



## Lonsdale Education Centre (LEC) programme 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 have a total of one calendar year to complete all of the testing that is appropriate to meet LEC testing requirements.

## Fees

LEC CAP is described in two components, and each attracts a separate fee as described on our website: [www.lec.ac.nz](http://www.lec.ac.nz)

- Please note that our fees may vary depending on current market forces.

## Pre-Enrolment and Acceptance onto the Course

Complete the online application form and upload all documents as requested. Should any documents not be correctly attached, incomplete or illegible, the administration team will seek additional information. Applicants should not apply until they have a letter stating they need to complete a CAP course, by the Nursing Council of New Zealand (NCNZ).

The outcome of the application will be notified via email within 10 business days.

Should the applicant be successful they will receive a link to enter Part 1 of LEC online programme. LEC call this "New Zealand Specific Nursing Theory (NZSNT)". The link will allow the applicant to purchase the suite of modules as named above and start their online adult learning. This learning can be completed before the applicant arrives in New Zealand at a time that suits the applicant.

At this point, the applicant is now referred to as candidate in respect to their existing professional qualifications.

## First payment- (NZSNT part one.)

From the date of the first payment, the Candidate will have one calendar year to complete the entire CAP course with LEC.

The NZSNT online learning is presented in the order of the 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, interactives, and case studies to help candidates learn and understand nursing in the New Zealand context.

At the end of the online learning modules candidates must complete 2 multiple choice question exams (MCQs) these are as follows:

**One:** Medication calculation and administration

**Two:** Basic nursing knowledge and critical thinking.

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

After NZSNT modules and testing 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 have one attempt and one re sit allowed 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.

### **Second payment - (NZNP part two.)**

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 will be allowed entry into the NZNP modules, to allow them to prepare for their Clinical Competence Assessment (CCA) either in New Zealand or just before they arrive in New Zealand and Clinical Placement.

### **CCA testing**

This testing can occur in 3 ways to suit the candidate and their learning needs as follows:

1. **Complete a virtual CCA in New Zealand**
2. **Complete a virtual CCA prior to arriving in New Zealand**
3. **Face to Face CCA in our testing centre at 9 Ladys Mile, Foxton, 4814, New Zealand**

Planning and booking of the CCA is essential as there is substantial competition for CCA testing appointments and those who wait have less choice.

When the candidate has completed the content in part 2 NZNP and feel prepared and ready, they book their CCA testing as instructed and attend.

Should the candidate successfully demonstrate that they meet the New Zealand nursing standards during their CCA they proceed into clinical placement.

Should they fail to demonstrate competence in their 1st CCA attempt they will be allowed to book one resit. **This is the final attempt.** If, for a second time, they are unable to demonstrate safe and competent nursing practice that meets the New Zealand nursing standards, their programme with LEC will cease and **no refund will be given.** Nurses who do not meet LEC testing criteria can seek other competence assessment programme providers or training with another accredited CAP provider should they choose to. Should for some reason the candidate not attend their CCA testing as planned LEC will engage in reasonable efforts to reschedule the testing or work with the candidate to meet a mutually agreeable plan.

### **Clinical Placement**

Clinical placement is up to 4 weeks long. The candidate's clinical placement is assigned to them after consideration of their experience, CCA performance, any preferences that have been advised to us and our available placement stock. We reserve the right to make changes to suit a candidate's learning needs, our business and meet any criteria stipulated by the MOH during a change in COVID-19 alert levels or other activities based upon COVID 19 activities. With all of these matters in mind we have negotiated the placement and roster on the candidate's behalf and no adjustments to the venue or terms (e.g., number of days working or shift pattern) are acceptable without a member of the faculty's express permission.

## **Sickness in 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.

## **Health and Safety**

All candidates must abide by and follow the relevant DHB/facility or health care providers Health and Safety guidelines and policies as well as LEC Health and Safety guidelines and policies. Candidates are provided copies of LEC Health and Safety policies when they purchase part 2 of their course, NZNP, as well as in hard copy form in their clinical placement workbook prior to attending their clinical placement.

Candidates have a total of one calendar year to complete all the testing and practice demonstration required by LEC.

Should the candidate, at any point of the process feel they need to appeal a decision or make a formal complaint they are welcome to and should review LEC appeal and complaint policies. See the following section for more information:

## **Important documents associated with the process:**

### **Rules and information**

### **Consents and agreements**

### **Appeals and complaints**

## **New Zealand Privacy Act and Confidentiality**

Personal information is protected by the New Zealand Privacy Act 2000.

The information collected and held by Lonsdale Education Centre 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 about a candidate's enrolment, attendance, progress, and welfare may be obtained from and appropriately disclosed to their named emergency contact, parents, agents, other providers of international education, New Zealand Nursing Council, the Police, Department of Courts, Immigration New Zealand, NZ Trade & Enterprise, or insurance agent.

Lonsdale Education Centre places high importance on maintaining patient confidentiality and protecting privacy. CAP Candidates and LEC Faculty staff will have access to a range of confidential information and are familiar with and understand the relevant requirements of maintaining confidentiality. A confidentiality and privacy agreement is signed by the LEC Faculty staff at time of contract agreement and CAP candidates sign a further document prior to the commencement of their clinical placement to ensure they understand the obligations and agree to comply with relevant legislation. Copies are kept securely on file in LEC electronic cloud-based system.

CAP candidates must gain informed consent from all patients they are caring for in their clinical placements. Under the Patient Code of Rights, all patients have the right to refuse and care or service. This includes the right to refuse a CAP 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.

## Disciplinary Procedures

If a candidate does not comply with LEC rules and the laws of New Zealand, LEC reserves the right to suspend or dis-enrol the candidate. Candidates will normally be given one verbal warning and one written warning 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.

## Liability and Pastoral Services

LEC will take every care to ensure the candidates well-being, however they will not be liable for any loss, damage or injury incurred while attending LEC, clinical placement, or social activities. The candidate is responsible for insuring their property and health and having sufficient financial support in place to live and thrive in New Zealand. If a candidate has particular health needs such as pregnancy or long-term disease management, it is worth considering if relocating their life to a new country 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. This can be a surprise and is usually financially draining. Employers in New Zealand are reasonably concerned with the health of women who are in advanced stages of pregnancy and sometimes make decisions based on risk mitigation in the first instance.

LEC acknowledges the content of the 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.

We would consider that candidates are professionals with substantial intellectual capacity and a high degree of training. If they enrol and pay for the NZSNT modules, they are acknowledging they have read, understood, digested, and taken on-board all of the information provided to them, to help keep them safe and professionally protected.

## Medical, Accident and Travel Insurance

Candidates must have appropriate and current medical and travel insurance while studying in New Zealand.

If candidates receive medical treatment during their CAP, they will be liable for the full cost of the health treatment that is required to care for them.

Candidate reasons for a refund (NZSNT)	Refund amount (tuition fees)	Explanation
Unable to complete NZSNT, including MCQ exams	No refund.	Should the candidate change their mind after payment has been made a refund will not be provided. LEC recommends the candidate considers their decision to come to New Zealand carefully before dedicating funds to this. Candidates are managing their own work life balance, domestic tensions, and financial obligations. LEC is not party to candidates' personal decision making and are therefore not responsible for buyer's remorse.
Did not pass NZSNT MCQ exams	No refund.	Candidates have one attempt and one re sit allowed with their purchase of NZSNT. A candidate can re-purchase the NZSNT multiple times should they fail. Each fee has one attempt and one re-sit allowed.

Candidate reasons for a refund (NZNP)	Refund amount (tuition fees)	Explanation
Unable to complete NZNP, including CCA and clinical placement	No refund.	Should the candidate change their mind after payment has been made a refund will not be provided. LEC recommends the candidate considers their decision to come to New Zealand carefully before dedicating funds to this. Candidates are managing their own work life balance, domestic tensions, and financial obligations. LEC is not party to candidates' personal decision making and are therefore not responsible for buyer's remorse.
Did not pass NZNP CCA testing	No refund.	<p>Should they fail to demonstrate competence in their 1st CCA attempt they will be allowed to book one resit. <b>This is the final attempt.</b> If for a second time they are unable to demonstrate safe and competent nursing practice that meets the New Zealand nursing standards, their programme with LEC will cease and no refund will be given. Should the candidate apply for a General Manager review all the circumstances surrounding the failure will be reviewed and an alternative outcome may be offered, however this will not include a refund and may incur reasonable additional costs. Candidates are given 3 options for the way in which they complete their CCA testing. These are:</p> <ol style="list-style-type: none"> <li>1. Complete a virtual CCA in New Zealand</li> <li>2. Complete a virtual CCA prior to arriving in New Zealand</li> <li>3. Face to Face CCA in our testing centre at 9 Ladys Mile, Foxton, 4814, New Zealand</li> </ol> <p>If they are unsuccessful with their 1st option selected, candidates can choose to select a different method of delivery to re sit the CCA in order for LEC to provide a supportive testing environment. i.e., complete CCA resit in person (see above list for details).</p>
Unable to secure a NZ Visa/ deemed non-bonified by Immigration New Zealand.	No refund.	New Zealand immigration are responsible for Immigration decisions and LEC cannot influence these. New Zealand Nursing Council requires nurses to have sound professional character and should Immigration NZ determine otherwise, LEC will not provide a refund based on their decision.

<p>Unable to arrive in New Zealand due to exceptional circumstances beyond their control. Examples of these include but not limited to:</p> <ul style="list-style-type: none"> <li>- Unexpected sudden illness, disability or death of the candidate or a close family member</li> <li>- Political, civil, or natural event that prevents arrival of the candidate from their country of origin not withstanding their genuine attempt to travel to and arrive in New Zealand</li> <li>- Failure to secure a visa because of issues beyond their control</li> </ul>	<p>A full or partial refund might be considered minus a 10% administration fee and reasonable bank fees may be applied.</p>	<p>If you request a withdrawal from the NZNP due to an exceptional circumstance, in the first instance LEC will offer to transfer or adjust your course. Should this not be a mutually agreed solution LEC will conduct a General Manager review of the candidates' circumstances surrounding their application. Pending the result of this review a full or partial refund of the NZNP fee maybe approved minus administration and banking fees as described elsewhere</p> <p>N.B. if you paid for your CAP course fees in one payment (both the NZSNT and NZNP) then a partial refund might be considered based on exceptional circumstances.</p>
Candidate reasons for a refund (other)	Refund amount (tuition fees)	Explanation
<p>Offer of place is withdrawn by LEC</p>	<p>No Refund.</p>	<p>LEC will not refund fees of any candidate whose offer of place is withdrawn through the supplying of incorrect and/or fraudulent documentation or any candidate who is removed from the LEC roll through non-attendance and/or is expelled due to serious misconduct including a breach of the New Zealand Nursing Code of Conduct and/or Professional boundaries.</p>

Should a refund be agreed a 10% administration charge (of the fee paid) and reasonable bank fees will be applied. 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. The Centre is not responsible for any fluctuations in the daily exchange rate nor fees applied by the receiving bank.

If the candidate is not satisfied with a refund application decision it is possible to appeal it. Please follow the appeal process and fill out the **document** with as much detail as possible and include supporting written evidence. The General Manager or business owner will review all of the relevant information and advise you of their decision within 20 working days of your appeal application. If you are still not satisfied with the outcome you can contact iStudent Complaints for advice: <https://www.istudent.org.nz/>