

# 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.*

## CONTENTS

ENROLMENT INFORMATION .....	4
STUDENT ORIENTATION & INDUCTION .....	9
CAMPUS INFORMATION .....	11
HAUORA - HEALTH, SAFETY & WELLBEING.....	14
STUDENT VOICE.....	19
CONDUCT & DISCIPLINARY MATTERS.....	21
PROGRAMME REQUIREMENTS .....	25
LEARNING, ASSESSMENT & ACHIEVEMENT.....	27
GRADUATION & NEXT STEPS .....	29
A TO Z SUPPORT & SERVICES DIRECTORY.....	30
Emergency & Rescue Services .....	30
National Helplines.....	30
Counselling & Wellbeing Support .....	30
Council Services .....	32
Cultural Community Groups & Services.....	32
Government Agencies .....	33
Housing & Accommodation .....	33
Impairment and Disability Support.....	33
International Students .....	34
Legal Advice .....	34
Living Costs & Social Services.....	34
Māori, Pasifika Health & Community Services.....	35
Medical, Doctors & Hospitals.....	36
Money & Finance.....	37
Power, Electricity & Gas.....	37
Rainbow LGBTQIA+, Gender Identity.....	37
Youth & Young People .....	37
COMPLAINTS FLOWCHART .....	39
APPEALS FLOWCHART .....	40

*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](http://www.nzma.ac.nz)

[facebook.com/studynzma](https://facebook.com/studynzma)

[instagram.com/studynzma](https://instagram.com/studynzma)



[www.culinarycollective.co.nz](http://www.culinarycollective.co.nz)

[facebook.com/TheCulinaryCollective](https://facebook.com/TheCulinaryCollective)

[instagram.com/culinarycoll](https://instagram.com/culinarycoll)



[www.nzis.co.nz](http://www.nzis.co.nz)

[facebook.com/nzisport](https://facebook.com/nzisport)

[instagram.com/nzinstituteofsport](https://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 New Zealand Public Trust Ltd. 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.

Refund requests must be submitted to the Campus Manager, 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.**

If withdrawal occurs on day nine or later of the course, student would only be eligible for a refund in exceptional circumstances, at the discretion of the Head of Operations.

There will be no refund where a student wishes to transfer to another provider.

There will be 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 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, 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

---

The NZMA International Student Support Website includes essential information for new students: <https://info.nzma.ac.nz/nzma-international-student-support>. See also the next section in this handbook on **Orientation**, as well as the **A-Z Support and Services** at the end of the handbook.

### 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 won't be able to study.

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, email [Studentsupport@nzma.ac.nz](mailto:Studentsupport@nzma.ac.nz).

For advice on student / graduate visa and or employment restrictions these websites see [immigration.govt.nz](https://immigration.govt.nz) and

[naumainz.studyinnewzealand.govt.nz/](http://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.

### 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. Note if you already have a level 4 or higher qualification you may not be required to do the assessment).

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

These are scheduled early on and during your 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), treating personal information as private.

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 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 carpool, 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.

You can go to <https://portal.office.com> if you need to reset your password.

### 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.

## 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.
- The [Nau Mai International Student website](#)

### Sonder: Personal Safety & Wellbeing App

NZMA have a partnership with Sonder, a 24/7 support service for you while you are studying with us in New Zealand. During International orientation, you will be shown how to download the Sonder App and be registered for its use. See the Handbook Section on *Health, Safety & Wellbeing* for more detail.



## 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

#### 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, 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

#### Kirikiriroa | 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 has the Pastoral Care Officer role and is responsible for student pastoral care and wellbeing on campus during office hours. If you have a wellbeing concern outside of campus hours, please use one of the helplines listed in the A-Z at the end of the handbook. International students can use the [Sonder support App](#) where this is installed on their device.

### 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.

### 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.

Your tutor can help with 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.

You will meet with your tutor in week 2-3 as part of the Kūwaha – Gateway to Success discussion, and talk about supporting you in

your learning journey, this is a great opportunity to share any specific learning support you might need from NZMA or plan for anything impacting your ability to attend such as access to resources, transportation issues, work or childcare commitments.

Every 6 weeks after that first check-in, you will have an opportunity to discuss, in confidence, your progress and any issues affecting your ability to study, or your wellbeing. This is a one-to-one meeting where together you can set objectives and plan support.

You don't need to wait for the 6-week check-in if there is something that is impacting your study or wellbeing, speak with your tutor or a member of staff as soon as possible so we can connect you to support pathways.

## 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 Learning 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](http://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 next one-on-one check-in 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.

## Counselling & Wellbeing Support Services

---

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

### Online Support

These services available during and outside of campus hours are free of charge to students by registering with the service. Posters with more detail are on your campus noticeboard.

### ACS – Available for all students

ACS (Australian Counselling Service) provides quality mental health care services.

Counselling support for a range of concerns including stress, relationships, managing your studies, and everyday worries.

Book online session by registering at [www.acscounselling.com.au/registration/nzma](http://www.acscounselling.com.au/registration/nzma) or emailing [info@acscounselling.com.au](mailto:info@acscounselling.com.au)



## Sonder – available for International Students

The Sonder Personal Safety & Wellbeing Service app should be registered on your device at International student orientation. With 24/7 access, the app has tools to make sure you get home safe, and provides support in illness, accident, and emergency situations, including mental health support via live chat or phone.

If you use Sonder during serious illness, incident or emergency– they will notify your Campus Manager of the situation, to follow up with you for any ongoing support needs.

## In person/on campus counselling

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. Please note services have limited days and availability, there may be longer wait times during periods of high demand.

## 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.

## Injuries

If you have/develop an injury that may impact your ability to participate in programme activities, please advise your tutor so they can plan and support your learning and safety.

## 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.

## Additional Health & Wellbeing Information

---

**At the end of this handbook, you will find a 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.

### Alcohol

As a Responsible Host, NZMA will ensure your safety where programmes at NZMA cover the preparation and service of alcoholic beverages.

If you are legal drinking age, but 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 legal guardian has provided express written consent to NZMA to participate in alcohol tasting as part of programme requirements.

### 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.

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

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.

## 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.



Your wellbeing at NZMA is our priority. Feeling confident with a strong sense of wellbeing helps you engage meaningfully in your learning journey. So, if you are experiencing any wellbeing concerns, big or small - please speak to a trusted staff member.

## 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, 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](https://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 Student Service Fee (SSF).

The SSF funds a range of services above education delivery such as: careers and employment guidance; counselling services; advocacy and legal advice; financial support and advice; recreation and cultural services; and health services. [See NZMA website for details](#)

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 scope and 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

See the [end of the handbook for a flowchart](#) of the step-by-step complaints process.

#### 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

If you have a complaint about your learning experience with NZMA, you must complete NZMA's formal complaint process before going to NZQA. The NZQA website gives information on types of complaints, resolving an issue without making a formal, instructions and how to make a complaint, and access to the NZQA complaint form <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/>

### Code of Pastoral Care Breach

If you feel NZMA is not giving students appropriate pastoral care, you can report a possible breach to NZQA, by filling out the online form [www2.nzqa.govt.nz/about-us/contact-us/complaint/code-of-pastoral-care/](https://www2.nzqa.govt.nz/about-us/contact-us/complaint/code-of-pastoral-care/).

### Financial & Contractual Disputes

Financial/Contractual disputes are managed through relevant Student Contract Dispute Resolution Schemes (DRS). If your complaint includes request for refund or compensation relating to NZMA programmes and services, you need to contact the DRS operator - **Study Complaints | Ngā amuamu tauira** [www.studycomplaints.org.nz/](http://www.studycomplaints.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. Attempting to pass off work created by Artificial Intelligence (AI) as student's own work constitutes academic misconduct.
2. Except where stated in assessment conditions, use of AI text generating and paraphrasing tools within assessment evidence is strictly prohibited.
3. All work submitted by a student as assessment evidence must be free from plagiarism (not

generated or copied from another person, source or tool), where another source is used/paraphrased, it must be correctly attributed.

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

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

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

### **ATTENDANCE**

7. Students must be on time for scheduled class/placement learning.

8. Students are required to attend all scheduled class/placement learning hours.

9. Students must notify the campus/ placement host where they are late or unable to attend a class/ placement.

10. Students must commit to a learning plan to catch up on any missed learning through absence.

### **CAMPUS & LEARNING ENVIRONMENT**

11. 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.

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

13. 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.

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

15. Students must obey all directives concerning parking restrictions.

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

17. Students must stay within the limits of copyright licences where they download, copy, or print external resources.

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

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

### **DRESS CODE**

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

21. 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'.

22. Safe appropriate footwear is to be always worn.

23. 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**

24. \*\*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.

25. \*\*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**

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

27. 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.

28. \*\*Accessing or supplying offensive, illegal and or objectionable content and material is prohibited.
29. \*\*Possession of, distribution of, and /or being under the influence of alcohol, non-prescribed drugs, substances, illegal drugs are prohibited.
30. \*\*Insignia, patches and colours indicating a gang affiliation are prohibited.
31. \*\* Weapons of any kind and/or items designed to injure or threaten are prohibited.
32. \*\*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 Attendance Policy

Class attendance is closely monitored. Completing required learning hours according to programme regulations is a condition of enrolment. Ongoing missed learning from absenteeism is a breach of our attendance policy. If absent and receiving a student allowance from StudyLink, they may stop allowance payments until return to campus and regular attendance is demonstrated.

### Consecutive Absent Days

Where absent multiple days in a row without advising us, we will try to make contact to check if everything is ok and see if there are any barriers making it hard to attend. If we can't get in touch, we will email to offer support, clarify attendance obligations, and plan for missed learning. If under 18, and we have not been able to make contact, we will attempt to contact the nominated emergency contact / guardian.

## Frequent Unjustified Absence

Should there be frequent unjustified absences, higher than what would be expected in a workplace environment, we will organise a meeting to discuss our concerns, clarify attendance obligations and together plan for the learning hours missed.

NZMA will escalate matters where unjustified absence continues and/or an agreed learning plan to catch up on missed learning hours is not completed. This may result in suspension of student allowances and or withdrawal of enrolment.

### Withdrawal: Ongoing Non-attendance/Non-completion of Learning Hours

If, following written warning, there is continued unjustified non-attendance/and or non-adherence to an agreed learning plan for missed learning hours, the next step is withdrawal from the programme of study. Where this happens, the person withdrawn would be advised in writing and a transcript of course achievement issued.

NZMA is required to advise Immigration NZ (international students), and Studylink (domestic students) of withdrawals.

## 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. In seeking help, we encourage talking to a trusted party, who will, as necessary, confidentially make a referral to a counsellor as soon as possible.

NZMA will be fair and equitable in when interacting with parties, and in implementing investigation and disciplinary processes. We

will always consider the wellbeing of students and staff when determining the appropriate disciplinary outcome.

We are required to involve the guardian throughout the disciplinary processes, including all correspondence, for anyone under the age of 18.

## Investigation & Action

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

If it is alleged there is a serious breach, or repetition of misconduct, or disregard of additional Student Rules, Regulations, Student Code of Conduct; notice is given in the form of a letter advising of the subject matter of the alleged breach and an invitation to meet with the Campus Manager. The notice letter includes an invitation to bring a support person to the meeting, the letter advises of possible consequences on enrolment status should breach be upheld.

During the meeting, all parties are given the opportunity to be heard in a fair manner without bias. All relevant evidence will be presented at the meeting to be discussed by the parties. Where 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 would advise on consequences of the actions, and possible impact on enrolment.

Should you knowingly be party to a breach of rules committed by another student, you may face disciplinary action. Being “a party to” may include aiding, inciting, encouraging,

assisting to conceal, to cheat, or in any way assist in a breach of rules.

## Misconduct Disciplinary Process

Where unable to receive a warning because of programme absence, then a warning is considered to have been received if sent by email to the contact email address provided to NZMA.

Indefinite suspension may occur for failure 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 student file on the outcome of the conversation.

### 2nd occurrence

Written warning will be recorded on student file, with student acknowledgement that the written warning letter has been given.

### 3rd occurrence

Final written warning will be recorded on student file with student acknowledgement that the final written warning letter has been given.

### 4th occurrence

Withdrawal will be recorded on student file and enrolment will be terminated. A written confirmation of withdrawal, the terminated enrolment, and a copy of the final academic record of learning provided to student.

*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.

**Students are required to catch up on any scheduled learning hours missed due to absence. See the section on Learning, Assessment and Achievement for detail.**

## 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 blended class). Class hours also include any scheduled off-campus activities like site visits, as well as scheduled placement hours.

## Self-Directed Learning Hours (Homework/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 to extend class learning and prepare for assessment.

Your tutor will assign SDL activities each week. 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 studying in blended or distance mode, we will monitor your level of engagement with content as well as progress in completing required learning 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

---

Attendance is recorded for all scheduled class activities.

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 class where possible). If you are absent and don't make contact, your tutor will try to contact you before escalating the matter.

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, you can request

to be recorded as a 'justified absence' including:

- You or someone you are the main caregiver for are at home, or in hospital, because of sickness/medical reason
- 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 considered a breach of the attendance policy, provided missed learning hours are met.

## Adjustments to Programmes & Schedules

---

NZMA is committing to delivering programmes as intended, but from time-to-time exceptional circumstances might require 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 and a reflection of your own learning (not generated through Ai, 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, or not sure what technology tools are allowed, 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.

A justified absence on the date it is due is not 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)

Where unable to meet requirements for assessment evidence, a further assessment opportunity may be provided to resubmit tasks not met. NZMA permits up to 3 opportunities to meet the minimum requirements for any given assessment.

Graded assessments eligible only for minimum pass result on any further attempt.

Small corrections are usually done on the same day. Where more work or learning is needed, tutor will give new date it needs to be completed by.

If the assessment is not achieved after 3 attempts and / or it is more 3 months after the programme's scheduled finish date, then reenrol for that course learning will be required. Tuition fees proportionate to the number of weeks attending class for

reenrolment apply. Fee may be waived on compassionate grounds due to exceptional circumstances.

## Learning & Completion Plans - Missed Learning

---

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

We want to ensure learning plans are realistic and dates are achievable, so if there are other barriers to meeting a plan, it's important to talk to your tutor to see what will works best.

Please note: Any outstanding work needs to be completed within 3 months from enrolment end date, after which targeted re-enrolment may be required.

## Assessment Appeals

---

### Impaired Performance

Sometimes there are exceptional circumstances outside your control (e.g. illness, bereavement, family crisis) compromising assessment performance. In this case the appeals process can be used 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. A step-by-step process flowchart is at the back of this handbook.



# 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

---

Qualification certificates are awarded on successful completion of the programme when all programme requirements have been achieved.

The campus will issue transcripts and certificates within 6 weeks of your enrolment end date.

The NZQA website can take up to 18 months to show your completed qualification on your Record of Learning through the automated process. If you wish to have this show earlier on your Record of Learning, you can request the manual process (a cost of \$10 per qualification) and it will show under your NZQA Record of Learning within a month of your request being made via the Campus Administrator. Please note: NZQA only records unit standards and qualification/s completions.

## 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](http://www.sjs.co.nz).
2. Search for jobs.
3. Apply for jobs.
4. Contact the employer.

Speak with the campus team if you need support using this service.



# 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 support we can provide or connect you to, and 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/](http://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](mailto: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 shielded site 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/](http://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](http://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** [https://www.hewakatapu.org.nz/images/0800heybro\\_3.pdf](https://www.hewakatapu.org.nz/images/0800heybro_3.pdf) 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 international students to download.*

See also *National Helplines* and [www.mentalhealth.org.nz](http://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](http://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/](http://www.health.govt.nz/) For advice from trained registered nurses 0800 611 116.

**Lifeline** [www.lifeline.org.nz/](http://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/](http://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](http://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/](http://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](http://www.afterasuicide.co.nz/) – a website offering practical information and guidance to people who have lost someone to suicide

**Aoake te Rā** [www.aoketera.org.nz](http://www.aoketera.org.nz/) - free counselling for people bereaved by suicide. 0800 000 053

**Le Va** [www.leva.co.nz](http://www.leva.co.nz)  
[www.facebook.com/LeVaPasifika](https://www.facebook.com/LeVaPasifika) – information and support for Pasifika families on mental health, addiction, and suicide prevention

**Mental Health Foundation**  
[www.mentalhealth.org.nz](http://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](http://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](http://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) –

## 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/](http://www.localcouncils.govt.nz/)

### Auckland Council

[www.aucklandcouncil.govt.nz](http://www.aucklandcouncil.govt.nz) (09) 301 0101

### Hamilton City Council

[www.hamilton.co.nz](http://www.hamilton.co.nz) (07) 838 6699

### Waikato District Council

[www.waikatodistrict.govt.nz](http://www.waikatodistrict.govt.nz) (0800) 492 452

### Waikato Regional Council

[www.waikatoregion.govt.nz](http://www.waikatoregion.govt.nz) 0800 800 401

### Christchurch City Council

[www.ccc.govt.nz](http://www.ccc.govt.nz) (03) 941 8999

### Canterbury Regional Council

[www.ecan.govt.nz](http://www.ecan.govt.nz) (03) 353 9007

### Porirua City Council

[www.poriruacity.govt.nz](http://www.poriruacity.govt.nz) (04) 237 5089

### Wellington City Council

[www.wellington.govt.nz](http://www.wellington.govt.nz) (04) 499 4444

### Wellington Regional Council

[www.gw.govt.nz](http://www.gw.govt.nz) (04) 384 5708

## Cultural Community Groups & Services

### Asian Family Services

[www.asianfamilyservices.nz/](http://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](http://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](http://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.

## Government Agencies

### Accident Compensation Corporation (ACC)

[www.acc.co.nz/im-injured/](http://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/](http://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

<https://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/](http://www.hrc.co.nz/) Info and resolve disputes about unlawful discrimination 0800 496 877.

**Inland Revenue** [www.ird.govt.nz/](http://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/](http://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/](http://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.

- Driving Rules & the Road Code
- 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)

## 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/](http://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/](http://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.*

## 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](http://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/](http://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](http://www.police.govt.nz) – Register with the New Zealand Police for the 111TXT service.

## International Students

*Don't forget, we have the NZMA International Student Support Website*  
<https://info.nzma.ac.nz/nzma-international-student-support>

**NauMai NZ**  
<https://naumainz.studyinnewzealand.govt.nz/>

As an international student this is your place to learn about Aotearoa New Zealand - NZ laws, money, health, accommodation, working and travel and more. Find the information and advice you need, to connect with and explore NZ.

### Culture Shock & Homesickness

If you are feeling homesick or experiencing culture shock, there is information in your **International Student Welcome Booklet**, please also talk to a staff member on campus. NauMai also has some helpful tips to support your mental health.

<https://www.naumainz.studywithnewzealand.govt.nz/health-and-wellbeing/personal-wellbeing/mental-health>

**Immigration NZ** <https://www.live-work.immigration.govt.nz/>

Information about studying, living, and working in NZ.

## Legal Advice

**Citizens Advice Bureau (CAB)** [www.cab.org.nz/](http://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/](http://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.

## 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/](http://www.aucklandcitymission.org.nz/)  
0800 864 357
- **Wellington City Mission**  
<https://wellingtoncitymission.org.nz/>  
0800 245 0900
- **Christchurch City Mission**  
[www.citymission.org.nz/](http://www.citymission.org.nz/) 0800 787 855
- **Salvation Army**  
[www.salvationarmy.org.nz/](http://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](http://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/](http://www.workandincome.govt.nz/eligibility/urgent-costs/)

If you're struggling to meet living costs, or get an unexpected bill, you may be able to 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/](http://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/](http://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.

## Māori, Pasifika Health & Community Services

### Māori Providers

---

#### Māori Health Provider Directory

<https://www.teakawhaiora.nz/en-NZ/find-health-services> Looking for a hauora Māori partner in your rohe? Search your area to find what is available locally.

**Te Rau Ora** [https://terauora.com/directory-maori\\_provid/](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://www.hoaniwaititi.co.nz/> (09) 818 2323

#### Ngāti Whātua Ōrākei Marae

<https://ngatiwhatuaorakei.com/> Phone 0508 NW Orakei.

**Papakura Marae** [www.papakuramarae.co.nz/](http://www.papakuramarae.co.nz/)

09 297 2036

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

Māngere East.

**Ruapotaka Marae** Glen Innes 0800 276 8252

**Te Paea Memorial Marae** Māngere Bridge

09 636 7019

### Marae - Porirua

**Harouta Marae** 5 Whitford Brown Ave.

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

## Pasifika Providers

---

**Le Va** [www.leva.co.nz/about/](http://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](http://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/](http://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.

## 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 on local services.*

## Medical Services

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

**Healthline:** [www.health.govt.nz/](http://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](http://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/](http://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/](http://www.cancer.org.nz/) Cancer Information Helpline Call 0800 226 237; Support 0800 CANCER (226 237)

### Diabetes

- Diabetes NZ [www.diabetes.org.nz/](http://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/](http://www.ed.org.nz/) 0800 2 33269

### HIV and AIDS

- Burnett Foundations (Formerly AIDS Foundation) [www.burnettfoundation.org.nz/](http://www.burnettfoundation.org.nz/)
- Body Positive [www.bodypositive.org.nz/](http://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](http://www.aa.org.nz)  
0800 229 6757

**Al-Anon Family Groups** [www.al-anon.org.nz](http://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/](http://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](http://www.nzna.org)

0800 NA TODAY (0800 628 632).

## Quitline / Me Mutu [www.quit.org.nz](http://www.quit.org.nz)

Smoking & Vaping support 0800 778 778.

## 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/](http://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](http://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](http://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 or online chat.

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

## Banks

ANZ	<a href="http://www.anz.co.nz">www.anz.co.nz</a>	0800 269 296
ASB	<a href="http://www.asb.co.nz">www.asb.co.nz</a>	0800 803 804
BNZ	<a href="http://www.bnz.co.nz">www.bnz.co.nz</a>	0800 275 269
KiwiBank	<a href="http://www.kiwibank.co.nz">www.kiwibank.co.nz</a>	0800 113 355
Westpac	<a href="http://www.westpac.co.nz">www.westpac.co.nz</a>	0800 400 600
TSB	<a href="http://www.tsb.co.nz">www.tsb.co.nz</a>	0800 872 226

## Power, Electricity & Gas

### Electricity Network

[www.meridianenergy.co.nz/power-outage/power-networks](http://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/](http://www.powerswitch.org.nz/) A free independent electricity and gas comparison site for consumers.

## 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](http://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](http://www.auntydee.co.nz) A free online tool for anyone who needs help working through problems

**Sparx** [www.sparx.org.nz](http://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](http://www.thelowdown.co.nz) Find support your hauora, identity, culture and mental health. Visit the website or free text 5626.

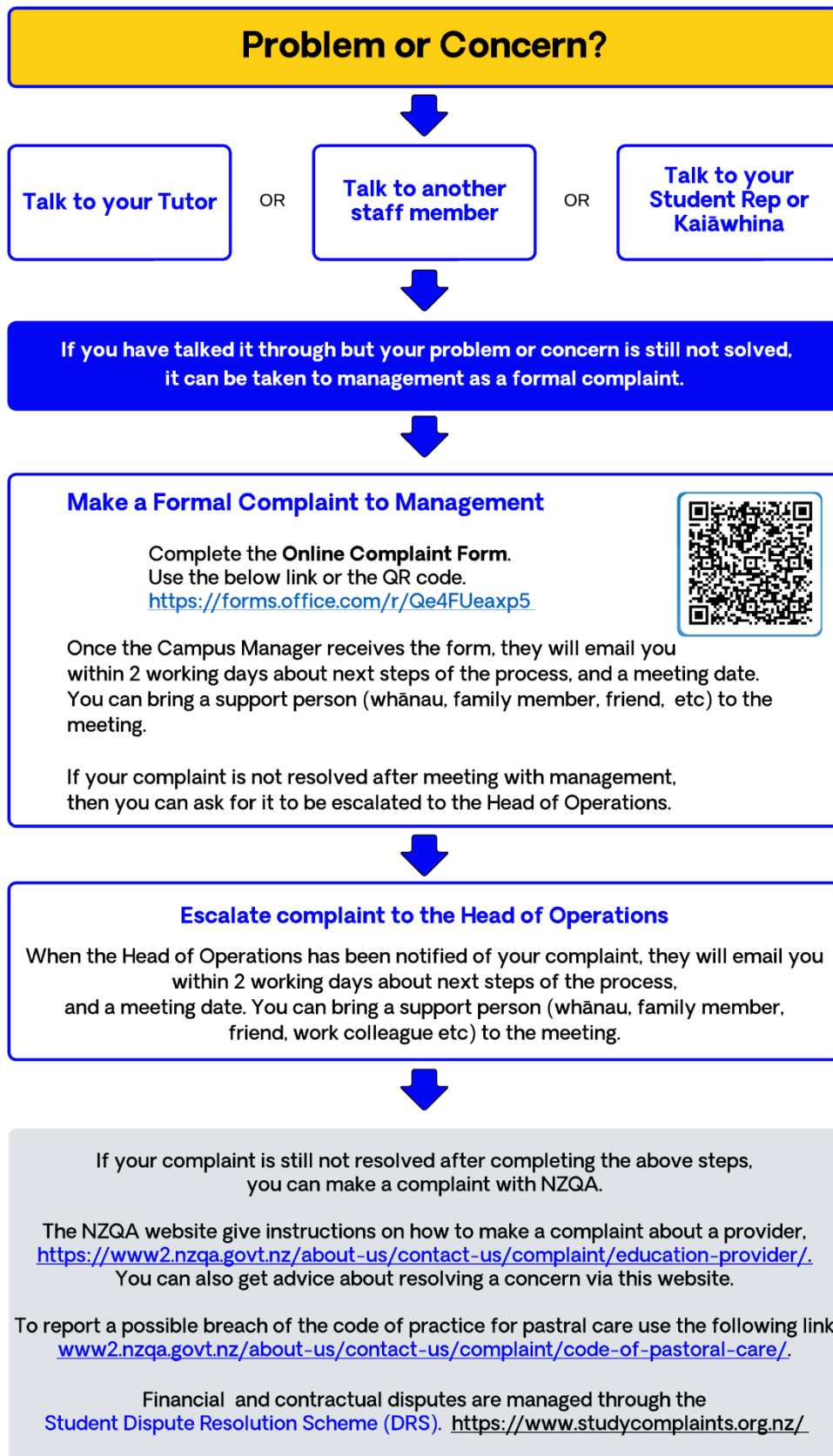
**What's Up** [www.whatsup.co.nz](http://www.whatsup.co.nz) Trained counsellors to help you. 0800 942 8787 (0800 WHATSUP)



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 FLOWCHART



\*If you do not feel comfortable escalating to the campus manager, speak to your tutor or another member of staff about escalation to an alternative NZQA Manager.

# APPEALS FLOWCHART

