

TERMS & CONDITIONS



This document sets out the standard process and terms of business on which Lonsdale Education Limited (LEC) provides Competency Assessment Programme (CAP) services to a Candidate.

1. Lonsdale Education Centre (LEC) Competence Assessment Programme (CAP) Process

The LEC CAP course is a self-directed online course delivered via a Learning Management System (LMS). It is made up of 2 parts.

Part 1 New Zealand
Specific Nursing Theory (NZSNT)

Part 2 New Zealand
Nursing Practice (NZNP)

Candidates must complete all LEC requirements of the CAP by 30 June 2025.

2. Fees

LEC CAP is provided in two components as described above. Each part attracts a separate fee as described on our website: www.lec.ac.nz

LEC fees may vary and are subject to change.

3. Pre-Enrolment and Acceptance onto the Course

The Applicant must complete the online application form on LEC's website and upload all relevant documents as outlined. Should any documents not be correctly attached, incomplete or illegible, the administration team will seek additional information from the Applicant.

Applicants should not apply until they have a letter stating they are required to complete a CAP course issued by the Nursing Council of New Zealand (NCNZ) which will include their unique NCNZ number.

The Applicant may be required to attend a pre-offer interview. The outcome of the application will be notified via email to the Applicant within 14 business days.

Should the Applicant be successful they will receive a link to enter Part 1 - (NZSNT).

The link will allow the Applicant to purchase the suite of modules contained in part 1 and start their course online. Part 1 can be completed before the Candidate arrives in New Zealand at a time that suits them.

At this point, the Applicant is now referred to as a Candidate.

4. Part 1 - New Zealand Specific Nursing Theory (NZSNT)

The NZSNT module is presented in the order of the NCNZ Domains as they are organised in the competence assessment form provided to the NCNZ. It is self-directed adult learning, and includes reading, listening, videos, interactive modules and case studies to help Candidates learn and understand nursing in the New Zealand context.

At the end of the part 1 modules, Candidates must complete 2 multiple choice question exams (MCQs) these are:



One: Medication Calculation and Administration

Two: Nursing Theory

Should the Candidate have not completed the above within six weeks of their payment, LEC will send a reminder email to them.

After NZSNT modules and MCQ exams are successfully completed, the Candidate will receive confirmation of this via email. At this point they will have met the first criteria of the programme.

Candidates are allowed one attempt and one re-sit of each MCQ Exam with their purchase of each NZSNT course. A candidate can re-purchase the NZSNT multiple times should they fail. Each fee paid has one attempt and one re-sit allowed.

We allow 160 hours to complete Part 1 NZSNT course.

5. Part 2 - New Zealand Nursing Practice (NZNP)

On the successful completion of part 1, Candidates will be provided with a link to purchase part 2 (NZNP). Once payment has been received, they have access to the NZNP modules to allow them time to prepare for their Clinical Placement and Clinical Q&A (Note: Observed Structured Clinical Examination (OSCE) may also be required) before they arrive in New Zealand.

5.1. Arrival in New Zealand

The Candidate will be advised by LEC when their clinical placement will start in New Zealand.

The time frame between the Candidate purchasing part 2 (NZNP) and receiving a clinical placement start date from LEC is typically 3 months however this is dependent on demand at the time.

Once you have received a Clinical Placement start date Candidates should arrange their own travel requirements and Visa.

Once you have received your Visa and booked flights, the Candidate agrees to advise LEC administration immediately of their impending arrival date. The candidate is required to give at least **4 weeks' notice** of their arrival date to ensure LEC has sufficient time to re-confirm Clinical Placement dates.

The Candidate agrees they will allow a timeframe of at least 2 days' between arriving in New Zealand and starting clinical placement to allow them to recover from jetlag, establish themselves in accommodation and familiarise themselves with the local area.

The Candidate also agrees that arranging accommodation for themselves and/or their family is their sole responsibility and LEC cannot accommodate requests for accommodation assistance for clinical placements that are not based in Foxton, New Zealand.

The Candidate agrees that if they arrive in New Zealand in advance of receiving a Clinical Placement Start date that LEC cannot bring their clinical placement start date forward.

5.2. Clinical Placement

Clinical placement is up to 4 weeks' long, however a clinical placement extension may be required to give the Candidate sufficient time to demonstrate competency. The Candidate's clinical placement is assigned to them after consideration of their experience, existing employment, Candidate preferences and available clinical placement spaces.

The Candidate agrees that LEC reserve the right to make a final decision on where a Candidate will be assigned on clinical placement. No adjustments to the terms of the clinical placement (e.g., number of days working or shift pattern) are acceptable without the express permission of LEC Management.

5.2.1 Q&A Clinical Competency Assessment

During week 1 or 2 of Clinical Placement, Candidates will be required to undertake a Q&A style assessment that will assess their clinical competency. If a Candidate fails to demonstrate adequate clinical knowledge during this assessment, then an OSCE will be required.

5.2.2 Sickness while on clinical placement

If a candidate is sick, they must tell their clinical placement first then contact their tutor immediately (during normal business hours). Candidates may need to make up the time so this might extend their placement and is negotiated based on performance and meeting the goals and expectations of the clinical placement.

5.2.3 Failure to thrive on Clinical Placement

When a Candidate starts clinical placement, they will be under the guidance and assessment of a nominated LEC tutor and a preceptor (based at their clinical placement).

The preceptor will liaise with the LEC Tutor regularly to advise how the Candidate is performing. If the preceptor has concerns around the practice, participation, or communication of the Candidate, they will advise the LEC Tutor. In this case, the LEC tutor will work with the Candidate closely to develop an individual learning plan to address and remedy any concerns.

LEC tutors will endeavour to use this individual learning plan and regular support to guide the candidate to become successful in their clinical placement and demonstrate they are safe and competent to practice as a Registered or Enrolled Nurse in New Zealand. If a learning plan has been implemented, an OSCE may be conducted (see section 5.3). This decision will be made with the Candidate's tutor in conjunction with the recommendation of senior LEC tutors.

5.2.4 If an OSCE is required to further support assessment of the Candidate's level of competency and safety to practice

The Candidate gets three attempts to successfully pass the OSCE assessment. Should they not meet the criteria the, LEC Management along with the Candidate's tutor, decide on the outcome of their CAP. A clinical placement extension may be required to provide sufficient time for the Candidate to demonstrate competency. If a candidate fails to meet the standards set by LEC, then the Candidate's course can be terminated if they are deemed not safe and competent to practice.

At this point LEC sends documents to the NCNZ, to advise that the Candidate did not meet the standard and did not pass their CAP with LEC. NCNZ then reviews the documents provided by LEC and makes the final decision on the CAP candidates registration.

It is at NCNZ discretion as to whether a failed candidate is offered a chance to complete a different CAP with another provider.

5.3. OSCE Testing

OSCE testing may be required to be completed and is conducted in a method to suit the candidate as set out below: *Note: OSCE testing may occur if concerns are voiced during clinical placements or the Q&A Clinical Competency Assessment responses do not meet expectations.*

- Completed virtually via MS Teams or
- Face to Face at our testing centres in Auckland or Foxton Beach 4815, New Zealand.

Planning and booking of the OSCE is done in agreement with your LEC Tutor to suit shift patterns while a Candidate is on clinical placement.

5.3.1 OSCE and CAP Failure

Should a Candidate fail to demonstrate competence on their first OSCE attempt they will be allowed two resits (maximum of 3 attempts). If a Candidate fails to demonstrate competence on their third OSCE attempt, LEC Management will review the OSCE assessment data in conjunction with clinical placement evidence and make a decision on the Candidates safety to practice as a Registered Nurse in New Zealand. In some circumstances an offer is made for the candidate to complete a clinical placement extension or travel to Foxton for further Clinical Placement time and clinical testing. Candidates will be fully liable for any travel costs relating to travel to attend the Foxton testing centre.

If, on review, LEC Management is unable to see that a Candidate has demonstrated that they are safe and competent to practice and cannot meet the standards set out by the New Zealand Nursing Council, the Candidate's programme with LEC will cease and no refund will be given (Please refer to section 11 Withdrawals and Refunds).

Candidates who do not meet LEC's CAP criteria will be referred to NCNZ as not safe and competent to practice. If a Candidate wishes, they may apply for a review of this decision. This request must be made in writing to the Operations Manager no later than 1 week after being advised that they have failed to meet CAP criteria. LEC Management will then review all the circumstances surrounding the failure and an alternative outcome may be offered, however this will not include a refund and may incur reasonable additional costs.

If on review, a Candidate is still found to be not safe and competent to practice, they can appeal this decision to the NCNZ by emailing iqn@nursingcouncil.org.nz

Should, for any reason, the Candidate not attend their OSCE testing as planned, LEC will engage in reasonable efforts to reschedule or work with the Candidate to meet a mutually agreed time.

If a Candidate is deemed by LEC as not safe and competent to practice and is referred to NCNZ as such, LEC will endeavour to assist the candidate in the following ways:

- Liaise with the Candidate and their representative or Agent to discuss LEC's decision in depth, its implications, and the next steps.
- If appropriate we will endeavour to assist the Candidate in accessing accommodation if needed while awaiting NCNZ's decision (Note: LEC will not be liable for any accommodation costs incurred).
- Connect the Candidate with relevant support agencies if required including Mental Health support agencies, Migrant Support etc...

Please note that LEC will not be liable for any costs incurred in relation to a Candidate being deemed not safe and competent to practice.

5.3.2 Successful Completion of OSCE and CAP

Should the Candidate successfully demonstrate that they meet the New Zealand nursing standards during their OSCE and clinical placement they will complete any remaining time at their clinical placement and then be referred to NCNZ as safe and competent to practice.

6. Health and Safety

All Candidates agree to read and adhere to their relevant clinical placement providers Health and Safety guidelines and policies, which will be provided to them by their clinical placement provider at the beginning of their clinical placement.

7. Privacy Act and Confidentiality

7.1 Candidates Personal Information

A Candidate's personal information is protected by the Privacy Act 2000 under New Zealand Law.

Any information collected and held by LEC will be used to register and enrol Candidates, to assist them with their studies, to monitor their welfare and progress, and to keep in touch with them in the future.

Information collected about a Candidate's enrolment details, attendance, progress, and welfare may be appropriately disclosed to their named emergency contact or Nursing Council New Zealand (NCNZ). Please refer to LEC's Privacy Policy which is provided to Candidates upon enrolment.

7.2 Patient Confidentiality and Consent

LEC places high importance on maintaining patient confidentiality.

CAP Candidates will have access to a range of confidential information pertaining to patients and residents during the course of their Clinical Placement. Some of this confidential information may be used by the Candidate to complete assignments and domain examples. Candidates agree to the protection of confidential information and should be familiar with and understand the relevant requirements of maintaining confidentiality and privacy.

Candidates agree to comply with the following confidentiality obligations;

Confidential Information is the property of and/or is confidential to the party that discloses it, and nothing grants the Candidate that receives the Confidential Information any right or interest in that Confidential Information.

The Candidates use of any Confidential Information is limited solely to use that is reasonably required to perform the Candidate's obligations under, or reasonably inferred by, their CAP.

The Candidate will not disclose any Confidential Information (or any part thereof) to any person, except:

- (a) As required by law.
- (b) For the purpose of complying with any obligations of their CAP.
- (c) As may be authorised in writing by the Disclosing Party;

The Candidate must protect and safeguard Confidential Information against any unauthorised publication or disclosure by:

- (a) Maintaining effective security measures to protect all Confidential Information from unauthorised access, use, copying, or disclosure;
- (b) Notifying the Disclosing Party immediately in writing if the Candidate becomes aware of any possible or actual breach of Confidential Information and taking all reasonable steps required to prevent or stop that breach; and
- (c) Reasonably assisting the Disclosing Party in connection with any action or investigation regarding any possible or actual unauthorised disclosure or misuse of Confidential Information.

CAP candidates must gain informed consent from all patients they are caring for in their clinical placements. Under the Health and Disability Service Patient Code of Rights, all patients have the right to refuse care or service. This includes the right to refuse a Candidate caring for them while they are in clinical placement. LEC will expect that the Candidate's clinical preceptor will help them navigate this appropriately and with sensitivity to avoid issues for the patient and/or CAP candidate.

8. Disciplinary Procedures

The Candidate agrees that if they do not comply with LEC's rules and/or New Zealand Law, LEC reserves the right to suspend or dis-enrol the candidate. Candidates will normally be given one verbal warning and one written warning to attempt to remedy the problem prior to disenrollment. In any case where a candidate is in breach of New Zealand Law, and/or safe working practice their disenrollment is immediate. No refund of fees will be due as per Section 11 "Withdrawals and Refunds".

9. Liability

LEC will take every care to ensure the candidates well-being, however LEC will not be liable for any loss, damage or injury or illness incurred by a Candidate while attending LEC, clinical placement, or social activities.

The Candidate agrees to have sufficient financial means in place to live and thrive in New Zealand in accordance with their Visa requirements.

If a Candidate has a particular health need such as pregnancy or long-term disease management, it is worth considering if relocating their life to New Zealand is appropriate. If a Candidate needs specialist medical or social services, they will not be Government funded until they are a permanent resident or citizen of New Zealand and will have to cover these costs themselves.

LEC acknowledges the content of The Education (Pastoral Care of Tertiary and International learners) Code of Practice 2021, and although not a signatory nor legally liable to work within it, LEC does work within the spirit of the document as much as is reasonably possible.

9.1 LEC's Expectations of Candidates:

Before embarking on your CAP journey with LEC, it is crucial to understand that LEC's primary objective is not to teach you how to become a Registered or Enrolled Nurse in NZ but to assess your safety and competence to practice as one. To ensure success, candidates are strongly advised to:

- Practice English speaking, reading, listening, and writing regularly before the CAP.
- Thoroughly review, read, and revise all CAP materials provided by LEC.
- Be familiar with NCNZ's Domain Competencies for a Registered or Enrolled Nurse in New Zealand.
- Practice and review basic nursing skills (fundamentals of nursing).

During your CAP, LEC expects candidates to behave professionally and take responsibility for their own success. This includes:

- Act professionally at all times in line with NCNZ's Domain Competencies for a Registered or Enrolled Nurse in New Zealand.
- Arrive on time for classes or clinical placements.
- Ensure adequate sleep and proper nutrition for peak performance and have a high standard of personal hygiene.
- Pay attention, ask questions to tutor and preceptors, and seek clarification when needed.
- Review and complete documentation daily to meet deadlines.
- Immediately raise any concerns with tutors or preceptors.

9.2 Plagiarism, Cheating and the use of Artificial Intelligence (AI)

The Candidate agrees to complete all of their coursework themselves and not to have others complete this work on their behalf. This includes;

- Completion of Part 1 NZSNT and the two associated MQC Exams;
- Coursework, essays and assignments required during Part 2 NZNP;
- Completion of Domain Documentation during Part 2 NZNP; and
- Using AI to complete any coursework, essays, assignments or exams.

LEC will not tolerate any form of plagiarism, cheating or use of AI by a Candidate. If a candidate has been found to have acted dishonestly in this respect, an investigation will be completed by LEC Management which may result in dis-enrolment.

9.3 No responsibility if Candidate does not Demonstrate they are Safe and Competent to Practice

The Candidate acknowledges that LEC assumes no responsibility for ensuring that the Candidate demonstrates safety and competence. A Learning Plan with individualised goals will be developed for candidates struggling to thrive. It is the candidate's responsibility to follow the advice and plan to demonstrate competence (see Section 5.2.2).

10. Medical, Accident and Travel Insurance

The Candidate agrees that they are responsible for arranging their own current Travel, Personal Effects (Contents) and Medical/Accident Insurance prior to arriving in New Zealand.

If a Candidate receives medical treatment whilst in New Zealand, they will be liable for the full cost of the health treatment that they require, therefore it is strongly advised to have comprehensive Insurance in place prior to the Candidate arriving in New Zealand.

11. Withdrawals and Refunds

LEC's Refund Policy is based on NZQA's "Student Withdrawals and Refunds" guidelines and associated wizard;

https://www2.nzqa.govt.nz/about-us/protect-students/student-fee-protection/information-for-learners/student-withdrawals-and-refunds/#e10024_heading1

The formula for calculating a refund is as follows:

Consideration for refund for Part 1 (NZSNT)	Refund amount (tuition fees)	Documents to be submitted
11.1 Candidate withdrawing up until the end of the second day of gaining access to Part 1 NZSNT online learning.	50% refund of Part 1 (NZSNT).	Written request to withdraw (email or letter to admin@lec.ac.nz).
11.2 Candidate withdrawing from day 3 onwards of gaining access to Part 1 NZSNT online learning.	No refund.	

Candidate reasons for a refund Part 2 (NZNP)	Refund amount (tuition fees)	
11.3 Candidate withdrawing up until the end of the fifth day of gaining access to Part 2 NZNP online learning.	75% Refund of Part 2 (NZNP).	Written request to withdraw (email or letter to admin@lec.ac.nz).
11.4 Candidate withdrawing from day 6 onwards of gaining access to Part 2 NZNP online learning.	No refund.	

Candidate reasons for a refund (other)	Refund amount (tuition fees)	Documents to be submitted
11.5 Candidate has failed to demonstrate they are safe and competent to practice against the NZNC standards as a NZRN or EN following their clinical placement and OSCE attempts.	No Refund	A termination of enrolment letter will be issued to Candidate. Candidate will be referred to NCNZ as NOT safe and competent to practice by LEC.
11.6 Cancellation of Enrolment by LEC due to Candidate not meeting the required standard.	No Refund	A termination of enrolment letter will be issued to Candidate.

Should a refund be agreed to, a 10% administration charge (of the fee paid) and reasonable bank fees will be deducted by LEC. The funds will be returned to the Candidates nominated bank account or directly returned through the stripe payment portal. Should a bank transfer be necessary it is the responsibility of the Candidate to provide the appropriate banking information for this transfer to be completed. LEC will return funds in NZD or USD equivalent at the time of the refund. LEC is not responsible for any fluctuations in the daily exchange rate nor fees applied by the receiving bank.

If a Candidate is not satisfied with a refund application decision they may appeal it in writing to the Operations Manager - Please refer to Section 12 “Complaints and Appeal Process” and complete the required documentation with as much detail as possible and include supporting written evidence. LEC Management will review all of the relevant information and advise the Candidate of their decision within 20 working days of the appeal application date.

12. Complaints and Appeal Process

Should the Candidate, at any point of their CAP, feel the need to appeal a decision or make a formal complaint, they are welcome to by submitting their complaint in writing to the Operations Manager. Candidates should review LECs policies which are provided to Candidates upon enrolment within the LEC CAP Rules and Information Handbook.