



STUDENT HANDBOOK

Regulations, Guidelines & Support

*Our goal is to help every single student learn to move ahead.
NZMA offers far more than education: We give hope. Inspiration.
And motivation.*

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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!

About NZMA - who we are

New Zealand Management Academies Limited (NZMA) is a registered and accredited NZQA tertiary provider. At NZMA we are committed to offering quality learning, we are ranked as a Category 1 provider on NZQA's EER rating - the highest rating possible for New Zealand providers.

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.

About this handbook

The Student Handbook is published each year with current information about your rights and obligations as a student of NZMA. The handbook includes our policies, procedures, rules, and regulations, as well as the services and support available to you.

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 to it anytime you have a question about how things work at NZMA.

If you need more information about anything here, or you would like to know more about our programmes and courses please speak to one of our friendly staff members online or on Campus who will be more than happy to help.

Join the Community



www.nzma.ac.nz

facebook.com/studynzma

instagram.com/studynzma



www.culinarycollective.co.nz

facebook.com/TheCulinaryCollective

instagram.com/culinarycoll

NEW ZEALAND
INSTITUTE OF SPORT



www.nzis.co.nz

facebook.com/nzisport

instagram.com/nzinstituteofsport



ENROLMENT INFORMATION

Your enrolment contract includes terms and conditions of enrolment.

Childcare / Caregivers

For students who have caregiver responsibilities it is very important to ensure you have childcare / care arrangements in place to avoid missing out on study time.

If you are concerned about being able to manage care and study commitments, please speak with your tutor for information on support.

Dress Code & Uniforms

All clothing worn on campus must meet the campus and programme dress. Talk to your tutor if there is a reason why you are unable to meet 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 the section on Rules & Regulations for details on prohibited items.

Domestic students with a student loan can use course related costs to pay for specified uniform items.

Fee Protection, Refunds & Withdrawals

Student Fees & Withdrawal of Services

NZMA operates under the strict NZQA student fee protection policy as required by the New Zealand Government. Student fees are protected in the unlikely event that provider is unable to deliver tuition.

Fees paid by students are banked directly in a Trust account administered by the Public Trust. You will be asked to sign the Public

Trust Form, confirming that you are our student.

In the unlikely event that NZMA is unable to continue delivery of your programme for any reason, your fees are protected by Public Trust. The amount held in Trust covers the unused portion of the fees paid for the course of study. NZMA will actively try and place students with other providers for the balance of any training.

Withdrawal Requests

If for any reason you feel that you need to withdraw from your programme of study, a discussion with your Tutor and the Campus Manager is recommended.

If you wish to withdraw, after being confirmed on your programme, notice in writing to the Campus Manager is required.

Please note being withdrawn from a programme does impact your academic record and may impact future enrolment opportunities. Domestic students' eligibility for student loans and allowances may be affected. Immigration New Zealand (INZ) is advised where an international student is withdrawn.

Exceptional Circumstances

A refund of tuition fees outside of the domestic and international student refund periods (as specified in the following sections), may be considered on compassionate grounds where exceptional circumstances impacting enrolment are outside the student's control.

You would need to complete the Student Refund Request Form and provide documentation to support the request.

A refund may not be made if the written notice of withdrawal is unreasonably delayed and or documentary evidence in support of the application for the refund cannot be verified.

Refund Entitlements - Domestic Students

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.

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.

Refund Entitlements - International Students

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.

20% of programme fees deducted for a programme less than 36 weeks.

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.

25% of programme fees deducted for a programme less than 36 weeks.

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 companies at time of withdrawal.

If you leave or are withdrawn from a course after the cancellation period, you will be liable for any outstanding fees.

Financial Support - Domestic Students

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

Tuition Fees Support

There are several Government funded Fee schemes, including Fees Free. You will be supported at enrolment to check if you are eligible for fees funding.

Student Loans

Student loans can be used to help you with things like tuition fees, uniforms, living costs and study materials, like a laptop or tablet required for study. Unlike Student Allowance, you will have to pay this back.

If you're eligible for fees-free study, you might not need a Student Loan for tuition fees. But you may still need to apply for a student loan if you need to cover course-related costs or living costs.

If you are enrolled under Youth Guarantee, you won't be able to get a student loan,

there are other allowances and assistance available to you.

Study Link Allowances & Further Support

In full-time study, the Student Allowance is a weekly payment you may be able to get to help you pay for accommodation, food, clothes, and other day-to-day expenses. You don't need to pay it back.

If you receive a benefit, you could be entitled to a Training Incentive Allowance. StudyLink may be able to provide extra financial support for other costs like accommodation, childcare, or health and disability costs.

Students on a Youth Guarantee programme are entitled to receive a travel allowance.

To remain eligible for StudyLink payments you need to meet your course requirements by attending and submitting work for assessment. StudyLink may stop your payments if you are not meeting these requirements.

Identified Needs

Everyone's journey is different, and we want to ensure you have all the support and tools required to succeed.

Health & Medical Conditions

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. Ask at reception if you need to register with a local doctor.

Disability & Impairment

This covers a range of factors including short/long term injury, sight, hearing, mental health impairments etc. This could mean you

may need to use specific tools to better engage with learning material.

Neurodiversity

Neurodiversity covers learning variances examples include dyslexia, autism, and ADHD. This could mean you need your own focus space from time to time.

Working with you

If you have specific requirements, please let us know so we can better support you and work with your strengths to ensure you can fully participate and enjoy your learning experience at NZMA.

International Students

Information about living and studying in New Zealand is detailed in the International Student Welcome Booklet at induction.

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.

Student Visa

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 and naumainz.studyinnewzealand.govt.nz/ or speak to a licensed immigration adviser.

Learning Resources

Domestic students with a student loan can use course related costs to pay for any required learning related resources not included in course fees.

Computing Devices

You will need to bring your own device to class to access online learning and assessment material. Suitable devices include laptop and tablets – note mobile phones are not suitable for this purpose. If you need support to purchase a device – speak to your course advisor.

Study Guides & Texts

You will be provided with printed and or online study guides and learning material.

In some programmes additional textbooks are required for students to purchase. These will be identified by your course advisor at enrolment.

Equipment

Some programmes with practical components require equipment, this is included in your programme fees and will be provided to you when you start.

Libraries

You can join the public library for free to access a wide range of books, online newspapers, streaming services, and other digital media. You will just need ID and if proof of your residential address such as a letter or bill.

Literacy and Numeracy Assessment Tool

If you are enrolled in a level 2, 3 or 4 programme, you will be asked to complete an online literacy and numeracy assessment in your first few weeks of study (unless you have already done one recently).

This information helps us to better support students to plan for and develop their literacy and numeracy (L&N) skills.

These are scheduled at the beginning, middle and end of each programme and are so you can see where you have gained new skills. Note: If you have already reached the threshold level (step 4 literacy and step 5 numeracy) you are not required to complete L&N assessments.

Privacy & Personal Information

NZMA staff will follow the principles of the Privacy Act (2020), the Act treats personal information as being private and confidential.

Except where we are obligated for legal or safety reasons, NZMA will not use or disclose your personal information other than for the purpose it was collected.

Your enrolment form details how and why personal information will be used by NZMA and identified agencies/organisations. Some examples of this would be external use to update your NZQA record, or internally on campus where you have advised us of a personal need, impairment, disability, or condition so appropriate staff are aware and able to better support your wellbeing and learning.

Note: If you are under 18, information relating to your enrolment and or wellbeing is communicated to your parent/guardian.

Excluding the identified agencies / organisations in the enrolment form, any request for information about you from a third party (individual or organisation) must be in writing, clearly stating what information is required and why, and under what authority it is being sought. We will only release the requested personal

information after gaining your written consent to the identified third party.

Recognising Learning for Credit

NZMA has processes for recognising formal, informal, non-formal, experiential and workplace learning for credit towards your programme of study.

If you think you have already gained learning outcomes for a course or standard in your programme (say in previous study or work) provide evidence to your Course Advisor at enrolment, and they will check for a match.

Credit recognition and transfer (CRT)

Where you have already achieved credit for outcomes as part of a qualification, NZMA may be able to credit you where this is equivalent to the outcomes in your programme of study. This process is also referred to as credit transfer or cross credit.

Note your NZQA and NZMA records of learning will be checked at enrolment, any identical courses/standards will be credited as already achieved.

Recognition of Prior Learning (RPL)

If you have relevant and current knowledge and skills gained through work or other experience, you can apply for RPL. NZMA will review your evidence to see if you can be awarded credit for any related programme outcomes.

Assessment will not be required for any credits already recognised / reported as achieved.

Where you are timetabled for classes, to refresh your knowledge with current industry practice you still need to attend even though you may have covered a credited topic in previous learning.

Transportation

We suggest where possible, students arrange to car pool, catch public transport, walk or cycle to keep study costs down. Your campus orientation will cover parking and bus stop locations.

Public transport

If you plan on travelling by public transport, you can find out the best way to get to your campus by visiting the relative transport websites for your location.

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.



If there is additional information you need about enrolment and you can't find it here, please speak with your course advisor, or ask a member of the campus or online team.



STUDENT ORIENTATION & INDUCTION

Orientation Day

All students enrolled at NZMA - whether attending class on a physical campus, online or completing work-based learning - are required to attend orientation before you start your programme. During orientation you have a tour and explanation of the campus layout or online learning platform

There will be an opportunity to meet campus staff including your tutor, your classmates, and familiarise yourself with our facilities. We will also complete any final paperwork needed before you start.

Induction Week

As a new student you will receive a tour and explanation of the campus layout and/or your online learning platform.

You will be introduced to campus staff and complete a health & safety briefing with your tutor.

Your tutor will introduce the programme content, requirements, and important events, you will be provided a timetable of scheduled class activities.

We will clarify your rights and obligations as a student of NZMA. We will go over the rules, regulations, code of conduct expectations outlined in this handbook, as agreed to in your enrolment contract. We will make sure you know what to do if you have a concern or issue relating to your experience at NZMA, or have a specific learning or wellbeing need and who to go for assistance.

There'll be lots of activities to get to know your classmates, and to clarify and set class

expectations for how you will interact with each other for a positive learning experience at NZMA.

Updating Your Contact Details

It is important to keep the campus informed of your current contact details as important documentation such as course completions and graduation information will be sent to the address on our records. So, make sure you tell us if there have been any changes to your contact details (including address, phone, email, next of kin) since you enrolled.

You can update your contact details by completing a Change of Student Details form available from campus reception.

Student ID Card

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.

Internet, Computing & IT Services

Student Email Address

Enrolled students are provided with their own NZMA student email address. Your Tutor will help you with logging in and setting up passwords at induction.

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.

Office 365 for Students

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

There are several Microsoft Office apps you'll need to install on your device to access online resources and assessments e.g., MS Word. Your Tutor will provide you with requirements and how to do this at induction.

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.

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.

Sonder: Personal Safety & Wellbeing App

NZMA have a partnership with Sonder, a 24/7 support service for you. During induction week, your tutor will advise you how you can download the Sonder App and be registered for its use. See the Handbook Section on *Health, Safety & Wellbeing* for more detail



Download the Sonder app now

International Student Induction

A specific orientation and induction will be provided to students new to New Zealand to help settle in more easily.

The *NZMA Welcome Booklet* for International Students, includes information specific to international student welfare needs in New Zealand. When you start with us, we will go through information in this booklet with you and answer any questions you may have. The booklet includes information on:

- Your NZMA emergency contact person and services.
- Services, support, and facilities.
- Health, safety and wellbeing information, support, and services.
- Your legal rights and obligations in New Zealand.
- Information on working in New Zealand.
- Adjusting to a different cultural environment.



CAMPUS INFORMATION

This section will help you know who does what on campus, how to contact them, and what they can support you on your learning journey.

Office Hours & Appointments

Office hours are 8.00am – 5.00pm.

Because there is often high demand for meetings with the campus manager, administration staff and services, we recommend you make an appointment via reception.

Administration Services

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.

Lost Property

If you do find misplaced property, please hand it to campus reception.

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.

Mail & Messages

The campus will 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.

Personal mail/packages must not be sent to the campus, campus will not be liable for any personal mail/packages sent to NZMA.

Campus Contact Details

Online Campus

support@nzis.ac.nz

Whangārei, Trades

8 Commerce Street, Whangārei 0110

Phone: 0800 222 833

Tāmaki Makaurau | Auckland, Central

NZMA & The Culinary Collective, 100 Symonds Street, Auckland Central 1010

Phone: 09 336 0040

Tāmaki Makaurau | Auckland, Sylvia Park

NZMA, The Culinary Collective & NZIS, 56-60 Carbine Road, Mt Wellington, Auckland 1060

Phone: 09 309 7802

Tāmaki Makaurau | Auckland, Otahuhu

NZMA 12-16 Gordon Road, Otahuhu, Auckland 1062

Phone: 09 270 0082

Tāmaki Makaurau | Auckland, Manukau

NZMA 621 Great South Road, Manukau 2104

Phone: 09 262 0912

Tāmaki Makaurau | Auckland, Trades GSR

NZMA 807 Great South Road, Mt Wellington, Auckland 1060

Phone: 09 217 0500

Tāmaki Makaurau | Auckland, Trades West

Parrs Park, 451 West Coast Road, Oratia, Auckland 0602

Phone: 09 217 0500

Kirikiroa | Hamilton

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

Phone: 07 839 0930

Porirua

NZMA 1 Prosser Street, Porirua, Wellington
5022

Phone: 04 801 2892

Te Whanga-nui-a-Tara | Wellington

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

Phone: 04 801 2890

Ōtautahi | Christchurch

NZMA & NZIS 85 Peterborough Street,
Christchurch Central 8013

Phone: 03 366 3489

Your Campus Team

We are all here to help you. We have an open-door policy to make sure staff are available to you during campus hours. If you have a problem or concern, please speak with any member of staff you feel comfortable talking to.

Campus Administrator (Receptionist)

Please go to the reception desk if you need to report any health, safety, or security concerns, lost property or to access the first aid kit.

The Campus Administrator is based at reception and will be able to provide on campus assistance with things like:

- General enquiries & accessing external services.
- Travel allowances.
- Uniforms, Student ID cards.
- WiFi access, Logins, and reporting IT issues.
- Managing campus calls and messages.
- Bookings and appointments with campus staff and counselling services.
- Updating your student contact details
- Issuing student certificates, records, and supporting documents.
- Copies of forms.

The Course Advisor and or other campus staff may sometimes assist at reception.

Campus Manager

Each campus has a Campus Manager available to help and support you with all operational aspects of their study experience. If you would like to discuss any aspect of your study journey with your campus manager, please contact campus reception to make an appointment.

The Campus Manager is responsible for student pastoral care and wellbeing on campus during office hours. If you have a wellbeing concern outside of campus hours and please use the 24/7 Sonder Wellbeing App. Sonder will advise your Campus Manager if you have contact Sonder for an emergency.

Careers & Employment Navigator

Your Campus Careers and Employment Navigator helps prepare and support students by building relationships with industry for placement opportunities and sustainable employment. Alongside tutors, the navigators support work readiness through careers workshops on cover letter and CVs, and interview skills.

Class Tutor

Our tutors are all industry professionals with high levels of experience and qualifications in their specific fields.

Your tutor will support you in developing the knowledge and skills to be successful in your programme. They will regularly discuss your learning progress and check on your experience as a student. Your tutor will advise you of their availability outside of class time during campus hours.

You will be meeting with your tutor individually every 6 weeks for some quality

time together (Qtime). This is a one-to-one meeting where you will review how study is going, review goals and objectives and discuss any support needs or concerns you may have.

You can also check with your tutor if you need information on:

- Programme and assessment requirements.
- Work placements/internships.
- Concerns, complaints, or appeals.
- Pastoral care, wellbeing and learning support services.
- Planning for study and career.
- Access to IT systems.

Course Advisor

Your Course Advisor supports you through the enrolment process, if you have questions relating to your enrolment, they are the best person to speak with.

- Course Enrolment & Orientation Activities.
- Staircasing and Pathway Programmes.
- Credit transfer & Recognition of earning Applications.
- Fees and Allowances/StudyLink.

International Compliance Support Officer

NZMA has an International Compliance Support Officer monitoring international student compliance. If you have any concerns or need to speak with the NZMA International Compliance Support Officer in relation to Immigration New Zealand, student visas or insurance, please ask

campus reception for the contact details to make a query or arrange an appointment.

Learner Success Lead

Academic Support

Each campus has a Learner Success Lead supporting students on their learning journey. This role provides support for literacy and numeracy skills, neurodiversity needs (for example Dyslexia, Autism, ADHD) and disability requirements such as short/long term injury and/or sight, hearing, mental health impairments etc.

The Learner Success Lead is here to ensure students have the support they need to achieve their goals, so please reach out to them if you think you might benefit from their support.



Remember if you need help about any matter - big or small, you can come and talk to any member of staff as we will always be able to direct you to services and support available.



HAUORA - HEALTH, SAFETY & WELLBEING

Keeping Healthy, Safe & Well

We know staying healthy and happy during your studies is 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.

Staying in Touch

Please avoid risking your enrolment or causing unnecessary concern by keeping communications open with your campus team.

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

If you are involved in or witness an accident, incident or near miss, you must report this immediately/as soon as practicable to a staff member.

Any potential or actual safety risks or hazards must be reported at reception for logging in the health and safety register.

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. First Aiders are identified on campus noticeboards.

Emergencies & Evacuation

It is important to know what to do in an emergency on campus. Your induction will cover emergencies, exits, meeting points and who the fire warden is.

In an emergency you must follow the instruction staff fire warden, first aider or other staff member managing the situation until Fire, Police or Ambulance services take over as needed.

During a fire drill or emergency, we will check the attendance rolls to confirm safety of students recorded as onsite.

Information displayed in classrooms and on noticeboards include what to do in an emergency, So 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, you could be in class, at home, or on the move. The Civil Defence emergency [Get Ready website](#) helps you to plan and know how to respond for emergencies.

Health & Safety on Work-Based Placements

As part of your programme, you may undertake work experience, placements, or internships 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 stop work and immediately inform your Tutor.

Medical Conditions, Infections & Illness

Illness

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. 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. If you travelled recently from overseas seek medical advice immediately If you have the above symptoms.

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 can access your medicine in case of emergency.

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 can help you cope with stress and anxiety while you are studying.

NZMA has access to trained counsellors for students who may require assistance in areas of relationships and stress management. Appointments can be made through reception.

Additional Health & Wellbeing Information



At the end of this handbook, you will find an A-Z Directory of support services for a wide range of needs and circumstances.

Should you need specific support services for a health or wellbeing issue, you can check the directory, or ask a staff member who will be happy to help you find the information you need.

Food & Nutrition

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.

Things can get busy when you are balancing study with other commitments. There are water stations around campus, so bring your refillable bottle and stay hydrated.

If you are finding difficulty accessing appropriate food for your nutritional needs, please speak with a staff member. There are services and support available.

A Safe Space for Everyone

NZMA embraces diversity - we value and respect the cultural needs and aspirations of all groups around us.

We all have a responsibility to ensure an inclusive, equitable and safe learning environment where everyone belongs.

Recognising Discrimination, Harassment & Bullying

We are committed to providing an environment in which everyone is respected. Any form of discrimination, harassment or bullying is unacceptable, and treated as a very serious matter.

Discriminatory behaviour, bullying or harassment can be experienced directly in person, as well as written/digital/online communication. 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 **never** 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 you feel comfortable speaking to.

Personal Safety & Security

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.

Smoking & Vaping

We aim to provide a smoke/vape-free environment for our students.

Smoking/vaping 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/vaping area, please only use this area. If there is no designated area, you must be at least 50 metres away from campus grounds to smoke/vape. Please respect our neighbours, environment & local community by not smoking/vaping or moving away where requested.

Information for addiction support is included in the back of this handbook.

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.

If you or someone you know is impacted by substance abuse/addiction, please reach out to a staff member who can help you find support, there are also addiction services listed at the end of this handbook.

Alcohol

As a Responsible Host NZMA will ensure your safety where 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.

Sonder - Personal Safety & Wellbeing Service

NZMA have a partnership with Sonder, by downloading and registering with the Sonder App as an NZMA student you will have free access to their 24/7 support service. Sonder Flyers can be found around your campus.

The service has tools for making sure you get home safe, and support in illness, accident, and emergency situations, including mental health support via live chat or phone.

If you use Sonder during serious illness or incident – they will notify your Campus Manager of the situation. This will enable your Campus Manager to follow up with you around what ongoing support needs to be in place.

Visitors

All visitors must sign in at reception.

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

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.



STUDENT VOICE

We want your time here to be positive and enjoyable, that's why we ask all students for feedback on their NZMA experience. Feedback guides decision-making in how we do things to better meet your needs and expectations.

Class Meetings

Regular class meetings keep you up to date with campus and class activities. This gives everyone time to address any issues, as discuss new ideas, feedback from surveys, notices, and programme related activities coming up that week.

Student Representative & Kaiāwhina Meetings

The role of Student Representatives & Kaiāwhina are vital as they will work closely with Management to ensure campus activities are meeting student and NZMA obligations and expectations.

Student Reps are elected by each class to represent and speak for on their behalf in relation to student needs and feedback.

The Kaiāwhina roles are an advocate/voice for fellow students who may feel whakamā (shy or embarrassed) to seek support or help with social, cultural, academic support. Kaiāwhina are nominated by students and staff because they show empathy and care for their peers. Tuakana is the title of the Kaiāwhina role on our NZMA Trades Campuses.

Kaiāwhina and Student Reps meet every month with Campus Managers. Issues raised and information consulted on with Kaiāwhina and Student Reps are used to guide and inform decision making on student needs, policies and practices impacting students.

Student Feedback Surveys

Student Online Evaluation Survey

The internal NZMA evaluation survey takes place 4 times per year.

All students are asked to participate in this anonymous questionnaire about their student experience. We ask about your programme including facilities, student support, and tutors. We'll discuss the results as part of Student Rep & Kaiāwhina meetings and in class with your tutor, and how we are following up on the feedback provided.

When the survey is open, you can access it via website link or by scanning the QR code.



www.surveymonkey.com/r/NZMAOnlineEval

Course Feedback

We will sometimes ask for specific feedback on a particular course subject and assessment in your programme. We want to know what was useful and what could be better.

Some NZMA Student Resource Workbooks will include a link for a survey on this, other times your Tutor will advise you how and when this is going to take place.

Student Services Fees and Consultation

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

The CSSF funds a range of services above education delivery such as: careers guidance and employment information; counselling services; advocacy and legal advice; financial support and advice; sport, recreation, and cultural services; and health services.

We know student needs can change, as can costs of services, so every year Campus Management hold a meeting with Student Reps and Kaiāwhina 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

You can find a flowchart of the step-by-step complaints process at the back of this handbook.

Raising the issue

The first step is an informal talk with your tutor/another staff member, or your student rep / kaiāwhina to see if the concern can be resolved.

If you still have a concern after the talk. You can escalate the matter and make a formal complaint.

When the formal complaint is received, the staff member dealing with the complaint will advise you by letter of the next steps of the process and meeting arrangements. If the meeting date doesn't work for you – let the campus know.

Group Complaints

If your complaint is on behalf of a group of students, the complaint form must include the names and signatures of every student participating in the group complaint.

Complaint Meetings

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

All records of complaints are on file and marked confidential. The information is accessed only by those involved in managing your concern.

When the internal complaints process has ended, you will have an opportunity to provide feedback to NZMA on the complaints process.

NZQA Complaints Process

You must complete NZMA's formal complaint process before going to NZQA. The NZQA website give instructions on types of complaints and how to make a complaint as well as accessing the NZQA complaint form www.nzqa.govt.nz/about-us/make-a-complaint/.

You can also email NZQA, risk@nzqa.govt.nz for more information on the process.

Financial & Contractual Disputes

Financial and contractual disputes are managed through relevant Student Contract Dispute Resolution Schemes (DRS). If your complaint includes a request for a refund or compensation relating to NZMA programmes and services, NZQA will likely refer your complaint to the DRS operator.

There is one dispute scheme 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/>



CONDUCT & DISCIPLINARY MATTERS

We are dedicated to helping students move ahead in education and employment - to be work ready, and why we require students to demonstrate good work attitudes and apply practical skills and knowledge in a work-like situation.

While you are enrolled with NZMA you must abide by the Code of Student Conduct, work within NZMA rules and regulations, and comply with New Zealand legislation any time you are participating in learning or representing NZMA as part of your programme activities – be it online, on campus, or offsite.

Code of Student Conduct

We require a commitment from you to always behave ethically and considerately to fellow students, campus staff and visitors. This includes when you are on campus, online, and offsite for learning activities, placement, or 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 and acknowledging sources.
- Present yourself in a professional and appropriate manner by adhering to the NZMA dress code and personal presentation standards required for your programme.
- Take feedback in a constructive manner for continuous improvement.

- Treat the shared campus environment, property, equipment & facilities with respect and care.
- Follow all reasonable directions given by staff members/placement hosts 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 stay within the limits of copyright licences where they download, copy, or print external resources.

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

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

DRESS CODE

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

19. 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'.

20. Safe appropriate footwear is to be always worn.

21. 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

22. **Students must treat all students, staff, and campus visitors fairly and equally. It is unacceptable to harass, bully, or discriminate based on another's age, disability, colour, race, ethnicity, nationality, religious or ethical belief, gender, sexual orientation, political opinion, marital, family or employment status, and any other prohibited grounds under the Human Rights Act 1993.

23. **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, and / or where this is in breach of the Harmful Digital Communications Act 2015 communication principles.

PRIVACY

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

25. 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/online.

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

27. **Possession of, distribution of, and /or being under the influence of alcohol, non-

prescribed drugs, substances, illegal drugs are prohibited.

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

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

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

What happens when there is a breach of NZMA policy?

Breach of Attendance Policy

Attending scheduled classes is a programme requirement, and non-attendance is closely monitored. Absenteeism is a breach of our attendance policy. If you are absent and receiving a student allowance from StudyLink, they may stop your allowance payments until you 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).

Consecutive Absent Days

If you are absent multiple days in a row without advising us, we will try to contact you to make sure you are ok and see if there are any barriers making it hard to attend. We will also email you to offer support and to clarify your attendance obligations.

Frequent Unjustified Absence

If you are having frequent unjustified absences, higher than what would be expected in a workplace environment, we will organise a meeting with you to discuss our concerns and clarify your attendance obligations.

If unjustified absence continues, we will need to take it up as a disciplinary matter. See disciplinary process on the next section.

Withdrawal for Ongoing Non-attendance

Students will be withdrawn from their programme of study where following written warning they continue to have unjustified non-attendance. The student will be advised in writing where they have been withdrawn. A final academic record of learning will be issued.

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.

If you are under the age of 18, we will involve your guardian throughout the disciplinary processes.

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.

2nd 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.

3rd 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.

4th occurrence

Expulsion will be recorded on the student's confidential file and their enrolment will be terminated. Student will receive written confirmation of expulsion, withdrawal, and a copy of their final academic record of learning.

Where there are exceptional circumstances involved, Management may consider an alternative way forward.



PROGRAMME REQUIREMENTS

Becoming Work Ready

While enrolled with us, we will train and support you to gain work ready skills to move ahead.

Work Ready applies to all students in all programmes. This means keeping a positive attitude, working well with others, communicating effectively and respectfully, being professional, reliable, and committed, and willing to learn.

What does positive attitude & professional manner look like?

- ✓ Supporting other students and a team environment in class.
- ✓ Participating in a positive manner.
- ✓ Maintaining punctuality.
- ✓ Following rules of conduct and behaving in an appropriate manner.
- ✓ Maintaining a respectful relationship with all fellow students, staff, and stakeholders.
- ✓ Taking constructive feedback on board and applying it in future.
- ✓ Taking responsibility for your actions in a mature fashion.

Programme Hours

Your time management and commitment to a programme of study is all part of building your work ready skills and essential for learning, to achieve your qualification.

You are required to complete the set amount of learning hours for the programme you are enrolled on.

Class Hours/Directed Learning

Attendance is taken for all class hours. This refers to the set hours of the timetabled class with your tutor (on campus or online class). Class hours also include any scheduled off-campus activities like site visits, as well as scheduled placement hours.

Self-Directed Learning Hours (Home/Self Study)

Self-directed learning (SDL) is learning completed in your own time, outside of scheduled class hours. There is a set amount of SDL in every programme.

Your tutor will assign SDL activities each week to extend class learning and prepare you for assessment. To stay on track, you need to complete the recommended number of SDL hours each week.

SDL can be done anywhere you feel comfortable studying. This could be on campus before or after class, at home or the library. If it is difficult finding a suitable place or enough time to do SDL, talk to your tutor to see how we can support you.

If you are in an asynchronous online programme, we will monitor your level of engagement with content as well as progress in completing SDL activities.

International Student Visa Attendance Requirements

International students must attend all scheduled classes. Full time study in New Zealand also requires a minimum of 20 hours per week physical presence on campus.

Attendance

Your tutor will record attendance for scheduled class activities and record any absences.

You are required to attend every scheduled activity and lesson for the full duration of your programme. Full duration means on time for the scheduled class/activity and participating and remaining for the entire lesson.

If you are running late or can't attend, you need to contact the campus and let us know (before 9am where possible). If you are absent and don't make contact, your tutor will try to contact you the same day.

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

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.

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 you have been absent and have legitimate 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 reason (with a medical certificate).

- Verified Family bereavement.
- Medical appointment (e.g., doctor, dentist, mental health support)
- Verified national or provincial representation in a sporting or cultural event.
- Suspension or Student Visa issue not permitting you to study / be on campus.

Justified absence is not a breach of the attendance policy.

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

Adjustments to Programmes & Schedules

NZMA is committing to delivering programmes as intended, however from time to time there may be exceptional circumstances requiring NZMA to make necessary adjustments to programme provision.

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

Because of external events there may also be times where activities like visits, placements, guest speakers cannot always go ahead as planned.

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.



LEARNING, ASSESSMENT & ACHIEVEMENT

During study, you will be assessed against set criteria for programme learning outcomes.

Achievement Results

To gain the NZQA New Zealand Qualifications your programme leads to; you must achieve all of the courses in the programme, this means meeting the minimum requirements for achievement in every assessment.

Academic Record of Learning

You have a NZMA academic record of learning for your programme. When you achieve requirements in a course, you gain credit for that course on your academic record. Reported results are kept permanently on your record of learning.

Copies of assessments are retained by NZMA for 24 months after the programme of study finishes. If you would like a copy, please request these from your tutor (excludes exams and tests).

A transcript of courses achieved is available at any time on request and will be given to you at the end of your enrolment.

Assessment

Assessment Instructions

Assessments will identify the learning outcomes being assessed and the evidence you need to show.

Your tutor will go over the method and conditions for each assessment and explain task requirements. If you are not sure about something in about an assessment, ask your tutor to explain.

If a specific style of assessment is difficult for you to work with, talk to your tutor as there may be a different method we can use e.g., giving verbal answers or a video recording instead of written answers.

Assessment Results

We aim to mark submitted assessment work within 7 working days. Sometimes this can take longer if assessment tasks are more complex, or the assessment evidence is being verified for quality assurance purposes. Your tutor will update you if there is going to be a delay in releasing your result.

Assessment Policies

Academic Integrity & Assessment Conduct

NZMA expect students to be ethical and honest in assessment, all submitted assessment evidence must be authentic to you (free from plagiarism/copying, and 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 by referencing.

If you are not sure how or when to reference, talk to your tutor - for resources to help you, and using referencing tools.

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 Handbook Section *Rules & Regulations -Assessment*.

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.

Late assessment

Late achievement (competency) assessments will be recorded as a submission opportunity not been achieved, while graded assessment are eligible for minimum pass mark only.

If you have a justified absence on the day an assessment is due, it will not be considered as a late assessment.

Extensions

Your tutor may agree to an extension if you have a justified need, and you request this at least 2 days before the assessment deadline.

Further Assessment Opportunities (Resits & Resubmissions)

If a student doesn't meet the evidence requirements for an assessment, a further assessment opportunity to resubmit any tasks that haven't yet met requirements is provided. Students are permitted up to three opportunities to meet the minimum requirements for any given assessment.

Graded Assessments are eligible for a minimum pass result only where the assessment was resubmitted/reassessed.

Small corrections/changes to make are usually done on the same day. If you have more work or learning to do, your tutor will give you a new date it needs to be completed by.

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.

Any outstanding work must be completed within 3 months from enrolment end date.

Learning & Completion Plans

There may be times when you need a bit more support to stay on track with your academic commitments. An agreed learning & completion plan is designed to help you catch up on any missed learning and assessment.

We want to ensure your plan is realistic and dates are achievable, so if there are other barriers to meeting your plan, talk to your tutor to see what works best for you.

Assessment Appeals

Impaired Performance

Sometimes there are exceptional circumstances outside a student's control (e.g. illness, bereavement, family crisis) compromising their performance in assessment. The appeals process in which case you can use the appeals process to have results reconsidered.

Appeals

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

If you want to clarify or appeal marking or result of an assessment, first talk to your Tutor within 10 days of receiving the assessment result. If you still disagree, you can make a formal appeal for the result to be reviewed. See the back of this handbook for the step-by-step process flowchart for appeals.



GRADUATION & NEXT STEPS

We will contact graduates approximately 3 months after programme completion. We will ask you questions that help us evaluate the effectiveness and relevance of our training for where you go next.

Graduation

Graduation is a time to celebrate your achievements with members of your class, whānau/family, friends, and staff.

You will be advised of Graduation details closer to the date of the event.

NZQA Certificates

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 Campus Administrator.

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.

Pathways & Employment

Further Study

Enrolment into NZMA pathway/higher level programmes will be open to students who have successfully completed their previous/current programme of study, able to manage the higher-level learning requirements, and complied with our Student Code of Conduct, 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.
2. Search for jobs.
3. Apply for jobs.
4. Contact the employer.

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



A TO Z SUPPORT & SERVICES 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.

This A–Z directory will help you find information on services and support. Your campus will be able to advise on additional support services local to your area.

Checking the organisation’s website is often the best way to find up to date information and support. If you prefer to speak with a person, many of the organisations have 0800 helplines, and live chat options listed their websites.

If you are not sure what service you need, please check with reception, your tutor or approach any staff member you feel comfortable speaking to - they will help you locate the right person, people, or agency.

Emergency & Rescue Services

Police/Fire Service/ Ambulance/Search & Rescue

Phone 111

Civil Defence (National Emergency Management Agency)

0800 222 200 www.civildefence.govt.nz/

National Poisons Centre

In case of poisoning call 0800 POISON (0800 764 766) <https://poisons.co.nz/>

National Helplines

Helpline services offer support, information and help for you and your parents, family, whānau and friends.

- Need to talk? Free call or text 1737 any time for support from a trained counsellor.
- Lifeline – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP).
- Youthline – 0800 376 633, free text 234 or email talk@youthline.co.nz or online chat.
- Samaritans – 0800 726 666
- Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO).
- Healthline – 0800 611 116

Counselling & Wellbeing Support

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

Abuse & Violence Support

If you're in immediate danger, dial 111 and ask for the Police.

Health Point

<https://www.healthpoint.co.nz/social-services/>.

Government website that lists the organisations offering targeted services for abuse, violence, and victim support including Kaupapa Māori services. Add in your post code to see services and support near you.

Family Services Directory

<https://www.familyservices.govt.nz/directory/>.

The Family Services Directory is a searchable online database with contact details of services and organisations near you.

The Shielded Site

There are many businesses and companies that now include the ‘Shielded Site’ icon on their website. If you are experiencing family violence and worried about your internet use being monitored, you will be able to contact women’s refuge without going to their website. The icon looks like this and is usually at the



bottom of the page. If you click on the icon - the information within the Shielded Site' pop-up won't appear in your browser's history.

Women's Refuge <https://womensrefuge.org.nz/>

If you're a woman in a family violence situation, call the Women's Refuge free Crisis line on 0800 733 843 (0800 REFUGE). In a crisis, safe houses are in secret locations if you need safe accommodation urgently.

Battered Women's Trust

<https://batteredwomenstrust.org.nz> based in Ōtautahi Christchurch, they support women affected by family violence. Crisis Line: 0800 REFUGE (733843) or 03 364 8900.

Help <https://www.helpauckland.org.nz/> Based in Tāmaki Makaurau Auckland, providing support for people impacted by sexual abuse and rape. They have a free 24/7 helpline 0800 623 1700.

Netsafe <https://netsafe.org.nz/> helps people experiencing harmful content online. The service is free and confidential, providing specialist online incident advice. 0508 NETSAFE (0508 638 723) Text 'Netsafe' to 4282, online chat via the website.

RUOK <https://www.areyouok.org.nz/> Information for people seeking support for family violence. Family Violence Information Line phone 0800 456 450 or 'chat online' via the website.

Sexual Harm Helpline www.safetotalk.nz/ 0800 044 334 or text 4334 or webchat at to talk about sexual harm and find help for yourself or others.

Shakti Crisis Line 0800 742 584 (0800 SHAKTI) – multilingual helpline for migrant or refugee women living with family violence.

Shine <https://www.2shine.org.nz/>. Specialist domestic violence service provider providing for confidential support, information, and professional advice. Phone 0508-744-633 or 'chat online' via the website.

Victim Support www.victimsupport.org.nz. Provides a free, nationwide support service for people affected by crime, trauma, and suicide. 0800 842 846

Anger Management & Relationship Counselling

See also *Shine, Health Point and Family Services Directory* above.

Man Alive <https://www.manalive.nz/> Counselling and support services for men and boys. Phone 0800 826 367.

HeyBro www.hewakatapu.org.nz/services/0800-hey-bro is run 24/7 by He Waka Tapu a kaupapa Māori organisation located in Ōtautahi | Christchurch. They offer support for men who feel they are going to harm a loved one or whānau member. Phone 0800 Hey Bro (439 276).

Anxiety, Depression & Mental Health Crisis

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.

See also *National Helplines and www.mentalhealth.org.nz and Health Point*

1737 <https://1737.org.nz/>. provides brief counselling support, identifying key issues, helping plan some steps to take and, in many cases, connecting with more comprehensive support services available. You can choose to speak with a trained counsellor, or someone from the peer support team. Free call or text 1737.

0508 TAUTOKO Suicide Crisis Helpline 0508 828 865 – if you, or someone you know, may be thinking about suicide, call for support from a trained counsellor.

Anxiety NZ <https://anxiety.org.nz/helpline> Support for people with all forms of anxiety and families and friends. Helpline 0800 269 4389 (0800 ANXIETY).

Depression Helpline www.depression.org.nz To talk to a trained counsellor about how you are feeling or to ask any questions 0800 111 757 or free text 4202.

Healthline www.health.govt.nz/ For advice from trained registered nurses 0800 611 116.

Lifeline www.lifeline.org.nz/ 24/7 help and resources if you are concerned about your own

or someone else's mental wellbeing. 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP). Suicide crisis Helpline 0505 828 865.

Plunket www.plunket.org.nz/ support for parents, including mothers experiencing post-natal depression 0800 933 922.

Samaritans for confidential support for anyone who is lonely or in emotional distress 0800 726 666

Small Steps www.smallsteps.org.nz – a collection of online tools to help you calm your mind, manage your stress and lift your mood.

Vaka Tautua www.vakatautua.co.nz/ Mental health, disability and social services. The team speaks Samoan, Tongan, Cook Islands Māori and English. Free helpline 0800 652 535 (0800 OLA LELEI Mon-Fri 8.30am - 5pm).

Grief & loss support for families, whānau, and friends

After a Suicide www.afterasuicide.co.nz – a website offering practical information and guidance to people who have lost someone to suicide

Aoake te Rā www.aoaketera.org.nz - free counselling for people bereaved by suicide. 0800 000 053

Le Va www.leva.co.nz
www.facebook.com/LeVaPasifika – information and support for Pasifika families on mental health, addiction, and suicide prevention

Mental Health Foundation www.mentalhealth.org.nz – for more information about supporting someone in distress, looking after your own mental health and working toward recovery

Skylight www.skylight.org.nz 0800 299 100 – for support through trauma, loss and grief (8.30am – 4.30pm weekdays)

The Grief Centre www.griefcentre.org.nz – for support for all forms of loss, grief, trauma or difficult change 0800 331 333

Victim Support <https://www.victimsupport.org.nz/> 24 hour support for people affected by crime, trauma and suicide 0800 842 846.

Yellow Brick Road

<https://yellowbrickroad.org.nz/> For families and whānau supporting a loved one who has a mental illness 0800 732 825 (Northern Region) 0800 555 434 (Central North Island) 0800 876 682 (South Island) –

Rainbow LGBTQIA+, Gender Identity

Rainbow Youth <https://ry.org.nz/support-services> Working with young people, their whānau and their wider communities to provide safe and respectful support. They provide peer support workers can provide face to face support in several cities. (09) 376 4155

- Gender & Sexuality Peer Support
- Housing Support
- Information & Resources
- Drop-in centres & online support
- Whānau support
- Rainbow friendly services
- Social groups & events

Outline: <https://outline.org.nz/free-helpline-service/> All-ages rainbow mental health organisation. Free peer support phone line and specialist face-to-face and video counselling exploring gender and sexuality for rainbow people. Online chat support via the website. 0800 688 5463 (0800 OUTLINE) 6pm to 9pm. The Outline site has links to additional Rainbow organisations supporting diverse groups <https://outline.org.nz/other-rainbow-services/>

Youth & Young people

Youthline www.youthline.co.nz Support for young people and their parents, whānau and friends. 0800 376 633, free text 234, online chat at (4.30pm – 10pm)

Aunty Dee (part of Le Va) www.auntydee.co.nz A free online tool for anyone who needs help working through problems

Sparx www.sparx.org.nz Self-help tool teaching young people key skills to help combat depression and anxiety. Free phone 0508 4 SPARX (0508 477 279) or free text to 3110 to speak to a trained professional.

The Lowdown www.thelowdown.co.nz Find support your hauora, identity, culture and mental health. Visit the website or free text 5626.

What's Up www.whatsup.co.nz) Trained counsellors to help you. 0800 942 8787 (0800 WHATSUP)

Māori & Pasifika Health & Community Services

Māori

Māori Health Provider Directory
www.health.govt.nz/your-health/servicesand-support/health-careservices/Māori-healthprovider-directory Māori health providers are contracted to District Health Boards, or iwi and kaupapa Māori organisations. Search your area to find what is available locally.

Te Rau Ora https://terauora.com/directory-maori_provid/ online directory to search for Māori providers of specific health and social services near you.

Waikato Tainui <https://waikatotainui.com/what-we-do> A wide range of services for cultural, social, and economic advancement. 0800 824 684

Local marae offer a wide range of programmes, services, and community support for whānau members.

Marae -Tāmaki Makaurau | Auckland

Hoani Waititi Marae
<https://hoaniwaititimarae.co.nz/> (09) 818 2323

Ngāti Whātua Ōrākei Marae
<https://ngatiwhatuaorakei.com/> Phone 0508 NW Orakei.

Papakura Marae www.papakuramarae.co.nz/ 09 297 2036

Papatuānuku Kōkiri Marae <https://pkm.org.nz/> Māngere East.

Ruapotaka Marae Glen Innes 0800 276 8252

Te Pua Memorial Marae Māngere Bridge 09 636 7019

Porirua

Harouta Marae 5 Whitford Brown Ave.

Maraeroa Marae and Health Clinic 216 Warspite Ave (04) 235 8000

Pasifika

Le Va www.leva.co.nz/about/ Provides support and services in mental health and addiction, disability, public health, suicide prevention and education, in sport, and with churches.

Pacific Heartbeat
www.heartfoundation.org.nz/your-heart/pacific-heartbeat Provides nutrition information, and initiatives to reduce the risk of lifestyle related illnesses such as heart disease, high blood pressure, high blood cholesterol, and diabetes.

Pacific Homecare
<https://pacifichomecare.org.nz/> Provides home-based healthcare to the elderly and disabled. A Pacific for Pacific provider.

Vaka Tautua www.vakatautua.co.nz/ Mental health, disability and social services. The team speaks Samoan, Tongan, Cook Islands Māori and English. Free helpline 0800 652 535 (0800 OLA LELEI Mon-Fri 8.30am - 5pm).

Village Collective
<https://www.villagecollective.org.nz/> Empowering Pasifika youth through sexual and reproductive health education.

Impairment and Disability Support

Accident Compensation Corporation (ACC)
<https://www.acc.co.nz/im-injured/> Accessing help and support after an injury.

Taikura Trust <https://www.taikura.org.nz/> Needs assessment and service coordination to people with disabilities. Supporting people with intellectual, physical, sensory disabilities, and autism spectrum disorder (ASD).

Workbridge <https://workbridge.co.nz/> The largest New Zealand-owned employment service for people with a disability or health condition. 0508 858 858

Deaf, hard-of-hearing, speech impairment.

TXT, messenger, online chat – many services listed in this directory offer txt, messenger or online chat services.

New Zealand Relay www.nzrelay.co.nz helps users to connect with services over the phone is a free, government-funded service that enables

people with hearing and speech impairments to use the phone.

Depression.org www.depression.org.nz/get-better/your-identity/deaf/ – more help and information for the Deaf community, including New Zealand Sign Language interpreters. 0800 111 757 using the Relay service.

NZ Police www.police.govt.nz – Register with the New Zealand Police for the 111TXT service.

Medical, Doctors & Hospitals

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.

Medical Services

You can also ask at reception for help to locate a specific medical service.

Healthline: www.health.govt.nz/ Call Healthline 0800 611 116 24 hours a day / 7 days a week for free health advice. The Healthline team, that includes registered nurses, paramedics and health advisors, are specialists in assessing and advising over the phone on any health issue, no matter how small. Interpreters are available.

Health Point: www.healthpoint.co.nz Doctors, dentists, pharmacies and other medical practitioners near you can be found via the website by putting in your post-code or address.

Sexual and Reproductive Health Issues

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 they consent.

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.

Family Planning www.familyplanning.org.nz/ Family Planning clinics help with contraception, STI testing and treatment, cervical screening, pregnancy testing, abortion advice, PMS, menopause, HPV vaccinations, advice for other

sexual and reproductive health issues including what to do in cases of unprotected sex. Freephone 0800 372 546.

Village Collective

<https://www.villagecollective.org.nz/> Sexual and reproductive health education.

See also **Health Point** and **Family Services Directory** above.

Support for Illness & Conditions

*Support groups, information and resources for people living with or impacted by illness and or disorders. See also **Health Point** and **Family Services Directory** above. Mental Illness – refer to Mental Health Emergencies & Counselling section.*

Cancer

- Cancer Society www.cancer.org.nz/ Cancer Information Helpline Call 0800 226 237; Support 0800 CANCER (226 237)

Diabetes

- Diabetes NZ www.diabetes.org.nz/ 0800 342 238 (0800 DIABETES) helpline for questions about diabetes and pre-diabetes.

Eating Disorders

- Eating Disorders Association of New Zealand (EDANZ). www.ed.org.nz/ Helpline 0800 2 EDANZ / 0800 2 33269.

HIV and AIDS

- Burnett Foundations (Formerly AIDS Foundation) www.burnettfoundation.org.nz/
- Body Positive www.bodypositive.org.nz/. 0800 HIV LINE (0800 448 5463)

Stroke

- Stroke Foundation <https://www.stroke.org.nz/> . 0800 STROKE (0800 78 76 53) (09) 441 8959

Support for Addiction & Substance Abuse

Alcohol Drug Helpline

<https://alcoholdrughelp.org.nz/> For people dealing with alcohol or other drug problems 0800 787 797, free text 8681 or online chat. Māori Helpline 0800 787 798 or text 8681

Alcoholics Anonymous www.aa.org.nz 0800 229 6757

Al-Anon Family Groups www.al-anon.org.nz 0508 4 ALANON (0508 425 266)

Asian Family Services

<https://www.asianfamilyservices.nz/> Confidential addiction support in multiple languages to Asians living in New Zealand, 0800 862 342 Monday to Friday 9am – 8pm

Community Alcohol and Drug Service (CADS)

www.cads.org.nz/ Counselling, detox and recovery services, group support 0800 845 1818.

Gambling Helpline

<https://gamblinghelpline.co.nz/> Help if you concerned about your own or someone else's gambling 0800 654 655 free text 8006 or online chat.

Narcotics Anonymous www.nzna.org 0800 NA TODAY (0800 628 632).

Quitline / Me Mutu www.quit.org.nz Smoking & Vaping support 0800 778 778.

Living Costs & Social Services

All the following organisations provide support for people experiencing financial hardship and needing support food, housing and health support.

- **Auckland City Mission**
www.aucklandcitymission.org.nz/ 0800 864 357
- **Wellington City Mission**
<https://wellingtoncitymission.org.nz/> 0800 245 0900
- **Christchurch City Mission**
www.citymission.org.nz/ 0800 787 855
- **Salvation Army** www.salvationarmy.org.nz/ 0800 53 00 00
- **Vision West:** <https://visionwest.org.nz/> 0800 222 040

Community Food Organisations & Food Banks

Refer also to social services above.

Zero Hunger Collective

www.zerohunger.org.nz/find-a-community-food-organisation Lists organisations from community gardens, community meals etc to traditional Foodbanks offering food parcels, budgeting support and more.

Urgent Costs

Work & Income NZ

www.workandincome.govt.nz/eligibility/urgent-costs/

If you're struggling to meet living costs, or get an unexpected bill, you can apply to WINZ even if you are working/not on a benefit. You do need to be a domestic student and meet age and income eligibility criteria. WINZ can help with costs such as:

- Accommodation costs
- Bereavement
- Car repairs
- Fire or theft
- Food
- Home repairs and maintenance; whiteware
- Medical costs; dental treatment and glasses
- Power, gas and water bills or heating

Family and Caregiver Support

Refer also to social services above.

Family and Community Services National

Directory www.familyservices.govt.nz/directory/

Information on community services and help regarding parenting, special needs, family violence, custody and access, child behaviour, life skills, counselling, addiction, sexual abuse, grief and loss. 0800 211 211.

Whānau Āwhina Plunket www.plunket.org.nz/

Support service for the health and wellbeing of tamariki under-five and their whānau. Call 0800 933 922 (24/7), online chat via website.

Barnardos <https://barnardos.org.nz/> Services for children, families and whānau 0800 227 627.

Cultural Community Groups & Services

Asian Family Services

www.asianfamilyservices.nz/ provides professional, confidential support in multiple languages to Asians living in New Zealand, 0800 862 342 Monday to Friday 9am – 8pm.

The Ministry for Ethnic Communities - Community Directory

www.ethniccommunities.govt.nz/community-directory A register of ethnic community organisations and support services. Filter to search by region, ethnicity, faith, or service:

The New Zealand Newcomers Network
<https://newcomers.co.nz/> Support people new to NZ or a region of NZ, connecting people in the community.

Christchurch NGO & Community organisation updater: <https://ngoupdater.org.nz/community-organisations/> Website listing service and community groups in Ōtautahi | Christchurch.

CNSST Foundation (formerly known as Chinese New Settlers Services Trust) www.cnsst.org.nz
Offers services and support to the community and Chinese, Asian new settlers including work, housing, social support etc 09 570 1188.

Housing & Accommodation

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

Tenancy Services: www.tenancy.govt.nz/
Information and resources to help tenants and landlords. There are translated resources and handouts in different languages, and a free telephone interpreting service. 0800 836 262 (0800 TENANCY).

School Leavers Toolkit <https://school-leavers-toolkit.education.govt.nz/> Advice and resources for recent school leavers your rights and are prepared when you leave home.

Work & Income Housing
www.workandincome.govt.nz/housing/
Applying for public (social) housing, emergency housing as well as ideas on where to look for private housing. For Emergency Housing – see website above or phone 0800 559 009.

If you need a safe place to stay because you are feeling at risk in your environment, there is help listed under [Abuse & Domestic Violence](#).

Legal Advice

Citizens Advice Bureau (CAB) www.cab.org.nz/
Free, confidential, independent information and advice on your rights and how to access services. 800 FOR CAB (0800 367 222) or live chat.

Community Law Centre
<https://communitylaw.org.nz/> Lawyers and community workers, providing free legal help throughout New Zealand.

Ministry of Justice Legal Aid
www.justice.govt.nz/courts/going-to-court/legal-aid/ Legal aid is government funding to pay for legal help for people who cannot afford a lawyer. 0800 2 LEGAL AID (0800 253 425).

YouthLaw <https://youthlaw.co.nz/> free legal help and information on your rights. 0800 UTHLAW 0800 884 529.

Money & Finance

Student Fees, Loans and Allowances

Domestic Students can speak with your course advisor, reception team for questions on fees, loans, and student allowances. You can also contact Studylink directly.

Study Link www.studylink.govt.nz/starting-study/
Guidance and help on financial support for when you study.

School Leavers Toolkit <https://school-leavers-toolkit.education.govt.nz/> Information on financial support for tertiary education.

Budgeting Services & Financial Capability

Building Financial Capability (Family Services Directory) www.familyservices.govt.nz/directory.
Use the Search tool to find local support services near you.

Hamilton Budgeting Advisory Trust
<https://budgeting.co.nz/> helps with managing finances and assisting people experiencing financial hardship. Phone 0800 211 211.

Money Talks www.moneytalks.co.nz Free service connecting people to local foodbanks, navigate Work and Income processes and help with day-to-day money matters. 0800 345 123 and online chat.

Sorted: <https://sorted.org.nz/> A free service with tools and guides to help you manage your money.

Banks

ANZ	www.anz.co.nz	0800 269 296
ASB	www.asb.co.nz	0800 803 804
BNZ	www.bnz.co.nz	0800 275 269
KiwiBank	www.kiwibank.co.nz	0800 113 355
Westpac	www.westpac.co.nz	0800 400 600
TSB	www.tsb.co.nz	0800 872 226

Power, Electricity & Gas

Electricity Network

www.meridianenergy.co.nz/power-outage/power-networks National directory where you can check on map to see the network provider in your area. Report a power outage 0800 496 496.

Powerswitch (by Consumer NZ)

www.powerswitch.org.nz/ A free independent electricity and gas comparison site for consumers.

Council Services

Regional Council looks after environmental, resource and transport planning issues for a whole region. District/City councils manage local community services like water supply; roading and public transport; waste collection and disposal; regulatory services e.g. noise control, consents, and licensing; recreation and leisure facilities such as parks, libraries and community centres. To find your council go to www.localcouncils.govt.nz/

Whangarei District Council www.wdc.govt.nz
(09) 430 4200

Northland Regional Council www.nrc.govt.nz
(09) 470 1200

Auckland Council www.aucklandcouncil.govt.nz
(09) 301 0101

Hamilton City Council www.hamilton.co.nz (07)
838 6699

Waikato District Council
www.waikatodistrict.govt.nz (0800) 492 452

Waikato Regional Council
www.waikatoregion.govt.nz 0800 800 401

Christchurch City Council www.ccc.govt.nz (03)
941 8999

Canterbury Regional Council www.ecan.govt.nz
(03) 353 9007

Porirua City Council www.poriruacity.govt.nz
(04) 237 5089

Wellington City Council www.wellington.govt.nz
(04) 499 4444

Wellington Regional Council www.gw.govt.nz
(04) 384 5708

Government Agencies

Accident Compensation Corporation (ACC)

www.acc.co.nz/im-injured/ Accessing help and support after an injury.

Births, Deaths and Marriages (BDM) (Te Tari Taiwhenua | Department of Internal Affairs)
www.govt.nz/organisations/births-deaths-and-marriages/ New Zealand birth, death, marriage, civil union and name change information, and issues certificates and printouts 0800 22 52 52.

Employment New Zealand

www.employment.govt.nz/ Information on employment in New Zealand and understanding employee and employer rights responsibilities 0800 20 90 20.

Human Rights Commission | Te Kahua Tika

Tangata www.hrc.co.nz/ Information and resolve disputes about unlawful discrimination 0800 496 877.

Inland Revenue www.ird.govt.nz/ Information on taxation 0800 775 247.

Ministry of Justice Legal Aid

www.justice.govt.nz/courts/going-to-court/legal-aid/ Legal aid is government funding to pay for legal help for people who cannot afford a lawyer. 0800 2 LEGAL AID (0800 253 425).

New Zealand Immigration

www.immigration.govt.nz/ Visa information for studying travelling and working in New Zealand. 0508 558 855.

Waka Kotahi | NZ Transport Agency:

<https://www.nzta.govt.nz/> Online services for driver licensing and car registration, road user charges; driver and vehicle safety; traffic and road travel information.

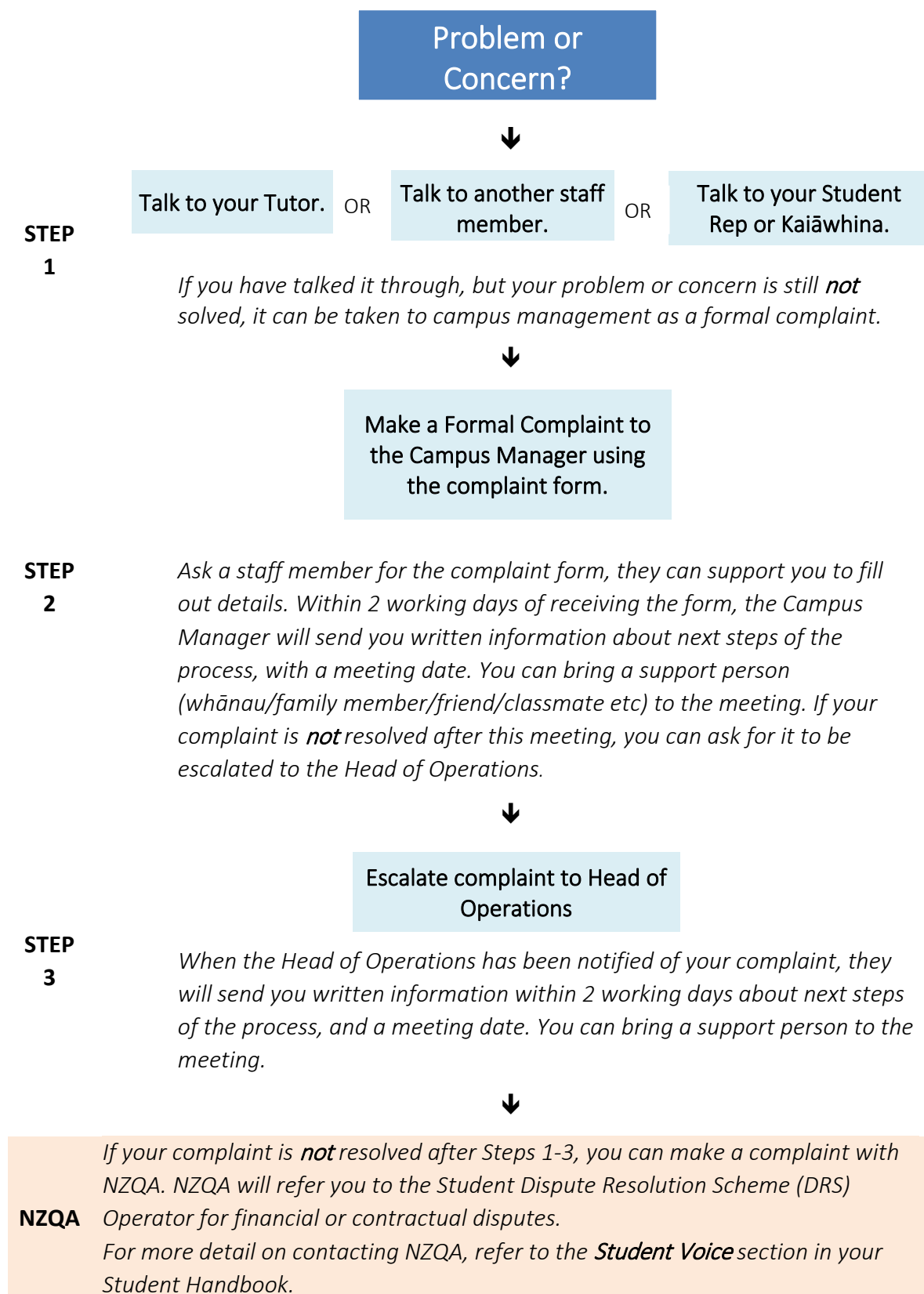
- Motor vehicle licensing and registrations 0800 108 809
- Road user charges (RUC) 0800 655 644
- Driver licensing 0800 822 422
- Tolling 0800 40 20 20
- Highway information and reporting issues on highways 0800 4 HIGHWAYS (0800 44 44 49)



If you can't find the service you are looking for in this directory, please ask any staff member you feel comfortable speaking to, and they will direct you to the right person, people, or agency.

COMPLAINTS & APPEALS FLOWCHARTS

Complaints Process



Assessment Appeals Process

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 impaired performance / impacted your ability to perform in the assessment...



1 Discuss the result with you Tutor



If you are satisfied with the outcome, the agreed result will be entered. No further action is required.



If you are **not** satisfied with the outcome after the discussion.

2 Formal Academic Appeal
Submit the Academic Appeal Request Form to your Campus Manager.



If you are satisfied with the outcome, the agreed result will be entered. No further action is required.



If you are **not** satisfied with the outcome determined by the Campus Manager.

3 Final Academic Appeal
Register a final appeal with the (Academic) Quality Manager. They will review the appeal.



If you are satisfied with the outcome, the agreed result will be entered. No further action is required.



If you are **not** satisfied with the outcome determined by the Quality Manager.

4 Make a Complaint
Refer to the student complaints process.

