



# STUDENT HANDBOOK

## Guidelines, Support & Regulations

### 2022

*We are delighted that you have chosen to train with us, and we look forward to a positive and successful relationship.*

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*Haere mai, Talofa lava, Kia orana, Fakaalofa lahi atu,  
Taloha ni, Bula vinaka, Malo e lelei, Mabuhay, Ahlan  
wa Sahlan, Annyeong haseyo, Ni hao, Namaste  
- WELCOME!*

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This handbook is a guide for students on NZMA student policies, procedures, rules, and regulations, as well as the services and support available to you as a student of NZMA.

This is a good place to start if you have questions throughout your studies. Please take some time to read through the handbook and refer back to it whenever you have a question about how things work at NZMA.

We hope you enjoy your time with us - if you have any problems or concerns during the programme, please do not hesitate to discuss them with your class tutor or with someone from Management who will be more than happy to help.

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## Who we are

New Zealand Management Academies Limited (NZMA) is a registered and accredited NZQA tertiary provider. In addition to offering programmes under the NZMA brand we also operate the following trading names under the registration of NZMA. These are:

- The Culinary Collective (TCC)
- New Zealand Institute of Sport (NZIS)

When NZMA is referred to in this handbook it is referring to all trading names and NZMA.

## Campus Contact Details

**Attendance Line ----- Call 0800 116 611**

### **Auckland Central**

NZMA & The Culinary Collective, 100 Symonds Street, Auckland Central 1010  
Phone: 09 336 0040

### **Otahuhu**

NZMA 12-16 Gordon Road, Otahuhu, Auckland 1062  
Phone: 09 270 0082

### **Manukau**

NZMA 621 Great South Road, Manukau 2104  
Phone: 09 262 0912

### **Sylvia Park**

NZMA, The Culinary Collective & NZIS, 56-60 Carbine Road, Mt Wellington, Auckland 1060  
Phone: 09 309 7802

### **Trades GSR**

NZMA 807 Great South Road, Mt Wellington, Auckland 1060  
Phone: 09 217 0500

### **Trades West**

Parrs Park, 451 West Coast Road, Oratia, Auckland 0602  
Phone: 09 217 0500

**Trades South**

15C Vestey Drive, Mt Wellington, Auckland  
1060

Phone: 09 217 0500

**Trades Whangārei**

8 Commerce Street, Whangārei 0110

Phone: 0800 222 833

**Hamilton**

NZMA & The Culinary Collective, 94 Tristram  
Street, Hamilton 3204

Phone: 07 839 0930

**Rotorua**

NZMA 1235 Eruera Street, Rotorua 3010

Phone: 07 213

**Wellington**

NZMA & NZIS, Wellington Railway Station, 2 Bunny  
Street, Pipitea, Wellington 6011

Phone: 04 801 2890

**Porirua**

NZMA 1 Prosser Street, Porirua, Wellington 5022

Phone: 04 801 2892

**Christchurch**

NZMA & NZIS 85 Peterborough Street,  
Christchurch Central 8013

Phone: 03 366 3489

1030

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## Getting Work Ready

While you are studying with us, we will train and upskill you to appreciate what behaviour a professional in your chosen industry looks like. We call that **'work ready'**. Our industries need people who have a positive attitude, work well with others, communicate effectively and respectfully, are reliable and committed, and willing to learn.

NZMA's student code of conduct & ethics reflect the work ready expectations we have of all students. Being professional by meeting these expectations is required for participation and successful completion of every programme, for progression into other programmes and beyond into employment for your career pathway.

Please respect the other students in the programme. Look after, encourage, and help one another where you can. Arrive on time, give the tutors 100% and enjoy your classes!

### Our Work Ready Expectations - applicable to all students

- Attendance level meets required standard for the programme, attending all scheduled classes and activities (reflecting workplace expectations for punctuality and reliability)
- Personal presentation and clothing worn on campus meets the NZMA dress code (reflecting workplace expectations and industry standards)
- Positive attitude and professional manner demonstrated at all times during your enrolment with us, including where you may be representing NZMA. Such as work placement, site visits, job interviews, job fairs.

Refer to the **Student Code of Conduct & Ethics** on page 27 for detailed requirements.

# A TO Z GUIDE

## Accommodation

The campus can provide you with information on accessing suitable accommodation, as well as understanding your rights and obligations as a tenant in New Zealand.

## Administration/Office Hours

Office hours are 8.00am – 5.00pm.

The administration team are there to assist with any queries you may have and are also available for all programme related issues including Studylink payments.

Administration staff can be extremely busy at certain times of the year so an appointment to see the appropriate person may be necessary.

## Alcohol

Some programmes at NZMA cover the preparation and service of alcoholic beverages. If you do not wish to sample alcohol beverages due to personal reasons such as cultural, dietary, religious requirements etc, please ensure you advise your enrolment advisor and tutor. Where training and assessment involves tasting characteristics of alcoholic beverages, you may instead provide theory evidence ask your tutor what you need to provide.

If you are under the age of 18 years you will be prohibited from consuming alcohol, except where your parent or guardian has provided written consent at enrolment to participate in alcohol tasting as part of programme requirements.

## Attendance

Your tutor will record attendance for every all on and offsite classes and programme activities and record any absences. The roll is checked during fire drills/emergencies, so we need to know it is accurate.

You are required to attend every scheduled activity and lesson for the full duration of your programme. Call the attendance line to let your tutor know if you are unable to attend 0800 116 611.

See programme requirements on page 16 for details.

## Childcare

For students who have children or childcare obligations please ensure you have arranged childcare as soon as possible to avoid missing out on study time.

If you are having trouble balancing your carer and study commitments, please speak with your tutor.

## Community, Cultural & Support Services

A directory is located at the end of this handbook. If you need further help locating information, see your tutor or course advisor.

## Compulsory Student Services Fee (CSSF)

The CSSF funds a range of services we provide to students to enhance campus life and student wellbeing. These are the key services provided on top of education delivery supporting student needs, such as: Careers advice, guidance, and employment information; Counselling services; Advocacy and legal advice; Financial support and advice; Sport, recreation, and cultural services; and Health services.

## Correspondence with industry

Programme activities may require you to seek information from people who are working in

an industry, either by email or letter. As these communications are going out under NZMA these must be approved by Campus Management.

Emails & Letters are to be printed and taken to your tutor for checking.

### Counselling

We can arrange counsellors for students who may require help. Please ask your Course Tutor, Team Leader, or Campus Manager if you would like to make an appointment.

### Dress Code

All clothing worn on campus must meet the dress code for that campus and programme. Talk to your tutor if you are having difficulty meeting the dress code.

If your programme does not have a uniform, you are welcome to wear clean, comfortable clothing that is campus appropriate. Refer to page 27-28 for details on prohibited items.

If you are a domestic student with a student loan, you can use your programme related costs to pay for any uniform that might be part of the programme requirements. These are usually detailed on your confirmation letter.

### Emergency Services

Police, Fire or Ambulance: Telephone 111

### Fees

There are a number of government funded Fee schemes for Domestic Students, including Fees Free and Targeted Training and Apprenticeship Fund (TTAF). You will be supported at enrolment to check if you are eligible for fees funding.

### First Aid

Staff at each campus have completed first aid training. Find out who by looking at notice boards. There are first aid kits located at reception.

### Food & Drink

Classrooms are a food free area.

If your campus has an onsite café, you will be able to purchase food including healthy options at student friendly prices. Other campuses will provide complimentary kitchen facilities which may include coffee, tea, milk, sugar and use of a microwave and fridge.

Should you place food in the fridge, please label and dispose of food items at the end of each day, as we will otherwise do this. It is your responsibility to clean up equipment you have used, dispose of rubbish, clear surfaces in shared spaces, so they stay tidy for others throughout the day.

### Graduation

Graduation ceremonies are held mainly in December, and you will be advised of the details closer to the date of the event. Graduation is a time to celebrate your achievements with members of your class, family and friends, and the staff. As soon as you know the date, make sure you enter it in your diary! Students who have successfully met the criteria for gaining the NZQA certificates and / or our certificates are all eligible to participate in graduation.

### Hazards & Risk

If you notice anything around the campus which you think could be a hazard or risk of harm, please inform your tutor, Campus Manager, or Health and Safety representative immediately.

### International students

A Welcome booklet is provided to all international students at enrolment, and orientation will go through information specific to international student welfare needs such as:

- Accommodation

- Culture
- Road safety and driving regulations and laws
- General student welfare requirements and requests

### Insurance

International students must have a comprehensive medical accident and contents policy as a condition of their student visa. Insurance is monitored by the NZMA International Compliance Support Officer.

### Lost Property

Please do not leave valuables or personal items unattended in classrooms or elsewhere on campus. NZMA will not take responsibility for damaged or lost property. If you do find misplaced property, please hand it to campus reception.

### Mail & Messages

The office will only accept messages for students where these are urgent cases. To be contacted during class time for urgent issues (e.g. sick children), please ask for calls to be directed to campus reception, we will make every effort to pass the urgent message on to you.

Your personal mail / packages should not be sent to the campus, and we do not accept any responsibility for forwarding student mail or packages.

### Medical Issues

If you have a serious medical condition such as an allergy, you need to advise NZMA of this and provide your GP or clinic's name. This ensures we have this information available in case of a medical event. If you are not registered with a doctor (or need one locally), ask the campus team for information in services.

### Microsoft Teams

NZMA uses the Microsoft Teams platform (MSTeams) online learning activities and tools to access and upload information, collaborate, and communicate with your classmates and tutor.

MSTeams works in the cloud so once you have installed the app on your device, you can access the Class Team offsite as well.

We'll provide start-up guides, and your tutor will support you to use the platform when you start class with us.

### Office 365 for Students

Using your student email address, you also have access to an online Office 365 application which enables them to use Microsoft products at home online for free. To access Office 365, you need to log into the following website using your student email address - <https://login.microsoftonline.com>

### Open Door Policy

NZMA makes sure staff will be available to you during campus hours. If you have a problem or concern you, please speak with any member of staff you feel comfortable talking to.

### Parking

This may vary from campus to campus. Where there is parking provided park only in the designated student areas. Check with Campus Reception if unsure.

### Printing & Photocopying

You will be allocated a user ID and password. Each student is issued with a print credit limit for the duration of their programme.

Your tutor will advise you as to whether the above option is available at your campus.



## Privacy & your Personal Information

The Privacy Act (2020) treats personal information as being private and confidential. Any information collected from you will not be used other than for the purpose it was collected.

NZMA staff will follow the principles of the Privacy Act and will not give out information about you to members of the public, family members or employers without your written consent. This also includes requests from authorities such as the Police –requests like this must be in writing, clearly stating what information is required and why, and under what authority it is being sought.

If you are under 18, specific information may be communicated to your parent or guardian.

## Prohibited Items & Substances

We provide a safe enrolment for staff, students, and visitors; items and or substances that may cause harm or are used to threaten are not permitted. This includes being under the influence of alcohol, or substances on campus.

NZMA may engage a third-party agency with drug detection dogs to conduct a search on campus with dogs, where illegal drugs are suspected on campus.

## Records

We will retain secure records of your enrolment and academic information on your electronic student file.

This information will be available to you on request should you require copies.

## Resources

Your campus will be able to advise you what resources they have on-site and what resources are available on-line.

In some programmes additional textbooks are required for students to purchase. These will be identified.

Students need to demonstrate academic integrity, so if you want to download, copy, or print external resources you need to stay within the limits of copyright licences.

You can also join the public library for free. You will just need proof of your residential address such as a letter or bill.

## Smoking & Vaping

We aim to provide a smoke-free environment for our students. Smoking directly in the front entrance of buildings or in other outside areas designated as smoke-free is prohibited. If your campus has a designated smoking area, please only use this area.

If your campus does not have a designated smoking area, you must not smoke anywhere on campus ground or in campus buildings.

Anyone wishing to smoke must be at least 50 metres away from campus grounds. Please respect our neighbours, environment & local community by not smoking and/or moving away where requested, and disposing of cigarette butts in rubbish bins.

## Sonder Safety App

Sonder is a personal safety and mental health application that provides students with 24/7 assistance. The Sonder app is free for NZMA students to download, your tutor will explain how to download the app at induction See page 15 for details

## Student Allowances

### StudyLink

Domestic students enrolled with us may be eligible for student loans and/or allowances. Please contact Studylink directly to check your eligibility or talk with your campus administration team).

Studylink has specified pass requirement to remain eligible for a student loan. Failure to do this may mean students are not eligible for a loan or allowance next time they wish to study. Studylink Ph: 0800 88 99 00.

### **Training Incentive Allowance (TIA)**

If you receive a benefit, you could be entitled to WINZ Training Incentive Allowance. Our administration team can fill out the provider section on your TIA application form.

### **Youth Guarantee Travel allowance**

Students on a Youth Guarantee programme are entitled to receive a travel allowance. Please talk to your tutor and or the campus administration team regarding this.

### **Student Email Address**

When you enrol with us, you get a NZMA student email address. Your Tutor will help you with logging in and setting up passwords at induction.

### **Student Free Days**

From time to time the campus may schedule a student free day to accommodate various operational requirements. Scheduled student free days will have no impact on your attendance percentage. We take every step to ensure that all programme content is covered.

### **Student ID Cards**

We will take your photo and provide you with a student ID card when you commence study. This card will get you discounted travel on certain bus and train services. Replacement cards are \$5.

### **Visas**

International student must hold the correct visa to study at NZMA (name of school, programme of study, and location must all be correct). If the details are incorrect or your visa expires, you will not be able to participate as a student.

If anything changes about your student visa, it is expiring, or you get a new passport, you must update NZMA (NZMA International Compliance Support Officer) immediately.

For advice on student / graduate visa and or employment restrictions these websites see [immigration.govt.nz](http://immigration.govt.nz) and [naumainz.studyinnewzealand.govt.nz/](http://naumainz.studyinnewzealand.govt.nz/) or speak to a licensed immigration adviser.

### **Visitors**

You are welcome to show friends or family around campus during normal office hours, but before doing so please check in with one of the reception team and ensure that your guests follow the check in system.

All visitors must sign the visitors' book held at reception.

If you are experiencing a problem with an unwelcome visitor, or think that a problem may occur, please feel free to advise Campus Staff so we can protect your privacy.

### **WIFI**

To get free internet access while on campus, connect your device to the "Education WiFi" using your NZMA login details. Your tutor can provide you our printed instructions for most common system types. If you have any issues, please contact your tutor to request IT support on your behalf.

# KEEPING HEALTHY, SAFE & WELL

We know staying healthy and happy during your studies is really important for success and meeting your goals.

At NZMA we want to help to you to be safe – physically & mentally, respected & accepted for who you are, supported in your learning & wellbeing, connected with your social & cultural networks and to be able to have your say in decisions about services.

All Tertiary providers in New Zealand are bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (The Code) The Code sets out the roles and responsibilities of tertiary providers in promoting and supporting your wellbeing, development, and educational achievement. For more information on the code go to: [www.nzqa.govt.nz/know-the-code](http://www.nzqa.govt.nz/know-the-code).

## International Students

International students will also have a copy of the NZMA Welcome Booklet – which provides additional information what you need to know as a newcomer to New Zealand, this forms part of the International Student Induction.

## Staying in Touch

Please avoid risking your enrolment or causing unwanted worries and concern regarding your whereabouts by keeping communications open with your campus team. We have the 0800 phone so you can call for free even if you lose your mobile phone or run out of credit.

**Changed your address, email, or phone number?** If this changes during your enrolment, please update your course advisor or tell your Tutor at your one-one one meeting.

We need up to date details so we can contact you or your next of kin in an emergency, follow up if you haven't been in touch to see if you are safe, need support or need to send you enrolment related communication. Also, after you graduate, we would like to stay in touch so we can tell you about any great employment opportunities, or if we need to post documents, certificate etc.

## Health & Safety

The health and safety of everyone is of prime concern to our organisation. As an enrolled student, you have responsibilities too and are required by New Zealand law to:

- Take care of your own health and safety
- Ensure your actions do not adversely affect the health and safety of others
- Follow all health and safety procedures, guidelines, instructions, and notices communicated to you
- Only use equipment in a manner that is safe and according to relevant instructions
- Wear all personal protective equipment and uniform as required
- Report any safety concerns your tutor, staff member or Campus Manager
- Report accidents and incidents immediately to a staff member and to the campus reception
- Suggest any improvements that can be made to health and safety to a staff member, Health and Safety Representative or Campus Manager

## Accidents

Please report all accidents to a staff member so they can notify the Campus Manager immediately. All campuses have a Health and Safety plan in place which is reviewed twice annually by the Campus Manager. Any accident that occurs needs to be reported to the (Campus Manager and logged in the accident register. An investigation will occur to identify all hazards concerned so that the issue can be minimised and or eliminated. Should you notice any potential hazards please advise a tutor or the Campus Manager or the H&S Rep immediately.

## First Aid

Each campus holds a first aid kit at reception and in the onsite cafes, and a list of other qualified staff, for use in an emergency.

## Health & Safety on Work-Based Placements

As part of your programme, you may undertake work experience, placements, or internships with industry in the workplace. You must carry out all the health and safety responsibilities required of you by NZ Law which are outlined at the start of this section. As well you will need to follow the instructions and procedures of the company you will be working with. If you feel you have been asked to carry out a task that is unsafe for you or others, you have the right to cease work and immediately inform your tutor or Campus Manager.

## Emergencies

It is important to know what to do in an emergency on campus. Your induction will cover meeting points and who the fire warden is. Emergency exits, evaluation routes and assembly areas are also displayed in classrooms and on notice boards. Please take a moment to read these and familiarise yourself with alarms, exits, evacuation routes and assembly areas.

Remember an emergency can happen anywhere at any time – so it is a good idea to check out the Civil Defence emergency 'GetThru' website to help you know how what to do – no matter where

## Evacuation

In the event of a drill or emergency evacuation please follow the evacuation process for your campus using the emergency exit you are directed to and going to the designated meeting point.

## Violent offender

If a lockdown is initiated, students are to minimise noise and movement and follow the instructions of staff members.

## Fire

If you discover a fire, raise the alarm immediately by operating the nearest fire alarm or informing reception. Call the Fire Brigade on 111 or notify reception.

- On hearing the sound of the alarm bells ALL students and staff must LEAVE THE PREMISES IMMEDIATELY
- Use the nearest exit available. Move quickly and quietly – DO NOT RUN. DO NOT USE THE LIFTS. Do NOT collect personal belongings from any part of the premises

- NO person is to re-enter the building until instructed to do so.
- Once all clear has been declared by the Fire Department, the school Fire Warden will advise that you can re-enter the building.

## Earthquake

In the event of an earthquake, remain in the building, move no more than a few steps, drop, cover (under solid furniture such as tables or desks) and hold.

When the quake has passed, exit the building if it is safe to do so. If fire is discovered or an evacuation order given, follow the fire evacuation procedures.

If you are near the coast and the earthquake is long (more than a minute) or strong (it's hard to stand), follow the Tsunami emergency procedure.

## Tsunami

If you are near the coast and there is a tsunami warning, follow the instructions of staff members, moving quickly to high ground or as far inland as you can out of tsunami evacuation zones.

## Medical Conditions, Infections & Illness

### Illness

If you are experiencing diarrhoea, sickness, or are experiencing flulike symptoms (flu, covid, measles etc), please refrain from coming to campus, and see a doctor for diagnosis and treatment. If you have travelled recently from overseas and experience the above conditions, you must seek medical advice immediately.

It is important to seek medical attention to avoid spreading viruses and illness. If you have any concerns about your health, you can contact Healthline on 0800 611 116, or your GP for medical advice. Healthline has translators and interpreters available.

To minimise illness among students, staff, and visitors. Keep up healthy habits and follow public health advice this means: staying home when sick, handwashing, cough and sneeze etiquette and social distancing.

### Covid 19

No matter what the traffic light we are at, we are here to guide you. Your safety is our top priority, and NZMA are ready to connect with you in the safest way possible. The COVID-19 Protection Framework (Traffic Light System) is in place for all NZ. A reminder, there are varying requirements for the different traffic light setting. The below information was current 1<sup>st</sup> June 2022.

Level	Campus	Requirements
Red	Campuses are open for onsite delivery	<p>Students can attend class &amp; campus activities in person.</p> <p>Staff, students, and visitors must wear a face mask indoors in public areas and during teaching and learning.</p> <p>Do not go to campus if you are unwell, awaiting a COVID-19 test result or are self-isolating.</p>

<b>Orange</b>	Campuses are open for onsite delivery	<p>Students can attend class &amp; campus activities in person.</p> <p>Face masks are not mandatory, but masks do help reduce the spread of COVID-19. At Orange, you are encouraged to wear a face mask in indoor settings wherever it is practical.</p> <p>Do not go to campus if you are unwell, awaiting a COVID-19 test result or are self-isolating.</p>
<b>Green</b>	Campuses are open for onsite delivery	<p>There are no restrictions or mandatory requirements.</p> <p>Keep up healthy habits to help reduce the spread of COVID-19. If you are sick and have COVID-19 symptoms you should stay at home, and take a rapid antigen test (RAT).</p>

## Medical Conditions

If you have a serious medical condition such as an allergy, and this is managed by prescription medicine, ensure campus management is aware of this. Also advise your tutor of this so they are able to access your medicine in case of emergency.

## Pregnancy support

Please note that our staff members are advised not to give advice to students regarding unplanned pregnancies. Staff will refer you to a health professional, the Family Planning Association, or an appointed counsellor.

## Sexual health

In New Zealand the age of sexual consent is 16 and it is illegal to have sexual contact with persons under this age even if he or she consents. If you choose to have sexual relationships you need to protect yourself from both unwanted pregnancy and from sexually transmitted infections (STIs).

For more information on STIs and contraception visit [www.familyplanning.org.nz](http://www.familyplanning.org.nz) or seek advice from a health professional.

## Counselling Services

Study can be very demanding around assessment times, especially on top of other demands of family, work, and other commitments. Seeing a counsellor during these periods is an especially good idea to help you cope with stress and anxiety while you are studying.

If there are any issues which are impacting on your ability to study on campus it is important that you seek professional help. If you require assistance in dealing with a personal matter, please feel free to contact any staff member. NZMA has access to internal/external counsellors for students who may require assistance in areas of relationships and stress management.

## Discrimination, Harassment & Bullying

We welcome diversity on our campuses. Any discriminatory behaviour, bullying or harassment based on gender, age, sexual orientation, disability, family or marital status, culture, ethnicity or religion against any person or group of people is unacceptable and in breach of the Human Rights Act.

Discriminatory behaviour, bullying or harassment can be experienced directly in person, or from written /electronic communication (texts social media etc). It can happen in front of everyone or when no one else is watching.

### What can you do if you experience discrimination, harassment, or bullying?

It is important to remember it is **not** your fault.

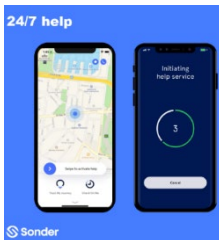
If you feel that you are facing behaviour either from a staff member or another student that is unfair, harmful, or interfering with your ability to participate freely on campus, please bring it to the immediate attention of a staff member.

## Security - Personal Safety & Wellbeing

### See Something? Say Something!

If you see anything or anyone suspicious on campus or near campus grounds, report any incidents or concerns to a staff member immediately. Remember this is your campus and your home for the remainder of your studies, so treat it like your own and look out for your fellow students and staff.

### Sonder - Personal Safety & Wellbeing Service



**Download the  
Sonder app now**

NZMA have a partnership with Sonder, a 24/7 support service for you. During orientation and induction, you can download the Sonder App and be registered for its use. Sonder Flyers can be found around your campus.

The Sonder app has a number of features, like “Track My Journey” and “Check On Me”- you might want to use this if you find yourself walking alone at night, going on a first date, or meeting up with a stranger to buy or sell goods.

Sonder also provides services for illness or accidents, anything from a sudden allergic reaction or accident to a serious incident or natural disaster, when you need someone to act and make decisions in your best interests.

If you are feeling stressed, anxious, lonely, or simply don't know who to turn to, you can speak to Sonder's multilingual support team anytime via live chat or phone.

If you use Sonder for support with serious illness or accident – the Campus Manager will receive an update via email on the situation as soon as the immediate response has been carried out, followed by a full incident report within 24 hours. This will enable your Campus Manager to follow up with you around what ongoing support needs to be in place.

# PROGRAMME REQUIREMENTS

## Programme Hours

Your time management, punctuality, and commitment to a programme of study is all part of building your work ready skills.

Students are required to complete a set amount of learning hours for the programme they are enrolled on. Completing the required hours is essential for learning and skills development, so you can successfully gain your qualification.

- **Class Hours/Directed Learning:** This refers to the timetabled class held with your tutor (on campus or online class). Class hours also include any off-campus activities like site visits, as well as scheduled placement hours. **Attendance is taken for all class hours.**
- **Self-Directed Learning Hours (Home/Self Study):** This is learning you do in your own time outside of your class hours. To stay on track, you need to complete the recommended number of self-directed learning hours each week.

## Attendance

You are required to attend every scheduled activity and lesson for the full duration of your programme and to maintain a minimum of 90% attendance rate. Full duration means being on time for the specified time of the day's tuition, and except for scheduled breaks, participating and remaining for the entire lesson.

If you are running late or are unable to attend, it is important you contact the campus to advise us of your absence or lateness. Please do this before 9.00am on the following number:

NZMA/NZIS/TCC                      0800 116 611

If you are absent and don't make contact, your tutor will attempt to contact you on that same day.

Reminder: Personal appointments must be made outside of **class time**.

## Lateness

Arriving late or leaving early will see you marked absent for that quarter day. It is your responsibility to catch up on any missed learning.

## Justified Absence

If there is an issue you believe might be affecting your ability to attend class, you should discuss this with your tutor to find a solution.

If you have been absent and have justified reasons for not attending, and documentation to support this, you can request to be recorded as a 'justified absence' including:

- You are at home, or in hospital, because of a medical reason (with a medical certificate)
- You are the main caregiver to someone at home, or in hospital, because of a
- Medical appointment (e.g., doctor, dentist, mental health support)
- Verified national or provincial representation in a sporting or cultural event



- medical reason (with a medical certificate)
- Verified Family bereavement
- Suspension or Student Visa issue not permitting you to study / be on campus

Campus management might not accept documentation if it is not supplied within the week of your return.

## Self-Directed Learning Hours

Self-directed learning (SDL) forms part of your programme, it complements class-based learning activities, helps you develop independent skills, and contributes to assessment. You complete SDL in your own time, outside of scheduled class hours.

SDL activities might be set to prepare you for class the next day such as a reading to make notes for discussion in class; or it might be to review, reflect or build on what you did last class. Other SDL might be preparation for assessments, projects, workbook exercises, using online collaboration tools, independent reading, and investigation of relevant topics.

Each programme has an expected plan for students to follow for a set number of SDL hours per week, your class tutor will give you instructions and expectations on what is included for your programme.

SDL can be done anywhere you feel comfortable studying. This could be on campus before or after class, at home or the library.

You will need to manage your time to complete the planned learning activities and your Tutor will touch base with you regularly to track your SDL progress. If you are having difficulty finding a suitable place or enough time to do SDL, talk to your tutor to see how we can support you.

## Adjustments to Programmes & Schedules

NZMA is committing to delivering programmes as intended, however from time to time there may be extenuating circumstances and or external forces that require NZMA to make necessary adjustments to programme provision.

Necessary adjustments may include but are not limited to; class hours and holiday schedules, planned visits and events, location and/or mode of delivery - i.e., on campus versus online.

Circumstances that might affect provision such as changes in policy, staff illness, extreme weather events, state of local/national emergency situations, transport/infrastructure outages, border/travel restrictions, public health orders, may mean class activities, placements, visits, guest speakers etc. cannot go ahead as planned.

# ACADEMIC SUPPORT

## Learning Differences

Let us know if you identify as neurodiverse, are differently abled, or if you have any identified learning barriers or difficulties needing extra support or resources for learning and achievement. Together we will work through an individual plan to assist you.

## Literacy and Numeracy Assessment Tool

In the first two weeks students have an opportunity to complete an online assessment for numeracy & literacy level. We will discuss levels with you individually and assist you to plan some possible goals for numeracy and literacy levels. At the end of your programme, you will have another chance to complete the online assessment again and see what gains have been made.

If you are enrolled in our level 2 - 4 programmes you are required to complete an online assessment of your numeracy & literacy levels. These are scheduled at the beginning and end of each programme and are compulsory. In some programmes, they may also be scheduled when you are 10 weeks into your programme so we can make sure you are getting the support you need.

All students enrolled in level 5+ programmes of study complete the literacy and numeracy assessment towards the end of their programme. This analysis of literacy and numeracy levels allows us to support you throughout your study with us and we are able to track what gains have been made in these areas.

Students who have recently been assessed in level 3 and are continuing into a level 4 programme will have an online assessment for numeracy & literacy towards the end of the programme.

## Tutor Support

Tutors are available before and after class most days. You will be allocated a class tutor who you can go to at any time to discuss any concerns relating either to the programme or issues that are affecting your attendance or performance.

Regularly during your programme, your class tutor will meet with you to discuss your progress, give feedback, and discuss goals. An updated result notice for you to check will also be given out.

## Qtime Meetings

Qtime are one-to-one meetings with your tutor. These will take place approximately every six weeks. You will have the opportunity to catch up with your Tutor to discuss a variety of topics such as goal setting, career aspirations, academic progress etc.

These meetings allow you and your tutor to touch base and arrange further opportunities for follow-up discussions where you need them.

## Learning & Completion Plans

There may be times when you need a bit more support to stay on track with your academic commitments and goals and this is when your tutor will work with you to create an agreed learning & completion plan.

Setting a plan will help you to catch up on missed learning when you have been absent from class, missing assessments or just for general academic support.

For the plan to be effective, you meet agreed deadlines or actions set in your plan. If there are any further barriers to you meeting your plan, talk to your tutor so we can see what works best for you and make sure the plan is realistic and achievable.

## STUDENT VOICE

NZMA wants to make your time here as enjoyable and successful as possible - that is why we encourage regular feedback from you on issues affecting the student body and invite you to be involved with the decision-making process at NZMA. Telling us what you think helps us to know if we are meeting your needs, expectations and ensure continuous improvement in everything we do.

### Class Meetings

Each campus holds a class meeting once a week. It is essential to keep up to date with campus and class activities which is why this meeting is compulsory. In these meetings the class and tutor can address any issues, as well as discuss new ideas, feedback from surveys, memos, notices, guest speakers, industry visits etc. Your tutor will also follow up on results, programme progression, attendance, and areas of development.

### Student Representative & Kaiāwhina Meetings

The role of the student representatives & Kaiāwhina are vital as they will work closely with Management to ensure the class is running effectively in line with any company policies, procedures, and expectations.

Student representatives are democratically elected by each class to meet with the Campus Manager on a monthly basis. At times, information discussed with student representatives may be used to ensure policies, procedures and expectations are being met. Student Representatives understand that any information they provide could be used by Management in a variety of capacities and that the contribution they make is highly valued.

The Kaiāwhina roles are that of an advocate/voice for fellow students who may feel whakamā (shy or embarrassed) to seek support, advice or help with social, cultural, and academic support. Kaiāwhina are nominated by students and staff and are students that show empathy and care for their peers.

Kaiāwhina will meet with Student Reps and Campus Managers on a monthly basis. At times, information discussed with Kaiāwhina may be used to inform policies, procedures and expectations are being met.

Our NZMA Trades Campuses usually refer to the Kaiāwhina role as Tuakana.

## Feedback Surveys

### Student Online Evaluation Survey

The internal NZMA evaluation survey takes place 5 times per year. All students are asked to participate in this anonymous questionnaire that surveys their NZMA student experience. All aspects of your programme are covered including facilities, student support, and tutors. The results will be discussed at the next student representatives & Kaiāwhina meeting and in class with your tutor – where we will update you on what actions we have taken to continuously meet student needs, based on the feedback received.



Online Evaluation QR Code

### Course Evaluation Survey

The Course evaluation will ask you about the most recent subject you covered in class – we want your feedback on what was fun... and what was not. We will also ask you about the quality of assessment. Some NZMA Student Resource Workbooks will include a link to the survey, otherwise your Tutor will advise you when this is due to be run.

### Graduate feedback

As well as online and representative feedback during your programme, you may also be contacted approximately 3 months after completion so that NZMA can evaluate the relevance of your training for your workplace.

## Student Services Consultation

NZMA provides a range of key services to students to enhance campus life and student wellbeing, funded by the Compulsory Student Service Levy (CSSF).

We know student needs can change, and so can the costs of services, so every year we hold a meeting with Student Representatives, Kaiāwhina and Campus Management to discuss the level of fees, the type of services, procurement of services and authorisation of expenditure.

# COMPLAINTS & CONCERNS

We want you to have the best possible experience at NZMA, if you have any concerns about something at NZMA that is affecting you - we want to help.

## NZMA Complaints Process

A step by step process is shown on the next page. The first step is an informal talk to see if the concern can be resolved. Your tutor is available to talk through any concerns, but if you feel more comfortable talking with someone else - you could speak with a different staff member, or ask your student rep or kaiāwhina to help you with this process.

If you still have a concern after this first talk. You can escalate this and make it a formal complaint with the Team Leader/Campus Management (step 2). The formal complaint needs to be documented. We have a form for this – you can ask any staff member for the form and if you need help writing the form, we can support you. You will need to confirm the information is accurate before submitting it to campus management.

Please note, all records of complaints will be on file, complaints records are marked confidential, and the information is accessed only by those involved in managing your concern.

Once a formal complaint is submitted/escalated to campus management, they will send you a letter/email within two working days about next steps of the process, you will also have a date when the meeting will happen to discuss the complaint. If the date doesn't work for you – let the campus know.

For any meeting like this, you have the right to bring a support person (whanau/family member/friend/classmate etc) with you.

If after the meeting your complaint is still not resolved you can escalate it to the Head of Operations (step 3), and the complaint is still unresolved after escalating to the Head of Operations, you can make a complaint with NZQA.

## NZQA Process

Before making a formal complaint to NZQA you need to have followed NZMA's formal complaint process. The NZQA website give instructions on how to make a complaint about a provider, and access the complaint form:

<https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>.

You can also contact NZQA at risk@nzqa.govt.nz or 0800 697 296 for information on the process.

## Financial & Contractual Disputes

Financial and contractual disputes are managed through the relevant Student Contract Dispute Resolution Scheme (DRS). If your complaint includes a request for a refund or compensation in relation to our programmes and services, NZQA will likely refer your complaint to the DRS operator. There is one for international learners and one for domestic tertiary learners:

### International Students:

iStudent Complaints

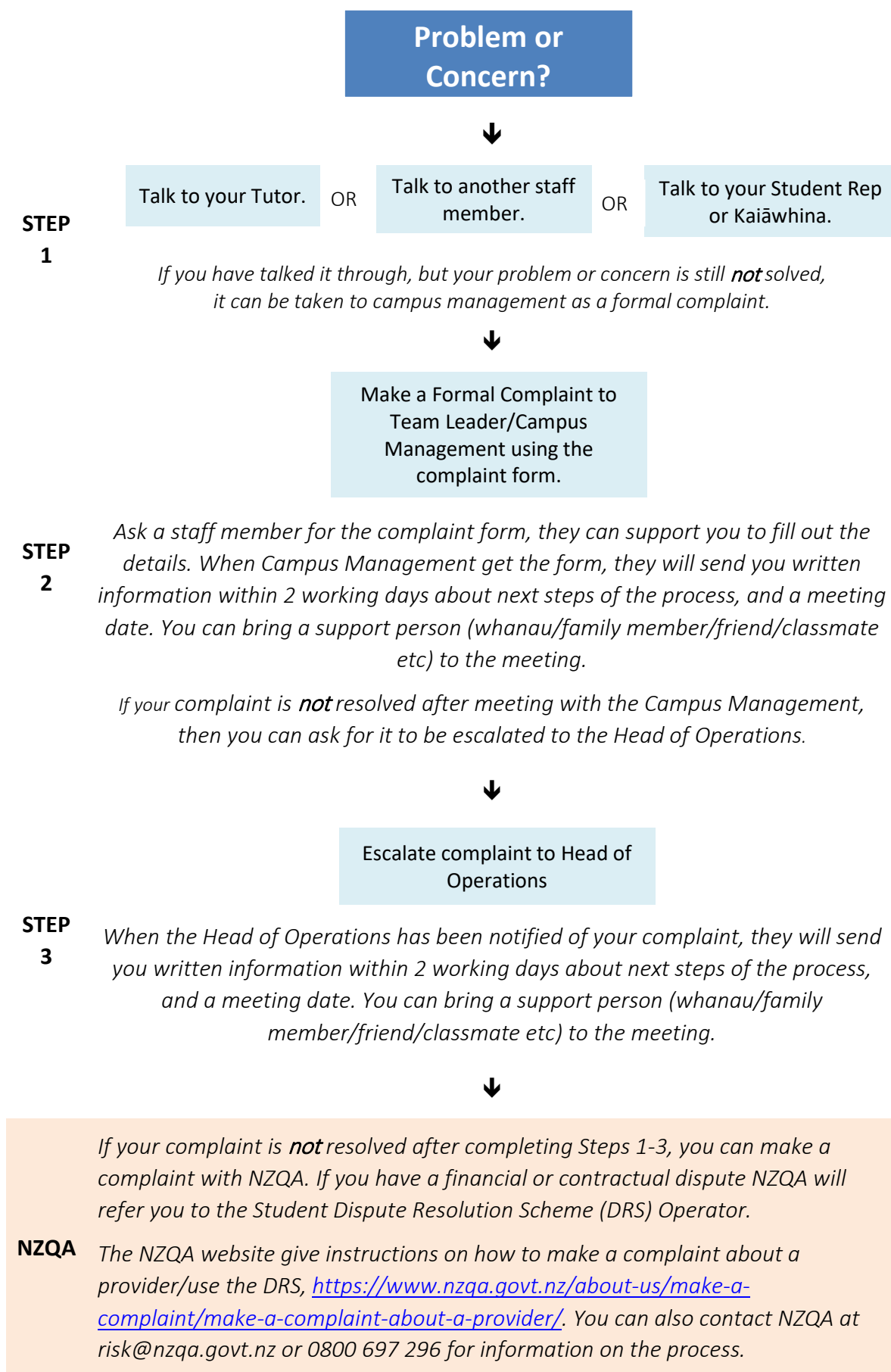
<http://www.istudent.org.nz/>

### Domestic Students:

Tertiary Education Dispute Resolution

<https://www.tedr.org.nz/>

## Complaints Process Diagram



# ASSESSMENT & ACHIEVEMENT

## Recognising Prior Learning & Credits

NZMA may recognise credit for outcomes you have already achieved / demonstrated where they are equivalent to outcomes in your programme of study. You need to provide evidence to your course advisor at the time of enrolment to gain credit for any previous study/prior learning.

Assessment is not required for any credits already achieved. Even though you might not have to complete class for the same topic because you already have the credits, we still encourage attending to refresh and grow knowledge on the topic – this is because the classroom environment offers a further stretch both in content and employability skills.

### Cross Credits / Credit Transfer

You may already have gained credits somewhere else. Where these match your NZMA programme, you can request credit transfer. Note your NZQA record will automatically be checked by your Course Advisor to see if there are any identical unit standards in the programme.

### Recognition of Prior Learning (RPL)

If you believe you have already gained the learning outcomes for a particular topics (say in previous study or work) and if you have evidence of this, you can apply for RPL. If you have any gaps in evidence, we may require an assessment to confirm your prior skills and knowledge.

## Assessment Procedures

Whilst training with us, you will be assessed against set criteria for programme learning outcomes. You need to complete every assessment successfully to gain your qualification.

### Academic Integrity & Assessment Conduct

NZMA expects students to demonstrate ethical and honest study and assessment practice.

All the work you submit as assessment evidence must be authentic to you; this means it must be free from plagiarism/copying and completed by you in your own words. If you do include any ideas or content from source material, you must always acknowledge the author and source material through referencing.

If you are not sure how or when to reference, speak with your tutor. We have resources to help you, and can also help you use standard referencing tools.

Before handing in your assessment work, you must sign the student declaration that all work submitted is your own.

If you suspect any form of academic misconduct or breach or assessment rules in your class, you are expected to report this to a staff member, refer to Rules & Regulations 'Assessment' on page 27.

## Assessment Brief

Assessment methods vary depending on the subject and learning outcomes for example individual/group projects, quizzes, role plays, practicals, and written assessments. Each assessment will identify the learning outcomes being assessed and the evidence you need to show.

Your tutor will inform you of the conditions of assessment, and explain the tasks. If you are not sure about any aspect of a particular assessment, please ask your tutor to explain.

If a specific method of assessment is difficult for you to work with, talk to your tutor to see if you can use an alternative format or method e.g., giving verbal answers instead of written answers.

## Assessment Deadlines & Extensions

Assessments are in your timetable. When an assessment task is handed out, the tutor will also tell you when it is due. If it is not handed in on time, then the following applies:

- Achievement based assessments recorded as a submission opportunity that has not been achieved.
- Graded assessment may be eligible for minimum pass mark only.

If you have justified need for extension, this may be granted by your tutor as follows:

- Before a scheduled assessment date. The extension is applied for in writing at least two days before the assessment deadline
- After the scheduled assessment date. Only if absence is justified/authorised by your tutor and Campus Manager for the due date.

## Assessment Results

You can expect to receive a result for your submitted evidence within 7 working days. Sometimes this can take longer where the assessment tasks are more complex, or the assessment evidence is undergoing verification for quality assurance purposes. Your tutor will advise you if there is going to be a delay in releasing your result.

## Assessment Resits & Resubmissions

If you haven't yet met the assessment requirements, you will be given an opportunity to resit or resubmit the tasks that haven't met requirements. Students are permitted up to three opportunities to meet the minimum requirements for any given assessment. The total number of opportunities includes the initial (first) submitted assessment and any subsequent attempts to meet requirements.

If there are small corrections or amendments to make, these may be reassessed on the same day. If there is more work or learning to do, then your tutor will advise you of the new date for assessment to be completed.

If you have not achieved the assessment after 3 attempts and or it is more 3 months after the programme's scheduled finish date, you will need to reenrol for that course block and complete the learning again.



Graded Assessment: If you did not reach the minimum pass requirement in your first submission but you achieve the minimum requirement or higher after another assessment opportunity, you will only be able to receive a minimum pass result.

Any outstanding work must be completed within 3 months from the last day of the programme.

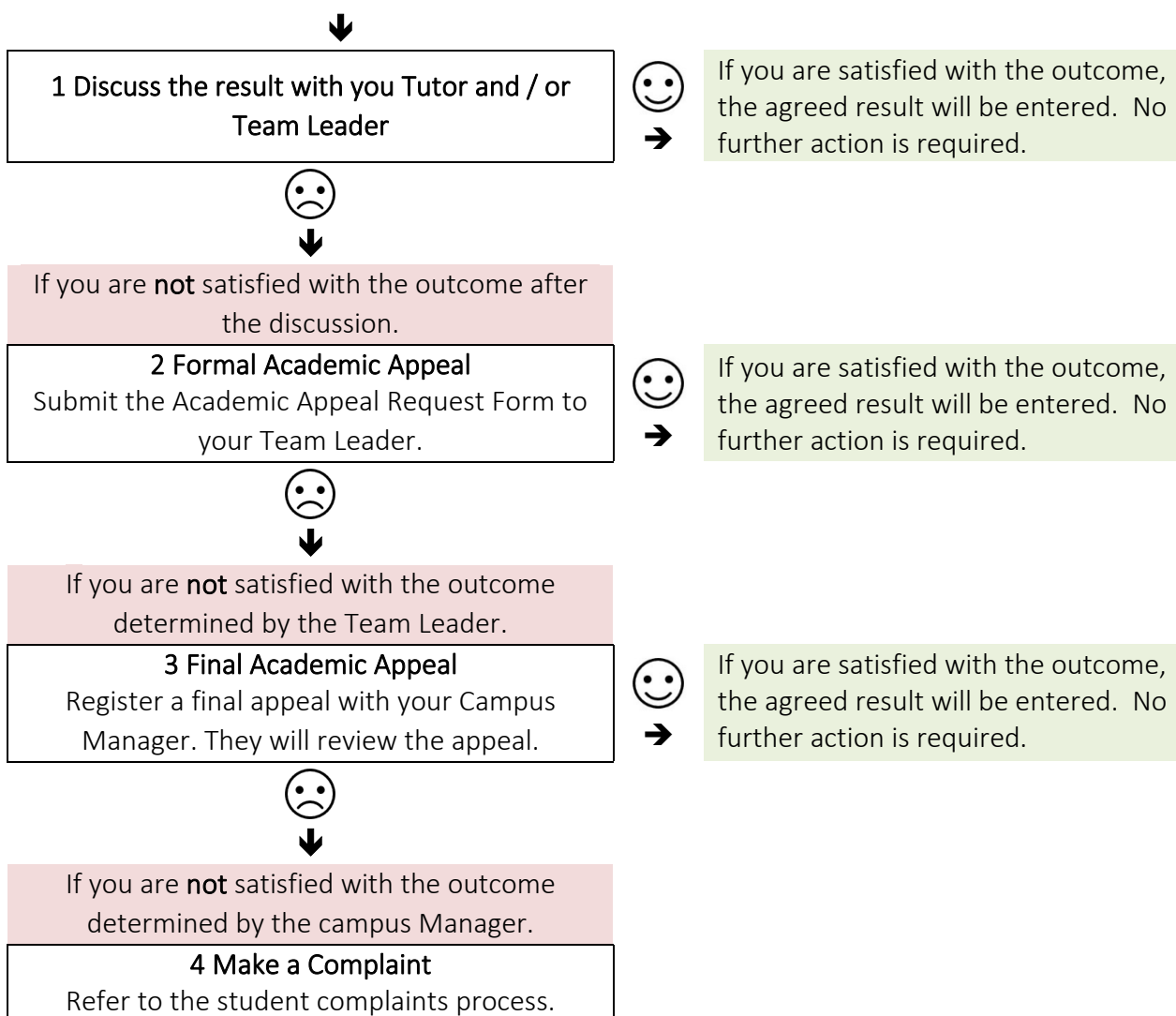
## Assessment Appeals

You can appeal an assessment decision if you think the result is unfair or inaccurate and / or you think your assessment performance was impacted by exceptional circumstances.

If you do want to clarify or appeal the marking or result of an assessment, you need to first talk to your Tutor and or Team Leader **within 10 days** of receiving the assessment result. Should this not resolve the matter, you can make a formal appeal for the result to be reviewed. Our appeals process is outlined on the following chart.

### Assessment Appeals Diagram

If you are unhappy with the results of an assessment, think you did better than the results show OR you feel there were exceptional circumstances that impacted your ability to perform in the assessment...



## Achievement Results & Awards

### Academic record of learning

You will have a NZMA academic record for each area of your programme. When you successfully meet the requirements in a course you gain credit for that course on your academic record. Final results are kept permanently on your record of learning.

Copies of assessments will be kept on site for 24 months after the programme of study finishes. If you would like a copy you will need to request these from your class tutor. Note: This excludes assessments with closed book exam style questions.

### NZQA Certificates

The programmes offered include NZQA approved qualifications. To gain these you must achieve 100% of the courses in the programme.

**Note:** The NZQA website can take 12-18 months to show your completed qualification under your Record of Learning through an automated process once your programme has finished. If you wish to have this recorded on your Record of Learning, a manual process can be undertaken at a cost of \$10 per qualification. Confirmation of qualification achievement would then show under your Record of Learning within a month of your request being made to your Team Leader. Please note: NZQA can only record unit standards and qualification/s completions. A transcript of courses achieved is available at any time on request and will be given to you at the end of your course.

# CONDUCT & DISCIPLINARY MATTERS

The primary reason for your enrolment with us is to provide you with the necessary skills to obtain employment or go onto further study. Your campus is a place where good work attitudes, practical skills and knowledge are applied in a work-like situation.

Students must abide by the Code of Student Conduct & Ethics, work within NZMA rules and regulations, and comply with New Zealand legislation any time you are on campus and when doing off site activities or work-based training as part of your programme.

## Code of Student Conduct & Ethics

We require a commitment from you at all times to behave ethically and considerately to fellow students, campus staff and visitors – this includes when you are visiting workplaces or completing placements/work based training. NZMA expects students to:

- Represent NZMA in a positive manner at all times.
- Engage and communicate with others in a respectful, considerate manner treating everyone fairly and equally, respecting the personal rights of others.
- Act in a way that does not disrupt own learning and or the learning of others.
- Demonstrate reliability and punctuality by attending all your scheduled classes and learning activities on time.
- Demonstrate academic integrity and respect for the work of others by submitting assessment evidence that is your own work, acknowledging sources and staying within the limits of copyright licenses.
- Present yourself in a professional and appropriate manner by adhering to the NZMA dress code and personal presentation standards required for your programme.
- Treat the shared campus environment, property, equipment & facilities with respect and care.
- Follow all reasonable directions given by staff members/placement hosts in order to maintain health and safety, and take reasonable care both for your own health and safety and not to cause harm to others.
- Comply with NZMA rules and regulations
- Comply with New Zealand laws and regulations.

## NZMA Rules & Regulations

Failure to comply with NZMA Rules & Regulations may result in disciplinary action. Breaches of a very serious nature\*\* may result in a final written warning or immediate expulsion without notice. See following pages for the disciplinary process.

### ASSESSMENT \*\*

1. All work submitted by a student as assessment evidence must be authentic to the student.
2. All work submitted by a student as assessment evidence must be free from plagiarism (not copied from another person or source), where

another source is used it must be correctly attributed.

3. Students must not allow own work to be used/copied by another student and submitted as if it were the other student's work.

4. Students must not access 'assessor only' resources, or use any resources prohibited under assessment's conditions.

5. Students must comply with the stated conditions of assessment and examinations.

### **ATTENDANCE**

6. Students must be on time for class, and attend all directed learning hours.

7. Excluding justified absences, attendance rate must not drop below 90%.

8. Students must notify the campus where they are late or unable to attend a class.

### **CAMPUS & LEARNING ENVIRONMENT**

9. Except where it has been permitted by the tutor to support learning activities, students must silence and refrain from using phones/devices for personal use during class time.

10. Classrooms are a food free area. Drinking from cups and bottles without lids is not permitted. Chewing gum is not permitted.

11. Students must comply with all reasonable health and safety instructions, and not act in a manner that may risk health and safety and or cause harm to self or others.

12. Students must not smoke/vape in any area of the premises or grounds, except where there are designated smoking areas.

13. Students must obey all directives concerning parking restrictions.

14. Students must not misuse or damage campus equipment, ICT systems or property.

15. \*\*Students must not engage in any behaviour that is likely to risk, impede, or damage NZMA operations. This includes online activity & social media.

16. Whilst undertaking work experience, students must comply with such rules as the employer or host has for their own staff.

### **DRESS CODE**

17. Students provided with a uniform must wear the uniform on campus, offsite activities, and work-based training.

18. Where a uniform is not supplied - students must wear respectful, clean, and comfortable

clothing on campus, offsite activities, and work-based training. See also 'Prohibited Items'.

19. Safe appropriate footwear is to be worn at all times.

20. Except where an exemption is granted for medical conditions, cultural or religious reasons - wearing unauthorised headwear and / or sunglasses is not permitted in class.

### **DISCRIMINATION, HARASSMENT AND/OR BULLYING**

21. \*\*Students must treat all students, staff, and campus visitors fairly and equally. It is unacceptable to harass, bully, or discriminate based on another's culture, age, disability, ethnicity, gender, religion, sexual orientation, or status

22. \*\*Students must not behave in an abusive or bullying (verbal, emotional or physical) manner to another student, staff members and campus guests. This includes via private/public electronic communication/media

### **PRIVACY**

23. \*\* Unauthorised access, use, disclosure and or changes to another person's file, data, or records is prohibited.

24. Recorded images and content of students, staff, campus visitors and or placement stakeholders must not be recorded or used without written permission.

### **PROHIBITED ITEMS**

Applies to: NZMA premises/campus, work-based training, learning activities held offsite.

25. \*\*Accessing or supplying offensive, illegal and or objectionable content and material is prohibited.

26. \*\*Possession of, distribution of, and /or being under the influence of alcohol, non-prescribed drugs, substances, illegal drugs are prohibited.

27. \*\*Insignia, patches and colours indicating a gang affiliation are prohibited.

28. \*\* Weapons of any kind and/or items designed to injure or threaten are prohibited.

29. \*\*Possession of stolen items, wrongful sale and or non-authorized use of other's property is prohibited.

## Non-Attendance & Absenteeism

Attending scheduled classes is a programme requirement, and absenteeism is closely monitored. Absenteeism breaches the attendance policy. Students receiving a student allowance from StudyLink, may have their allowance frozen/payments stopped until they return to campus.

Ongoing non-attendance can result in being withdrawn from the programme in which case NZMA is required to advise Immigration NZ (international students), and Studylink (domestic students).

### Withdrawal for ongoing non-attendance

If the Campus Management team has concerns about your attendance, the following disciplinary processes will be applied. If you are under the age of 18, your guardian will be contacted.

If you are withdrawn due to ongoing non-attendance issues, you will be advised in writing. A final academic record of learning will be issued.

### Consecutive absenteeism

If you are consecutively absent (multiple days in a row) without advising us, we will write and/or email to inform you of the date you need to contact us by in order to remain enrolled at NZMA.

Student is consecutively absent without notifying NZMA	
<b>1<sup>st</sup> instance</b>	After one learning week of no contact, you will be given three days to notify us or return to class without being withdrawn (5 days + 3 days' notice = 8 days). If we do not hear from you, you will be withdrawn from your programme of study
<b>2<sup>nd</sup> instance</b>	After three days of no contact, you will be given three days to notify us or return to class without being withdrawn (3 days + 3 days' notice = 6 days). If we do not hear from you, you will be withdrawn from your programme of study.
<b>3<sup>rd</sup> instance</b>	After one day of no contact, you will be withdrawn the following day.

### Non-consecutive absenteeism

If you have not attended class for a total amount of time that exceeds what would be expected when you are in employment (including different days off, not necessarily in a row), we will meet with you to discuss our concerns and re-iterate attendance policy requirements.

<b>Stage 1 Attendance below 90%</b>	A discussion held between you and your tutor. The discussion and any reasons why you have been unable to attend will be logged in your student file.
<b>Stage 2 Attendance below 85%</b>	A formal meeting arranged with the Team Leader and Campus Manager. You have the right to bring a support person. You will discuss the issue and outcome of non-attendance, which may include your withdrawal from the programme.  If you are unable to attend a meeting or we have not been able to make contact, an official letter will be sent to your current address.

## Exceptional Circumstances

In exceptional circumstances, the Campus Manager may make exceptions to the rule and will therefore form a plan of action to ensure students are still able to gain their qualification authentically. If you are a student who has been deemed to have 'exceptional circumstances', this may involve being moved to another intake, so that you can catch up on any learning you may have missed.

## Student Misconduct, Investigation & Disciplinary Process

We understand students can experience a wide range of challenges and this can result in making hasty decisions that put enrolment at risk. Any student seeking help is encouraged to talk to a trusted party, who will, if necessary, confidentially refer the student to a counsellor as soon as possible.

NZMA will be fair and equitable in when interacting with students, and in implementing investigation and disciplinary processes. We will always consider the wellbeing of students and staff when determining the appropriate disciplinary outcome.

### Investigation & Action

Incidents where misconduct has minimal impact on staff, students, legislative or programme regulations will be dealt with in the first instance by the tutor through clarification of rules, regulations, and code of conduct.

If there is repetition of misconduct, or disregard of additional Student Rules, Regulations, Student Code of Conduct; student will receive notice in the form of a letter advising them of the subject matter of the breach and an invitation to meet with the Campus Manager. The notice letter includes an invitation for the student to bring a support person to the meeting, the letter will advise of all possible consequences on their enrolment status. If a student is under the age of 18, their guardian will be informed.

During the meeting the student will be given the opportunity to be heard in a fair and confidential manner. All relevant evidence will be presented at the meeting to be and viewed and discussed by the parties. Where the investigation finds no misconduct has occurred, all parties will be advised, and no additional action is required.

Where a finding of misconduct is upheld, the Campus Manager will advise the student the consequences of their actions, and possible impact on enrolment.

Any student who is knowingly a party to a breach of the rules committed by another student may, be also face disciplinary action. Being 'a party to' may include aiding, inciting, encouraging, assisting to conceal, and assisting to cheat, or in any way assisting in a breach of the rules.

### Misconduct Disciplinary Process

If a student is unable to receive a warning because they are absent from their programme, then the warning is considered to have been received if sent by mail to their last known address.

Indefinite suspension may occur where a student fails to comply with any written warning. Breaches of a very serious nature\*\* may result in a final written warning or immediate expulsion without notice.

- 1st occurrence** (minor)      **An informal conversation** is held to clarify protocols, and an event logged on the student's file on the outcome of the conversation.
- 2<sup>nd</sup> occurrence**      **Written warning** will be recorded on the student's confidential file and the student will be requested to sign an acknowledgement that the written warning letter has been given.
- 3<sup>rd</sup> occurrence**      **Final written warning** will be recorded on the student's confidential file and the student will be requested to sign an acknowledgement that the final written warning letter has been given.
- 4<sup>th</sup> occurrence**      **Expulsion** will be recorded on the student's confidential file and their enrolment will be and terminated. Student will receive written confirmation of expulsion and a copy of their final academic record of learning.  
*If there are extenuating circumstances, an alternative way forward may be authorised by Management.*

# FEE PROTECTION, REFUNDS & WITHDRAWALS

## Student Fees & Withdrawal of Services

In the event of NZMA going into liquidation, Public Trust will be holding the unused portion of the programme for which the student has paid. If students wish they may be able to complete any remaining subjects/modules by distance learning if they are available in this format. This may allow students to complete the programme from home.

NZMA will actively try and place students with other providers and negotiate a reduced cost for the balance of any training.

Address:  
Student Fee Trust Account  
Public Trust  
PO Box 31-543  
Lower Hutt 5040  
Ph: 0800 494 733

## Withdrawal - Domestic Students

If for any reason you feel that you need to withdraw from your programme of study, a discussion with your Class Tutor and the Team Leader is recommended. Notice in writing is required if you decide to withdraw. Refund entitlements for payments made by you for your programme of study, are as follows:

Withdrawal **within 8** calendar days of scheduled programme start date

- all tuition fees will be refunded minus a deduction of 10% of the fees paid or \$500.00 (whichever is the lesser amount).

Withdrawal on **day 9 or later** of scheduled programme start date:

- Refund of tuition fees may be authorised for exceptional circumstances. Students must complete the Student Refund Request Form and provide documentation to support the request.
- No refund where a student wishes to transfer to another provider
- No refund where a student has been expelled and/or inaccurate or false information was included in their enrolment application.

## Withdrawal - International Students

Once confirmed on your programme if you wish to withdraw you must put this in writing and either post or email this to your Campus Manager. Please note being withdrawn from a programme would impact your academic record and may impact future enrolment and the ability to continue future study in New Zealand. We must inform Immigration New Zealand (INZ) if your enrolment is terminated.

The cancellation fees are as follows:

After enrolment but before the official start date:

- 8% of programme fees deducted for a programme 36 weeks or longer

After programme start date, but up to or including the 10th working day:

- 10% of programme fees deducted for a programme 36 weeks or longer

After the 10th day of programme:

- No refund applicable, full programme fees retained by the campus.
- There may also be insurance and uniform costs if these have already been paid to the



- 20% of programme fees deducted for a programme less than 36 weeks
- 25% of programme fees deducted for a programme less than 36 weeks
- If you leave or are withdrawn from a course after the cancellation period, you will be liable for any outstanding fees

A notice of withdrawal due to exceptional circumstances may, at the sole discretion of the Campus Manager, be accepted as grounds for a refund of tuition fees. The Campus Manager may require documentary evidence in support of the application for the refund, and a refund may not be made if the written notice of withdrawal is unreasonably delayed.

## PATHWAYS & EMPLOYMENT

### Further Study

#### Enrolment into NZMA pathway/higher level programmes

Entry into pathway/higher level programmes is restricted to those students who meet the required eligibility criteria detailed below:

- Must have successfully completed current programme of study
- Must be academically capable of progressing to the higher level.
- Have complied with NZMA Student Code of Conduct & Ethics, Rules and Regulations.

### Employment

We know that your aim is to obtain employment in your chosen career at the end of your programme, please remember we are here to support, encourage and guide you to find you a job but we do not guarantee you a job upon graduation.

Included in your programme is a series of sessions that relate specifically to finding employment. These sessions include the development of your curriculum vitae (CV), interview techniques and other employment modules. Throughout the year we are approached by the industry wanting to interview our graduates for positions that are available. To be considered you will need to ensure your CV is completed by the end of the CV module and signed off by campus management.

### Student Job Search

Student Job Search (SJS) is a free service helping students gain part-time employment during your programme or full time after your programme has finished.

#### How Student Job Search works

1. To get the best experience out of using SJS, you need to register first at [www.sjs.co.nz](http://www.sjs.co.nz)
2. Search for jobs
3. Apply for jobs
4. Contact the employer

Speak with the Campus Team if you need support using this service.

# SUPPORT & GUIDANCE DIRECTORY

We want your experience to be trouble free so you can focus on learning. We genuinely care about our students and make it a priority to be aware of all kinds of support you can be connected to within our community.

The A–Z guide at the front of this handbook, and the directory on the following pages will help you find information on the services and support we can help you with.

If you can't find what you are looking for you may simply approach your tutor, course advisor, customer service officer, team leader, campus manager or any other staff member you feel comfortable speaking to, and they will direct you to the right person, people, or agency.

## **Emergency**

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Police/Fire Service/ Ambulance 111

## **Alcohol and drug problems**

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Al-Anon Family Groups (All Hours) (09) 379 4871

Alcoholics Anonymous 24 Hour 0800 229 6757

Alcohol Drug Helpline 0800 787 797

Community Alcohol and Drug Service 0800 787 792

Narcotics Anonymous 0800 628 632

Quitline (smoking) 0800 778 778

## **Banks**

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ANZ 0800 269 296

ASB 0800 803 804

BNZ 0800 800 468

Westpac 0800 400 600

Kiwibank (09) 336 1133

## **Counselling, health and information**

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AIDS Foundation (09) 303 3124

AIDS Hotline 0800 802 437

Anger Management Programme (09) 835 0509

Anglican Trust for Women & Children (09) 276 3729

Auckland City Mission (09) 379 2395

Auckland Ethnic Council Inc (09) 362 7968

Auckland Sexual Abuse Health (09) 623 1700

Bethany Centre (09) 376 1324

Budget Commission on Human Rights (09) 373 3897

Cancer Information Service 0800 800 426

Chinese Lifeline 0800 888 880

Chinese New Settlers Services Trust (09) 262 3868

Cornerstone Christian Helpline (09) 307 1580

Diabetes Centre South Auckland (09) 278 6364

Doctors/Hospitals Refer to phone book

Eating Disorders (04) 461 6528

Family Planning Association 0800 372 546

Family Support Services (09) 360 0229

Gambling Youthline 0800 654 659

Healthline 0800 611 116

Lifeline 0800 111 777

Maori & Pacific Womens Health Collective (09) 378 8813

Manukau Youth Resources Services (09) 263 7340

Rape Crisis (09) 366 7213

Parent Help/Barnardo's (Child Abuse Prevention) 0800 472 7368

Plunket Line 24 Hour 0800 933 922

Prisoners Aid & Rehabilitation (09) 630 0862

Rainbow Youth Trust (09) 376 4155

Rape & Sexual Abuse Healing Centre (Hamilton) (07) 839 4433

Relationship Services (09) 525 1051

SafetyNet (Domestic Violence) 24Hr Crisis Line (09) 303 3939

Salvation Army (Northern) (09) 379 4150

SamoaAtia'e   Magelenc Society	(09) 256 0900
Schizophrenia Fellowship Auckland Inc	(09) 378 9134
Sexual Health Service	(09) 307 2885
Shakti Asian Woman's Safe House (24 hours)	0800 742 584
Stroke Foundation AKLD Ltd	(09) 441 8959
Tenancy Services	0800 836 262
Toughlove Auckland Inc	(09) 624 4362
Victim Support	0800 842 846
Waitakere Sexual Abuse Counselling	(09) 837 2491
Wharekaha Home Builders Family Support	(09) 298 761
Women's Refuge 24 Hour Crisis Service (Auckland)	(09) 378 1893
Women's Refuge 24 Hour Crisis Service (Hamilton)	(07) 855 1569
Youthline Crisis Phone Counselling	0800 376 633
Youthlink Family Trust	(09) 236 8660
Mental Health Advocacy Peer Support (MHAPS) Email: <a href="mailto:reception@mhaps.org.nz">reception@mhaps.org.nz</a>	(03) 365 8055 022 370 8055
Birthright Christchurch – Single Parent support	(03) 366 9456 0800 457 146
CareNZ – Addiction Support Email: <a href="mailto:christchurch@carenz.co.nz">christchurch@carenz.co.nz</a>	0800 365 87
Battered Womens Trust Crisis	(03) 364 8900
Te Whare Hauora (womens refuge) 59 Shortland Street, Aranui	(03) 379 6910
West Christchurch Womens Refuge Crisis	(03) 379 575
Canterbury Mens Centre 357 Glouster St	(03) 365 9000 (SMS) 022 302 4966
Kaiapoi Community Support Volunteer & Projects Team Leader Clinical	(03) 327 8945 (03) 394 9115
24 Hour Surgery 401 Madras St	(03) 365 7777

NGO & Community organisation updater is a great website to find all the service and community groups in Christchurch [Ngoupdater.org.nz](http://Ngoupdater.org.nz)

## General

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Auckland Visitors Centre	(09) 979 2333
Automobile Association	0800 500 222
Maxx - Bus Information	(09) 366 6400
Citizens Advice Bureau (CAB)	0800 367 222
CAB International Student Service	(09) 309 3479
CAB Mandarin Line	(09) 634 2840
Doctor	(09) 373 4055
Library	(09) 377 0209
Youthtown	(09) 379 5430
Youth Help Line	0800 376 633
Community Law Centre (Auckland)	(09) 378 6085
Community Law Centre (Hamilton)	(07) 839 0770
Maternity Care	0800 686 223

## Government Agencies

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Birth, Deaths & Marriages	0800 225 252
Employment Relations Infoline	0800 800 863
Human Rights Commission	0800 496 877
Inland Revenue	0800 227 774
Legal Aid	(09) 306 3315
Land Transport and Safety Authority (LTSA)	
LTSA General Road Safety	0800 699 000
LTSA Driver Licensing	0800 822 422
LTSA Road User Charges	0800 655 644
LTSA Motor Vehicle Registration	0800 108 809
NZ Immigration	(09) 914 4100
OSH	(09) 277 7415
Police	(09) 379 4500
Post Office	(09) 302 1059
PSIS	0800 807 747
Studylink	0800 889 900
Workbridge	(09) 302 2836

## Poisons and hazardous chemicals

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National Information Centre

Urgent Information (03) 474 7000  
 Non-urgent & General Information  
 Weekdays 9am-5pm (03) 479 1200

### **Rescue services**

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Civil Defence 0800 222 200  
 Search & Rescue 111

### **Salvation Army**

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Linwood - 177 Linwood Avenue (03) 389 3723  
 Christchurch city

853 Colombo Street (cnr of (03) 366 0740  
 Colombo St & Salisbury St)

Aranui 34 Portsmouth Street, (03) 388 1072  
 Wainoni

Belfast 794 Main North Road, (03) 323 8257  
 (cnr of Main North Road and Donegal St)

Hornby (03) 349 6268  
 23 Manurere Street, Hei Hei

Rangiora 15 Albert Street(03) 365 9659

### **Services for people with disabilities**

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Auckland Deaf Society Inc (09) 630 6980

Disability Resource Centre (09) 625 8069

### **Services for the aged**

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Age Concern Auckland (09) 623 0184

North Shore (09) 489 4975

KAAP-60 Plus (Pacific Island (09) 274 9153  
 Homecare Service)

### **Services /Food Banks**

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Christchurch City Mission (03) 365 0635

Delta Community Support (03) 389 0212

Beulah Fellowship (03) 355 4528

Ellesmere Food Bank (03) 324 3576

City Harvest Food Rescue (03) 930 1065

Red Cross 320 Manchester St (03) 365 2051

### **Te Maori**

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Hoani Waititi Marae (09) 818 2323

Nga Puawai O Wikitoria (09) 296 2143

Kohanga Papakura

Ngati Whatua O Orakei Maori (09) 521 2884  
 Trust Board

Rangimarie Kohanga Reo (09) 296 1237  
 Takanini

Samuels RJ Rev Ratana Minister (09) 423 8352  
 Wellsford

Te Unga Waka Marae Epsom (09) 520 0861

Te Kura O Hoani Waititi Marae (09) 818 2317

### **Trauma and counselling assistance**

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Auckland Central Victim (09) 302 6653  
 Support Group

Auckland HELP Foundation (09) 623 1700  
 (Sexual Assault Victims) 24 Hours

Women's Refuge (09) 378 1893

Family Planning Association (09) 379 0657

FioPoChing (09) 360 0229  
 (Family Support Services)

Anger Management & Drug (09) 360 0229  
 Counselling  
 Gambling Crisis Hotline 0800 654 655

Gayline/Lesbianline (09) 302 0590

KAAT Trust (09) 274 6918

Lifeline 24 Hour Counselling (09) 522 2999

Mid North Budgeting Services (09) 401 2216  
 Trust

Miscarriage Support Group (09) 378 4060

NZ Cot Death Association (09) 828 7576

Orakei Marae Social Services (09) 521 0123

Pacific Island Refuge Centre (09) 634 4662

### **Electric power lines**

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Mercury Energy 0800 101 810

Contact Energy 0800 692 668

### **Water / Sewage**

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Emergencies 24 Hour (09) 634 7840

## STUDENT DECLARATION FORM

Following induction, tick to confirm your acknowledgement of the points below, and sign both copies of the declaration. NZMA will retain a copy of the signed declaration on your student file.

### Declaration

*I acknowledge that by signing below, I agree to be bound by the conditions, rules, and regulations of NZMA, as outlined in the Student Handbook.*

- I have been informed about the student complaints and appeals processes, and know where to find this information if I have a concern or complaint, or wish to appeal an assessment result.*
- I have been informed about student disciplinary processes for breach of policy, rules, or regulations.*
- I permit NZMA to use photographs and/or video images taken of me, and/or to use statements made by me, during my enrolment, for business purposes such as publication, promotion, news, or events.*

Student Name: \_\_\_\_\_

Student ID Number: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(Please sign Office Copy on the following page, detach and return to your Class Tutor/ Team Leader)

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