME	PLACEMENT HOURS
Level 3: Health Care Assistant	100 hours, over approximately 5 weeks
Level 4: Advanced Care and Support	320 hours, over approximately 15 weeks
Level 4: Social and Community Services	320 hours, over approximately 15 weeks

What is expected of you

- **Before:** complete police vetting, health checks and vaccinations; attend orientation; understand your objectives.
- **During:** arrive on time in correct uniform, ten minutes early; be professional; protect patient privacy; accept feedback; complete documentation.
- **If unwell:** call both the facility and HCI before your shift. A medical certificate is required for absences over one day.

Assessment during placement

- Your clinical supervisor observes and verifies your performance
- HCI tutors visit you during placement
- You maintain a clinical practice portfolio
- Competency-based assessment throughout, with a final evaluation

Placement can be demanding: and that's normal

Everyone finds clinical placement hard at times. Always talk to your clinical supervisor or HCI tutor if you are struggling. We are here to support you.

Assessment and grades

Theory assessments include written tests, case-study analysis, care-planning assignments and research tasks. Practical assessments include skill demonstrations, observed clinical competencies, a portfolio of evidence, and placement evaluations.

A competency-based system

Achieved (A): you have demonstrated competency to the required standard. **Not Yet Achieved (NYA):** not yet, and you will have opportunities to reassess.

No A+/B/C grades. You may reassess up to two times per assessment. There is no shame in needing reassessment.

Academic integrity

All work must be your own. Academic dishonesty (plagiarism, cheating, fabrication, collusion) is taken seriously: **first:** zero for the assessment and a compulsory workshop; **second:** fail the unit; **third:** termination of enrolment. A history of dishonesty can end a healthcare career before it starts.

PART 6

Support and wellbeing

Your wellbeing matters to us. Healthcare training is demanding, and we are committed to supporting you through every challenge.



Your Student Support Coordinator

Your first point of contact for any concern: academic challenges, personal difficulties, accommodation, cultural adjustment, financial stress, or conflict with others.

Free counselling

Professional, confidential counselling for stress, homesickness, relationship difficulties, depression, cultural adjustment and trauma. Book through Student Services. **All sessions are completely confidential.**

Medical and disability support

- **Campus health:** first aid, referrals, and wellness information.
- **International learners:** help navigating NZ healthcare, insurance claims, and interpreting at appointments.
- **Disability & learning support:** exam accommodations, alternative formats, assistive technology, note-taking, and modified placement.

Financial hardship

If you are experiencing financial difficulty, we can offer budgeting advice, information about available assistance, and payment-plan arrangements. Talk to us before the problem grows.

Cultural support

- **Buddy programme:** international learners are matched with a Kiwi or senior learner to help you settle in.
- **Cultural activities:** potluck dinners, celebration days, language exchange, and social activities.
- **Kaiāwhina:** dedicated support for Māori and Pacific learners: mentorship, connection to marae and Pacific communities, whānau engagement, and advocacy.
- **Student space:** a dedicated place for Māori and Pacific learners to gather, study and connect.

Safety and security

- **On campus:** swipe-card access after hours, cameras in common areas, well-lit pathways, and emergency call points.
- **Personal safety:** walk in groups after dark, keep valuables secured, report suspicious activity, and never share your swipe card or codes.

Sexual harassment and assault: zero tolerance

If you experience or witness unwanted sexual attention, harassment or assault, tell us. We will take your report seriously, provide immediate support, connect you with police, counselling and medical services, take disciplinary action where an HCI person is involved, and support you through any process **you** choose.

Discrimination, bullying and harassment

HCI is committed to an environment free from racism, sexism, homophobia, transphobia, biphobia, religious and disability discrimination, and bullying of any kind. If you experience this: tell the person to stop if you feel safe, document what happened, and report it to your Student Support Coordinator or any staff member you trust. **You will not be penalised for making a complaint.**

Making a complaint

Most concerns are resolved quickly. HCI uses a three-step process, and you will never be disadvantaged for raising a concern in good faith.

- | | |
|-------------------|---|
| 1 Informal | Talk directly with the person involved if you feel comfortable, or with your tutor or Student Support Coordinator. Many issues resolve through open conversation. |
| 2 Formal | Submit a written complaint to your Student Support Coordinator, describing the issue, the resolution you are seeking, and any evidence. We acknowledge within two working days , investigate fairly and impartially, keep you informed, and give you a written outcome within 10 working days . If a complaint is complex and needs longer, we tell you why and give a revised timeframe. |
| 3 Appeal | If you are not satisfied, appeal in writing within 10 working days of the outcome. Appeals are decided by the Chief Executive Officer , or an independent reviewer where the CEO has already been involved, so the appeal is independent of the original decision-maker. A final written decision follows within 10 working days . |

Independent help: at any time

You can contact these agencies at any time, at no cost. You do not have to finish HCI's internal process first, though they will usually expect you to have raised the matter with us.

NZQA: for the quality of your education and care, and breaches of the Code of Practice.

0800 697 296 • nzqa.govt.nz • qualifications@nzqa.govt.nz

Study Complaints | Ngā amuamu tauira: for financial and contractual disputes, and redress following an NZQA finding.

0800 00 66 75 • studycomplaints.org.nz • help@studycomplaints.org.nz

PART 7

Responsibilities and conduct

As a healthcare learner, you are expected to meet professional standards from day one.

Professional conduct standards

- **Respect and dignity:** treat everyone with respect, honour cultural differences, and maintain patient privacy and confidentiality always.
- **Integrity and honesty:** be truthful in all documentation; admit mistakes; never take shortcuts that compromise patient safety.
- **Responsibility and reliability:** attend all classes and placements, arrive prepared, meet deadlines, and follow through.

Your attendance standard

All learners are expected to maintain **100% attendance**. HCI intervenes below 90%, and enrolment may be terminated below 80%.

Simulation and clinical placement require 100% attendance. Missed sessions must be made up. More than ten minutes late is marked absent; in placement, lateness is serious misconduct. International learners: persistent non-attendance is reported to Immigration NZ where required.

Professional appearance

SETTING	STANDARD
Classroom & simulation lab	Clean, neat, casual clothing with no offensive slogans. Covered shoes: no jandals in the lab. Hair tied back for practical sessions. Minimal jewellery. Good personal hygiene.
Clinical placement	Clean, pressed HCI uniform with name badge visible. Closed-toe, non-slip shoes in black or white. Hair tied back. Natural, minimal makeup. No nail polish or artificial nails (infection control). No visible facial piercings except small ear studs. No perfume. Excellent personal hygiene.

Appearance and behaviour affect patient trust and safety, and infection control requires strict adherence to dress codes. Professional conduct is not optional: it is essential.

Alcohol, drugs and smoking

Zero tolerance. No alcohol or drugs on campus or during clinical placement. Never attend class or placement while impaired. Random drug and alcohol testing may occur in clinical settings.

OCCURRENCE	CONSEQUENCE
First	Formal warning and mandatory counselling
Second	Suspension from the programme
Third	Termination of enrolment

NZ healthcare facilities are smoke-free. Do not smoke in HCI uniform; use designated campus areas only. Confidential support for substance use is available through counselling services.

Technology and social media

- **In class:** phones on silent, laptops for note-taking only, recording requires permission, and no photographing others without consent.
- **In clinical placement:** no phones in patient-care areas except emergencies; no photographing patients, families or staff; no posting about patients or placements online.

A serious breach of confidentiality ends your enrolment

Anything you post online is public and permanent.

Patient information is never to be shared online, even without names, even in a private group.

Breaches can lead to prosecution under the Privacy Act 2020 and the Health Information Privacy Code, fines, criminal charges, and being permanently barred from healthcare work.

Withdrawing, or taking a break

Sometimes life makes it impossible to continue. If you need to withdraw, discuss it with your Student Support Coordinator, complete a withdrawal form, understand your refund entitlement, return HCI property, and collect documentation of completed units. Taking a break: a leave of absence of up to 12 months is available once you have completed at least 25% of your programme.

Important for international learners

Withdrawing or taking leave **may affect your visa status and your eligibility to remain in New Zealand.**

Immigration New Zealand must be notified within required timeframes. Speak with us before you make a final decision.

PART 8

Completion and graduation

Finishing well, and stepping into work that matters, with our support for twelve months beyond graduation.

Qualification award requirements

REQUIREMENT	WHAT YOU MUST DO
Academic	Achieve competency in all required units, complete all assessments satisfactorily, pass all practical skill assessments, and submit all required documentation.
Clinical	Complete all placement hours, achieve satisfactory clinical evaluations, demonstrate competency in all required skills, and meet professional conduct standards throughout.
Administrative	Meet the attendance standard, have no outstanding fees, return all borrowed equipment, and complete the graduate survey.

Graduation ceremony

Held twice yearly, in **June and December**. Family and friends are welcome, professional photos are available, and qualifications are formally presented. Academic gown and mortarboard are provided: **cultural dress is warmly welcomed.**

After graduation

Official transcript within 4 weeks, certificate within 8. CV and interview workshops, job vacancy notifications, employer connections, and reference letters. Career services continue for **12 months**, including counselling, job-search assistance, and alumni access.

Typical starting positions

- Health Care Assistant in aged residential care
- Hospital Health Care Assistant
- Community Health Support Worker
- Rehabilitation Assistant
- Palliative Care Assistant

Further study pathways

Your qualification opens doors to enrolled and registered nursing (with bridging or additional study), allied-health roles such as occupational therapy or physiotherapy assistant or social work, and health administration or quality-and-safety pathways. We can help you identify programmes, prepare applications, and transfer credits where possible.

An honest word about outcomes

Completing a qualification opens doors, but it does not guarantee employment, a further visa, or residence in New Zealand. Those decisions rest with employers and Immigration New Zealand, and policy can change. We will support you, and we will always be straight with you.

PART 9

Important contacts

Keep these close: for everyday questions, and for the moments that matter most.

Hermitage Career Institute

CONTACT	DETAIL
General enquiries	info@hci.ac.nz • hci.ac.nz
Student support	studentsupport@hci.ac.nz
Phone	021 806 289
Campus	18 Pilkington Road, Panmure, Auckland
24/7 emergency line	Provided at orientation
Emergency and crisis Police, ambulance, fire 111 Mental health, 24/7 call or text 1737 Youthline 0800 376 633	Government agencies NZQA 0800 697 296 • nzqa.govt.nz Ministry of Education education.govt.nz Immigration NZ 0508 558 855 • immigration.govt.nz Inland Revenue (IRD) 0800 227 774 • ird.govt.nz

Study Complaints | Ngā amuamu tauira

0800 00 66 75 • studycomplaints.org.nz • help@studycomplaints.org.nz

PART 10

Glossary

A few words you'll hear often: in healthcare, in te reo Māori, and in everyday Kiwi life.

New Zealand healthcare terms

TERM	MEANING
ACC	Accident Compensation Corporation: no-fault injury cover for residents and visitors
GP	General Practitioner: your family doctor
PHO	Primary Health Organisation: a group of GP practices
Te Whatu Ora	Health New Zealand: the national health service

Te reo Māori you will hear

WORD	MEANING
Aroha	Love, compassion, care
Hauora	Health and wellbeing: physical, mental, spiritual, family
Iwi	Tribe, extended kinship group
Kaiāwhina	Support person, helper
Kaumātua	Elder, respected person
Mana	Prestige, authority, dignity
Manaakitanga	Hospitality, kindness, caring for others
Marae	Māori meeting place and buildings
Tangihanga	Funeral, bereavement process
Tikanga	Correct procedure, customs, protocols
Whānau	Extended family
Whakapapa	Genealogy, lineage

Everyday Kiwi words

WORD	MEANING
Chemist	Pharmacy
Chilly bin	Cooler/ice box
Dairy	Corner store
Jandals	Flip-flops
Kai	Food
Sweet as	Great / no problem
Togs	Swimming costume
Tramping	Hiking
Ute	Pickup truck

PART 11

Appendices

The frameworks that keep your education safe, fair and high quality.

Appendix A: Code of Practice summary

HCI is a signatory to the *Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*. This means we are committed to:

COMMITMENT	WHAT IT MEANS IN PRACTICE
Your wellbeing and safety	Safe, supportive learning environments; proactive monitoring; quick response to concerns; inclusive environments free from discrimination.
Quality education	Programmes that meet NZQA standards, qualified educators, appropriate facilities, and academic integrity.
For international learners	Accurate information before enrolment, orientation and support, monitoring of accommodation, support with visa and insurance matters, and fair, prompt complaint handling.
Your rights	To be treated with dignity, receive the education described, access support, have complaints heard fairly, and be safe.
Your responsibilities	Maintain a valid visa and insurance if international, attend and meet academic requirements, behave professionally, follow policies, and pay fees as agreed.

HCI completes an annual self-review against the Code and publishes a summary on its website. The full Code is at nzqa.govt.nz/the-code, or request a copy from Student Services.

Appendix B: Institutional policies

HCI operates under a Quality Management System aligned with NZQA requirements, the Code of Practice 2021, and New Zealand's Tertiary Education Strategy. All policies are available on the website and student portal.

- › Assessment Policy
- › Moderation Policy
- › Admissions & Enrolment Policy
- › Academic Integrity Policy
- › Literacy & Numeracy Policy
- › Learner Wellbeing & Pastoral Care Policy
- › Diversity, Equity & Inclusion Policy
- › Complaints & Appeals Policy
- › Learner Disciplinary Policy
- › Learner Appeals Policy
- › Programme Evaluation & Review Policy
- › Academic Progress & Intervention Policy
- › Student Fee Protection Policy
- › RPL & Credit Transfer Policy
- › Withdrawal & Refund Policy
- › International Learner Support Policy
- › Health & Safety Policy
- › Te Tiriti o Waitangi & Cultural Safety Policy
- › Privacy & Information Management Policy

PART 12

Your commitment

By enrolling at Hermitage Career Institute, you declare that you understand, accept, and commit to the following.

Understand and accept

- ☐ All information in this handbook
- ☐ Programme requirements and expectations
- ☐ Attendance and assessment requirements
- ☐ Professional conduct and clinical placement obligations
- ☐ Fee payment obligations

Commit to

- ☐ Attending all scheduled classes and placements
- ☐ Behaving professionally and treating all people with respect and dignity
- ☐ Maintaining patient confidentiality
- ☐ Following health and safety procedures, and upholding academic integrity
- ☐ Representing HCI positively

Acknowledge and authorise

- ☐ Your application information was truthful, and you meet the health requirements for healthcare work
- ☐ You understand your visa obligations and hold appropriate insurance, if international
- ☐ HCI may contact your emergency contacts if necessary
- ☐ HCI may release relevant information to placement facilities
- ☐ HCI may collect outcome data for quality improvement
- ☐ Photography for promotional purposes: you may opt out at any time by telling Student Services

LEARNER NAME

SIGNATURE

DATE

FINAL WORDS

You're now part of the Hermitage whānau

This handbook contains a lot. Don't feel overwhelmed. You don't need to memorise everything. Just know where to find what you need, when you need it.

Remember

You're not alone: we're here to support you.

Questions are welcome: there are no silly ones.

Challenges are normal: everyone struggles sometimes.

Your success matters to us: we're invested in your journey.

New Zealand has a critical shortage of healthcare workers. By training as a Health Care Assistant, you are responding to a genuine community need. Yes, it is challenging, but you will go home knowing you have helped someone, comforted someone, perhaps even saved a life.

You have chosen well.

WELCOME ABOARD

Kia kaha (be strong), kia māia (be brave), kia manawanui (be steadfast).

He waka eke noa: we're all in this together. Ki te haumarū, ki te hauora: toward safety, toward wellbeing.

info@hci.ac.nz • 021 806 289 • 18 Pilkington Road, Panmure, Auckland

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