

# 2025 STUDENT HANDBOOK



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Disclaimer: all links to policies, other documents and websites are current and live at time of printing. Links can break for various reasons, if you have a problem opening any link an automatic message should be triggered to request access for you. Alternatively, you can approach any kaimahi/staff member for assistance with accessing a link.

# Haere mai, Talofa lava, Kia orana, Fakaalofa lahi atu, Ni hao, Taloha ni, Bula vinaka, Malo e lelei, Namaste, Mabuhay, Annyeong haseyo – Welcome!



At Yoobee Colleges Ltd (Yoobee) we know the difference that quality education can make to your future. Whether you have just enrolled, or are considering studying with us, you can be assured that our programmes provide the training and qualifications to help you succeed.

**Yoobee Colleges** is Aotearoa New Zealand's largest vocational education provider and is a collective of several colleges. These entities are Yoobee College of Creative Innovation (YCCI), New Zealand School of Tourism, Cut Above Academy, Elite School of Beauty, Healthcare Academy of New Zealand and South Seas Film School. We support some of Aotearoa New Zealand's fastest-growing industries including the Creative industries, Technology, Tourism, Hairdressing, Barbering, Health, Makeup and Beauty, and Film. As a collective, we are skilled at developing and teaching programmes ranging from certificates and diplomas to bachelor's, honours, and master's level qualifications.

Our team of kaiako/tutors are passionate about equipping you and the workforce now and in the future with the knowledge, skills, and attributes to excel – creating the next generation of thinkers and doers. Yoobee does this through our interactive study environments, and our tailored, hands-on approach to learning. This approach prepares ākonga/learners of all ages and stages to further their education, and/or progress their career opportunities.

Yoobee understands that every ākonga/learner has different needs – that's why all ākonga/learners receive the tools designed to deliver a seamless learning experience putting our ākonga/learners at the heart of all we do and delivering applied learning opportunities to suit their needs. This is done via our purpose-built online platform, or individual attention and assistance by highly qualified and experienced kaiako/tutors or learning and support staff who are dedicated to seeing you achieve your goals.

Your time at Yoobee will be exciting, challenging and rewarding. To succeed, talent and practical skills are essential, as are self-discipline, time management, self-motivation, managing conflicting priorities, remote networking skills, and resilience – all these key attributes have been considered when building your education journey. Whether you plan to continue further study after you have gained your qualification or wish to find employment, the focus at Yoobee is to provide you with knowledge, skills, and experience that is directly transferable to the workplace and equip you for further study. Our combination of practical learning and academic teaching will give you the ability to confidently enter the world of work/study and thrive in your career.

Whatever your education and career aspirations, we invite you to contact us at any time for information or support, and we are delighted to welcome you to the Yoobee whānau.

Best wishes

A handwritten signature in black ink that reads "Ana Maria Rivera".

Ana Maria Rivera  
CEO Yoobee Colleges Ltd

## ABOUT US

In April 2022, Yoobee Colleges merged entities with the New Zealand School of Tourism Limited (NZST) to become Yoobee Colleges Ltd (Yoobee) – the largest private tertiary education and training establishment in Aotearoa New Zealand. Yoobee is approved to deliver programmes of study under the Yoobee College of Creative Innovation (YCCI), the New Zealand School of Tourism (NZST), Elite School of Beauty & Spa, Cut Above Academy, South Seas Film School, and Healthcare Academy of New Zealand (HCANZ) brands. Yoobee kaimahi/staff hope you enjoy your time with us. We look forward to supporting your educational journey and are committed to supporting your success. If you have any questions, worries, or challenges during your time with us, or you need further information about anything, please do not hesitate to contact kaimahi/staff members on your campus.

## JOIN OUR COMMUNITY



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

[instagram.com/nzschooloftourism/](https://www.instagram.com/nzschooloftourism/)

[facebook.com/NZST.Education/](https://www.facebook.com/NZST.Education/)



[www.elitebeautyschool.nz](http://www.elitebeautyschool.nz)

[instagram.com/ elitebeautyschool/](https://www.instagram.com/elitebeautyschool/)

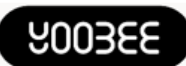
[facebook.com/ eliteschoolbeauty](https://www.facebook.com/eliteschoolbeauty)



[www.cutabove.ac.nz](http://www.cutabove.ac.nz)

[instagram.com/cut\\_above\\_academy/](https://www.instagram.com/cut_above_academy/)

[facebook.com/cutaboveacademy](https://www.facebook.com/cutaboveacademy)



[www.yoobee.ac.nz](http://www.yoobee.ac.nz)

[twitter.com/yoobeecolleges](https://twitter.com/yoobeecolleges)

[facebook.com/YoobeeColleges/](https://www.facebook.com/YoobeeColleges/)



[www.healthcareacademy.ac.nz](http://www.healthcareacademy.ac.nz)

[facebook.com/healthcareacademy](https://www.facebook.com/healthcareacademy)



[www.southseas.ac.nz](http://www.southseas.ac.nz)

[facebook.com/southseasfilmmandtelevision](https://www.facebook.com/southseasfilmmandtelevision)



## ABOUT THIS HANDBOOK

The Student Handbook is published each year. It contains relevant, up-to-date information that will support you as you study, regardless of what and where you are studying. This handbook is a great resource and is the place to start when you are curious about Yoobee, have questions about your study, or need support and advice. Please take time to read the handbook and refer to it whenever you have a question about how things work. If you need more information about anything in here, please do not hesitate to approach any kaimahi/staff on campus.

You will also receive programme guidelines that provide details about the programme and courses you are enrolled in. This is also an important document that is designed to help you know what the programme is about, what you will study, and all the important information about any rules and regulations that you need to be aware of during your study.

## OUR PROMISE TO YOU

At Yoobee we promise to work hard to:

1. Offer you an excellent experience; one where you are at the centre of what we do
2. Provide exceptional learning opportunities delivered by experienced kaiako/tutors
3. Listen and hear your feedback and take action that will improve your experience and support you to succeed
4. Be professional and respect you as a person enrolled at Yoobee
5. Uphold Yoobee values by treating you fairly and with respect, being transparent and honest, and by responding to your requests
6. Be ready to help, awahi/support and encourage you to achieve to get you **'work ready, world ready'**

## WHAT DO WE MEAN BY 'WORK READY, WORLD READY'

By this, we mean that we will work with you to develop the skills, knowledge, and attributes that enable you to thrive in your chosen profession or to advance to further study. We will do this in partnership with you.

<b>WE COMMIT TO...</b> We will:	<b>YOU TO COMMIT TO...</b> You will:
<b>Be reliable and punctual – we will be on time for classes and well-prepared</b>	<ul style="list-style-type: none"><li>• Attend and participate in class/online to get the best out of the learning experience.</li><li>• If you are going to be absent, you need to let us know.</li></ul>
<b>Be professional – in attitude and appearance, and not be distracted by cell phones</b>	Act professionally, if your programme has a dress code you will know what it is and dress accordingly. Not be distracted by cell phones during class. If you have a situation where you need to receive a message, please let the kaiako/tutor know
<b>Respect you, our colleagues and our environment</b>	Respect other ākonga/learners, kaimahi/staff and the campus environment
<b>Ensure you know what industry standards are when undertaking work-based learning so that you are aware and ready for a real-world experience</b>	Be familiar with the standards expected in the workplace and prepared to work professionally in this environment
<b>Provide you with fair and clear feedback on your progress, including actions and learnings that support your growth</b>	Be open to receiving feedback that is designed to enhance your learning

<p><b>Ensure that you know what is expected of you academically so you can demonstrate your learning and knowledge in a way that ensures academic integrity</b></p>	<p>Be familiar with the expected academic standards (we will help you with this) and follow these standards in your academic work. Here is a link to the <a href="#">Academic Integrity Policy</a></p>
<p><b>Look out for your health, safety and well-being and support you to adjust your study plan if needed</b></p>	<p>Take responsibility for your health, safety and well-being, and let us know if you have any concerns that are impacting/could impact on your study.</p>
<p><b>PROTECT YOUR PRIVACY.</b> Any information collected from you will only be used for the purpose it was collected. We will not give out information about you to members of the public, whanau/family members or employers without your consent. Any request for information must be made in writing. If you are under 18 some information may be communicated to your parent/guardian</p>	<p>Protect your privacy and the privacy of your peers, as per the <a href="#">NZ Privacy Act 2020</a></p>
<p><b>Listen to you and act on your feedback. We will be open to hearing from you at any time and will offer you the opportunity to complete surveys that provide us with feedback.</b></p>	<p>Provide us with honest, fair and open feedback on your experience so we can improve what we do</p>



# USEFUL INFORMATION ABOUT YOOBEE

## HELPING YOU SETTLE IN

Our campuses have a range of activities early in the semester to support ākongā/learners to make friends, create peer support study groups and meet others attending classes at their campus or online. All ākongā/learners are encouraged to participate/attend these, and other social events run throughout the year on campus.

## CAMPUS MANAGEMENT TEAM

Each campus has a Campus Manager, Team Leaders and a Learner Success Coordinator who are available to help and support you with all operational aspects of your study experience.

If you would like to discuss any aspect of your study journey, please arrange an appointment via your kaiako/tutor.

## TEACHING TEAM

Your kaiako/tutor will support you in developing the knowledge, attributes and skills to be successful in your programme. They are available to help you with, and provide information, relating to:

- Programme content and academic support
- Assessment progress, and special consideration
- General class issues
- General campus queries
- Internship/work experience placements and post-placement advice
- Pastoral support
- Post-placement advice

Your kaiako/tutor will advise you of any hours outside of class that they are available to support you with your studies.

## STUDENT ID CARDS

Upon commencement of your study, you will receive an email directly from the provider into your Yoobee email account to order your Student ID card or Yoobee Colleges will take your photo and arrange this for you. There may be a charge for your ID card – please talk to your kaiako/tutor for more information or if there are any problems with your card.

You will receive your card approximately three weeks from the start date of your course. The card allows you to access printing on campus and you can use your Student ID card to get discounted travel on some bus and train services along with other discounts such as movies etc. Please see *StudentCard Tertiary* for more information. ***If you lose your ID card a fee may apply for replacement cards.***

# ENROLMENT

## INDUCTION/ORIENTATION

All ākonga/learners enrolled at Yoobee, whether attending a physical campus or online, are required to attend an orientation at the beginning of the programme. During orientation you will have the opportunity to meet kaimahi/staff, other ākonga/learners, and familiarise yourself with the environment and the facilities.

During your first week of study, you will receive:

- A tour and explanation of the campus layout or online learning platform
- An introduction to relevant campus kaimahi/staff
- An explanation of **'Work Ready, World Ready'**
- Health & Safety overview and briefing, and information about the [Education \(Pastoral Care of Tertiary and International Ākonga/learners\) Code of Practice 2021](#).
- Familiarisation of computer areas and rules
- User ID and password.
- Academic induction: an introduction to your programme and what to expect. The relationship between assessment, courses, programme, and qualifications is explained and is outlined in the Student Handbook.
- International pastoral care information around support services. Additional information will be provided to ākonga/learners new to New Zealand. Included will be tips on safety, where to find help, and information about the [Education \(Pastoral Care of Tertiary and International Students\) Code of Practice 2021](#).

## CHOOSING TO WITHDRAW FROM YOUR PROGRAMME OF STUDY

### WRITTEN CONFIRMATION OF WITHDRAWAL

If you have chosen to withdraw, before processing a refund of fees you will be required to provide your intention to withdraw in writing. The following information must be included:

- your full name
- the programme name and level that you wish to withdraw from
- campus name
- the date that you wish to withdraw from the programme
- the reason for your withdrawal

If you are under 18 years old, we will contact your parent or guardian. If you obtained a bank loan for the purpose of studying with Yoobee, we may require confirmation that the lender consents to your withdrawal.

If you have enlisted the assistance of a Support Person to write your confirmation of withdrawal, please ensure the final copy is sent from your email address or is printed and signed by you.

Please refer to the Support section, for information regarding 'Support Person'.

### WITHDRAWAL – DOMESTIC ĀKONGA/LEARNERS

Please refer to the [Withdrawal, Deferral, Cancellation & Refund Policy](#)

Any refund due will be determined by the timing of your withdrawal, and administration fees may be applied. A fee may also be charged if you transfer from one programme to another.

Please note there are circumstances in which there will be no refund granted – please refer to the [policy](#).

**Discontinuation of a programme:** if for any reason your programme of study is discontinued before the planned start date, all paid tuition fees will be fully refunded.

**Payment of refunds:** where Yoobee receives ākongā/learner fees via StudyLink, an education consultant or directly from a member of an ākongā/learner’s family, we will endeavour to refund fees to the party that paid the fees.

## YOUR FEEDBACK

### HOW CAN WE IMPROVE?

Yoobee wants to make your time here as enjoyable and successful as possible – we encourage regular feedback from you on issues affecting the ākongā/learner body. Telling us what you think helps us to know if we are meeting your expectations and ensures we continue to improve.

#### TYPES OF FEEDBACK

**Class meetings:** These meetings are an opportunity to discuss issues affecting everyone, for example programme content, assessments, or facilities. A kaiako/tutor is allocated to each class, and you can raise any issues, new ideas, memos, notices, and feedback on guest speakers, industry visits etc. with them.

**Evaluations and Surveys:** evaluations and surveys focus on the ākongā/learner experience, and we use these to improve what we do.

**Graduate feedback:** you may be contacted after you complete your studies so that Yoobee can evaluate the relevance of your training for your workplace.

## GENERAL INFORMATION

### VISITORS

You are welcome to show friends or whānau/family around campus during normal office hours. Please check in with campus kaimahi/staff and ensure that your guests follow the check in system. All visitors must sign in using the electronic sign-in system at reception if this facility is available. If you are experiencing a problem with unwelcome visitors, or think that a problem may occur, please advise campus kaimahi/staff.

### LOST PROPERTY

If you find misplaced property, please hand it to campus reception. Everyone needs to take care of their personal items. Yoobee is not responsible for damage or loss of property including vehicles.

### FOOD AND DRINKS

No food or drinks (except bottled water) are permitted in the training/computer rooms. Please enjoy your lunch in the lunchroom/area provided. Ensure you leave the common areas tidy and clean. Some campuses may have a kitchen roster to help ensure the kitchen and lunchroom are kept clean and tidy.

### CHANGE OF ADDRESS AND CONTACT DETAILS

It is important to keep the campus informed of your current contact details. Make sure to inform us of any changes to your contact details, including changes in residential address and phone numbers during and up to six months after the programme has finished. You can update your contact details by contacting your campus administrator.

### TELEPHONE, MAIL AND MESSAGES

A public phone for ākongā/learner use is located at reception. There may be a cost for calls to a mobile

phone. In urgent cases messages for ākonga/learners will be accepted at our office. Personal mail and packages should not be sent to the campus. We do not accept any responsibility for forwarding ākonga/learner mail or packages.

## MOBILE PHONES

Out of respect for others in your class including your kaiako/tutor, no texting or cell phone use, unless directed for study, is allowed during class times or on visits.

## CHILDCARE

For ākonga/learners who have children or childcare obligations please ensure you have arranged childcare as soon as possible to avoid missing any study time. If you are a Work and Income client, you may be eligible for an OSCAR childcare subsidy – please contact your nearest Work and Income centre for more information:

**Phone: 0800 559 009** or visit [workandincome.govt.nz](http://workandincome.govt.nz)

## MEDICAL INFORMATION

If you have a medical condition that may impact your study, please ensure you are registered with a doctor/medical centre.

If you are not registered with a doctor, your Course Advisor will be able to provide you with contact information for a doctor within your local area. The support team can give you contact details of doctors who speak languages other than English.

## SMOKING AND VAPING AREAS

We aim to provide a smoke-free environment for our ākonga/learners and kaimahi/staff. Smoking directly in front of buildings or in other areas designated as smoke-free is not allowed. Anyone wishing to smoke must be off campus grounds.

If your campus has a designated smoking zone, please be mindful of others by restricting smoking to this area. Respect campus grounds and the environment by disposing of cigarette butts and litter responsibly.

## ĀKONGA | LEARNER RIGHTS AND RESPONSIBILITIES CODE

As an ākonga | learner at Yoobee there is an expectation that you will adhere to our [Learner Rights & Responsibilities Code](#) and our 'Work Ready - World Ready' principles



# INTERNATIONAL ĀKONGA/LEARNERS

## EDUCATION (PASTORAL CARE OF TERTIARY AND INTERNATIONAL STUDENTS) CODE OF PRACTICE 2021 – INTERNATIONAL ĀKONGA/LEARNERS

The Campus Manager is the designated Pastoral Care Manager (general welfare support person) for international ākongā/learners on campuses. They are available to assist international ākongā/learners with requirements such as:

- Accommodation
- Cultural issues
- Road safety and driving regulations and laws
- General ākongā/learner welfare requirements and requests

## INTERNATIONAL ĀKONGA/LEARNER MEETINGS

The Campus Manager will hold a monthly meeting with International ākongā/learners. The purpose of this meeting is to check in on your wellbeing while studying with us. The following areas may be discussed:

- Classroom environment
- Pace of lessons
- Attendance at online sessions (which are completed on-campus)
- Overall impression of the course
- Accommodation
- Academic outcomes
  - Any change in contact details – it is a requirement that international ākongā/learners must advise the Campus Manager of any change of contact details, accommodation type, residential address, and immigration status.

## WITHDRAWAL – INTERNATIONAL ĀKONGA/LEARNERS

Please refer to the [Withdrawal, Deferral, Cancellation & Refund Policy](#)

Once confirmed on your programme, if you wish to withdraw you must put this in writing and either post it or hand it in to the Campus Manager. Please note: being withdrawn from a programme will impact your academic record, may impact future enrolment and the ability to continue with future study in New Zealand. Ākongā/learners can request a final academic record of learning.

Please refer to your contract of enrolment for specific refund information.

Note: in all cases, Immigration New Zealand (INZ) will be notified if study is terminated.

A notice of withdrawal due to exceptional circumstances may, at the sole discretion of the Campus Manager, be accepted as grounds for a refund of tuition fees. The Campus Manager may require documentary evidence in support of the application for the refund, and a refund may not be made if the written notice of withdrawal is unreasonably delayed. Exceptional circumstances may include: a death of an ākongā/learner or close whānau/family member (parent, sibling, spouse, or child) political, civil, or natural event that prevents arrival of the ākongā/learner.

## VISAS

To commence study at Yoobee, international ākongā/learners must hold the correct visa to study in Aotearoa New Zealand. This means the name of the campus, your programme of study, and location must all be correct. If these details are incorrect or your visa expires, you will not be able to attend class or complete coursework.

Full details of visa requirements and advice on ākongā/learner visa employment rights can be found at [immigration.govt.nz](http://immigration.govt.nz) and [naumainz.studyinnewzealand.govt.nz](http://naumainz.studyinnewzealand.govt.nz)

It is your responsibility to hold a current visa while in Aotearoa New Zealand. If anything changes about your visa or you get a new passport, please update your international ākonga/learner support officer immediately.

When you graduate, you may be eligible for a post-study work visa. Please visit the [Immigration New Zealand](#) website or speak to our licensed immigration adviser for more details.

### **WHAT HAPPENS IF I DO NOT COME TO CLASS, OR I WITHDRAW FROM MY PROGRAMME?**

Yoobee is obliged to inform INZ if you withdraw or have been absent from your programme without contact for 14 days, and your visa may be revoked by INZ.

### **CAN I WORK WHILE STUDYING?**

You may be allowed to [work](#) part-time for up to 20 hours a week and full-time during all scheduled holidays and/or during the [Christmas and New Year holiday period](#).

## **INTERNATIONAL ĀKONGA/LEARNERS WHO OBTAIN PERMANENT RESIDENT STATUS**

An ākonga/learner enrolled at Yoobee as in international ākonga/learner who subsequently obtains residency (and qualifies as a domestic ākonga/learner) must provide evidence of their residency status to the college. Any change of fees associated with the change in residency will apply from the **following** semester.

## **INSURANCE**

International ākonga/learners must have comprehensive medical, accident, and contents insurance policies as a condition of their ākonga/learner visa. Insurance must cover the length of your stay on a ākonga/learner visa. International ākonga/learners usually cannot claim for lost items left in a public place (for example on a desk in a classroom) on their insurance policy. Check individual policy details for more information.

## **PROGRAMME EXTENSIONS**

It is important to complete your qualification and all assessments by the end of course date. We will check in with you at least two weeks prior to the end of your course, to determine if you are on track to complete your studies. If you are at risk of not completing by the end of course date you may need to apply for an extension to your enrolment. The Campus Manager can assist you with this.

## **DISPUTE RESOLUTION FOR INTERNATIONAL ĀKONGA/LEARNERS**

**iStudent Complaints:** iStudent Complaints is the appointed operator of the International Student Contract Dispute Resolution Scheme (DRS), which was set up to resolve financial and contractual disputes for international ākonga/learners. Find out more through their website: <https://www.iākonga/learner.org.nz>

# STUDYLINK AND FEES INFORMATION

(FOR DOMESTIC ĀKONGA/LEARNERS ONLY)

Domestic ākonga/learners enrolled with us may be eligible for student loans and/or allowances. Please contact [Studylink.govt.nz](http://Studylink.govt.nz) or call 0800 88 99 00 directly to check your eligibility or talk with the administration team.

StudyLink applications should be completed as soon as you receive your provisional acceptance information before your study start date. StudyLink is very busy during peak enrolment times (December – April and June – August) so we encourage you to apply early.

If you are paying your fees via StudyLink, Yoobee will receive updates of your application status. Please ensure that you sign your contract and return it to StudyLink along with the required documents as soon as possible.

Studylink requires that ākonga/learners must pass at least half of their course load over a set period to remain eligible for a student loan. Ākonga/learners who do not, may not be eligible for a loan or allowance in the future.

If you are undertaking an international internship of more than six months, interest on your student loan will apply. Internship costs of travel, accommodation and living expenses are at your own cost. Programme related costs cannot be used to contribute to the costs incurred to complete this type of internship. Campus kaimahi/staff will provide further information about internship options and costs.

## FEES FREE

Starting January 1, 2025, the New Zealand Government is introducing a final-year Fees Free policy for tertiary education. This initiative aims to motivate and reward learners for completing their qualifications or programmes by reducing the overall cost of study and training. If eligible, the final-year Fees Free covers tuition fees for the last year of your provider-based qualification or work-based programme, up to a maximum of \$12,000 including GST.

**Note:** policy and terms may be subject to change. For comprehensive information and to verify your eligibility, visit the official Fees Free website: [www.feesfree.govt.nz](http://www.feesfree.govt.nz)

## TRAINING INCENTIVE ALLOWANCE (TIA)

If you are on a benefit, you could be entitled to a Training Incentive Allowance (TIA) from Work and Income. TIA subsidises programme fees for Sole Parent Support ākonga/learners looking to further their employment skills for qualifications up to Level 3. TIA allowances do not have to be paid back. Please contact [Work and Income](http://Work and Income) for more information. The campus administration team can fill out the provider section on your TIA application form.

## YOUTH GUARANTEE TRAVEL ALLOWANCE

Ākonga/learners on a [Youth Guarantee](http://Youth Guarantee) programme are entitled to receive a travel allowance. Please talk to your kaiako/tutor and/or the administration team regarding this if you are enrolled in a Youth Guarantee programme.

## PROGRAMME FEES

The cost of your programme is on the confirmation letter you received in your brochure pack. For Aotearoa New Zealand citizens or permanent residents, the Ministry of Education subsidises part of your programme fee. The remainder of the fee is to be paid by yourself or by applying for a Student Loan.

Programme costs **include**:

- GST (Government Goods and Services Tax)
- NZQA registration
- all tuition and required study materials e.g., workbooks (where applicable) and online materials
- equipment items that are an essential part of the programme but **excluding** laptops and PCs
- all resources used in classes (except personal equipment)
- processing, recording, and reporting of assessment results and personal data
- outside visits and domestic study tours (where applicable)

Programme costs **exclude**:

- personal stationery, textbooks, or reading material
- replacement of lost, destroyed or stolen course material (e.g., workbooks)
- ākonga/learner ID cards unless specified at the beginning of your programme  
– please check with your kaiko/tutor or Campus Manager.

Also **excluded** for domestic study tours:

- transport to and from home to the airport/transport station
- all meals and drinks and items of a personal nature
- photographic shoot assignment (where applicable)
- extra chemical products used for practice or assessment
- field trips, or transport associated with attending field trips
- tickets to external seminars or shows
- competition entry fees – entry to competitions and any expenses incurred.
- check with your campus for guidelines around monetary contributions to photography or film

## FEE PROTECTION

Yoobee has arranged ākonga/learner fee protection mechanisms to ensure the protection of your investment in your education.

Fees paid by ākonga/learners are banked directly into a Trust account administered by the Public Trust. The fees are only paid out of the Trust account to Yoobee at nominated intervals, after the eighth day from the start of course for domestic on-campus ākonga/learners, and after 10 days for International and online ākonga/learners. You will be asked to sign the Public Trust form, confirming that you are our ākonga/learner. In the unlikely event that Yoobee 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. The contact details for settlement of claims under these circumstances are [Public Trust](#) 0800 494 733. Additional information about fee protection can be found on the NZQA website under [Learner Fee Protection](#)

# SUPPORT

## EDUCATION (PASTORAL CARE OF TERTIARY AND INTERNATIONAL LEARNERS)

### CODE OF PRACTICE 2021

Yoobee has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 published by NZQA. Copies of the Code are available on request from this institution or from the NZQA website

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

### OPEN DOOR POLICY

Yoobee has an ‘open door’ policy, with kaimahi/staff being available to ākonga/learners during campus hours. Reach out when you need to.

### Q-TIMES

Q-times are one-on-one meetings with a dedicated kaiako/tutor. This will take place approximately every six weeks. Each ākonga/learner will have the opportunity to catch up with their class kaiako/tutor to discuss a variety of topics such as goal setting, career aspirations, academic progress etc. These meetings allow the ākonga/learner and kaiako/tutor to touch base and arrange further opportunities for discussion and support if required.

### ĀKONGA/LEARNER REPRESENTATIVE & KAIĀWHINA

All campuses have ākonga/learner representatives and kaiāwhina (Māori and Pasifika advocates) in place. These representatives raise concerns on behalf of other ākonga/learners which provides you an additional support person who you may feel more comfortable with, in addition to your kaiako/tutor.

Ākonga/learner representatives are democratically elected by each class to meet with the Campus Manager monthly. At times, information discussed with ākonga/learner representatives may be used to ensure policies, procedures and expectations are being met. Ākonga/learner representatives understand the contribution they make is highly valued. It is the expectation of senior management that ākonga/learner representatives and kaiāwhina will communicate back to ākonga/learners any actions or decisions made resulting from their feedback.

The kaiāwhina role is that of an advocate/voice for fellow ākonga/learners who may feel too whakamā (shy or embarrassed) to seek support, advice or help which could include social, cultural, disability, neurodiversity and/or academic matters. Kaiāwhina are nominated by their peers and kaimahi/staff and are ākonga/learners that show empathy and care for their peers.

### INDIVIDUAL LEARNING NEEDS

Yoobee is committed to creating an ākonga/learner-centred educational environment where you feel safe and included, in a space that is free from racism, discrimination, and bullying. We are committed to reducing barriers to education by offering support and information to all our ākonga/learners. We encourage self-disclosure of disabilities, impairments, or barriers.

Individual learning needs could include neurotypes and disabilities such as dyslexia, autism, ADHD, a short/long term injury, sight, hearing, or mental health impairments. If you need any extra support around events on campus or any assistance with evacuation or health and safety procedures, please reach out to your Ākonga/learner Success Coordinator or kaiako/tutor. We have an Ākonga/learner Success Coordinator assigned to each campus. Ākonga/learner Success Coordinators liaise with ākonga/learners and kaiako/tutors to further understand what learning strategies have been effective in the past, and what could be helpful moving forward for you in the classroom and campus environment.



## DEFINITIONS

**Disability** refers to any long-term physical, mental, intellectual or sensory impairment which, in interaction with various barriers, may hinder the full and effective participation of disabled people in society.

**Impairment** refers to any loss or abnormality of physiological, psychological or anatomical structure or function.

**Barrier** is something that makes it difficult or impossible for people to do something.

## EXTERNAL SUPPORT SERVICES

Full-time study can be very demanding, especially on top of other demands of whānau/family, work, and other commitments. Engaging support during demanding periods is an especially good idea to help you cope with any stress and anxiety.

If there are any issues which are impacting on your ability to study, it is important that you seek professional help. If you require assistance in dealing with a personal matter, please feel free to contact any kaimahi/staff member, who can support you and refer you to a professional if needed.

Yoobee has access to internal/external support services for ākonga/learners who may require assistance in areas of relationships and stress management. Some of these are included below.

## AUSTRALIAN COUNSELLING SERVICE (ACS)

Australian Counselling Service (ACS) is the clinical counselling division of the Australian Institute of Professional Counsellors (AIPC). As a highly regarded provider of Counsellor education, AIPC established ACS to provide high-quality counselling services to clients from all backgrounds. ACS's mission is to make quality mental health care services available to everyone.

AIPC and ACS look forward to supporting mental health and awareness. This service is available to New Zealand ākonga/learners.

### Australian Counselling Service (ACS) provides:



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



A choice of fully supervised pre-service Counsellors who care about your wellbeing, and understand your needs and concerns.



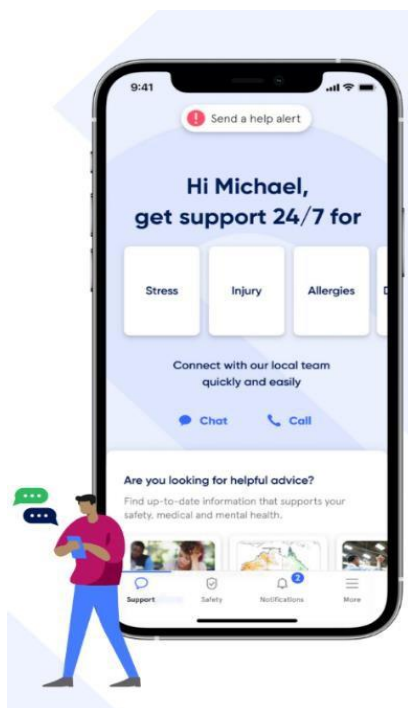
Pre-service Counsellors in the advanced stages of their training and working from best-practice counselling frameworks.





## SONDER – SAFETY AND WELLBEING EXTERNAL SERVICE

Sonder offers a range of services that include safety, medical and mental health support. Some of the features include the following:



### **24/7 real-time support through chat and phone – in any language**

Connect with an expert team of registered nurses, psychologists, doctors, and professional safety experts at any time. The Sonder support team is there to provide advice & support, confidentially – in English or in your preferred language.

### **Confidential care and advice**

All support provided by Sonder is kept strictly confidential and will not be shared with your employer or any 3rd parties.

### **Access to the Sonder wellbeing library**

Browse helpful articles, videos, and advice to support you on your wellbeing journey.

### **Real-time, location-based safety features**

Sonder's suite of safety features is available to ensure that you are safe – wherever you are.

- Safety alerts will notify you of any potential health and security threats, adverse weather, and transportation disruptions close by – in real-time.
- Going to an unfamiliar place or meeting someone for the first time? "Check on Me" and "Track My Journey" will make sure you get to your destination safely.

Should you need assistance in accessing either of these services, speak to your kaiako/tutor or Ākonga Learner Success Coordinator for more help or assistance.



## SUPPORT AND GUIDANCE DIRECTORY

Information and contact details for support services can be accessed via the attached QR code. Should you require a printed copy of this information, please reach out to a kaimahi/staff member. A range of support networks can also be found on the Ākonga Learner Success noticeboard at all campuses.

## CULTURAL / COMMUNITY AND SUPPORT SERVICES

A support directory can be found on the website or Learner Success Noticeboard (see QR code above). If you need further help locating information or if you would like an accessible copy, see your kaiako/tutor or a kaimahi/staff member to assist.

This includes information on:

- sexual health
  - pregnancy support
  - ākonga/learner safety
  - medical conditions, infections, and serious illnesses
  - hazards
  - accidents
- and incidents

## SUPPORT PERSON

There may be occasions during your study where you will be offered the opportunity to have a support person present. For example, if you have been requested to attend a formal meeting.

### WHAT DOES A SUPPORT PERSON DO?

A support person's presence should enhance the fairness and transparency of the process, while also providing emotional support for you. The key functions of a support person include:

**Emotional support** – is to provide emotional support. Formal meetings can be stressful and intimidating, so having a trusted individual present can help you to feel more comfortable.

**Clarification and explanation** – helping you to understand the process and your rights and responsibilities. They will help ensure you have understood the situation.

**Note taking** – taking notes during the meeting, including any key points, questions or decisions made.

**Providing advice and guidance** – (depending on their expertise and relationship to you) offering advice on how to respond to questions posed during the meeting.

**Maintaining a calm and respectful atmosphere** – helping maintain a civil and respectful atmosphere during the meeting.

**Ensuring due process** – helping to ensure the procedure follows the College's established procedure and that your rights are protected.

**Assistance with documentation** – assisting you to gather and present evidence that may support or clarify the situation.

**Support decision-making** – helping you to understand the outcome, potential consequences, and any follow-up actions that are required. They can also assist you in deciding whether to appeal the decision if you do not feel a fair process was followed.

### WHO CAN BE A SUPPORT PERSON?

Selecting a support person is a personal decision. You may select a support person based on their relationship to you, ability to comfort and support you, and/or their availability to attend the formal meeting. If it is recommended that you bring a support person to a formal meeting.

A suitable support person could be a:

- friend or whānau/family member
- ākonga/learner Success Coordinator
- ākonga/learner Representative
- kaiāwhina

### NEXT STEPS

If you have decided to have a support person present and have confirmed that they are able to attend the scheduled meeting, or alternatively if you have decided not to have a support person present, please ensure you communicate this to us so that we can ensure a smooth process.

## HEALTH AND WELLBEING

The health and safety of everyone is of prime concern to Yoobee. You have responsibilities too, and are required by Aotearoa 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 to your kaiako/tutor, kaimahi/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 kaimahi/staff member, Health and Safety Representative or Campus Manager

## DISCRIMINATION, HARASSMENT, AND BULLYING

We welcome diversity on our campuses and do not tolerate discrimination, harassment or bullying. Any behaviour that disrespects others because of their age, ethnicity, nationality, marital status, religious or political belief, sexual orientation, or disability, breaches Yoobee expectations and the [Human Rights Act](#)

Yoobee takes any concerns about unacceptable behaviour seriously.

### DEFINITIONS

**Discrimination** refers to the unfair or unequal treatment of individuals or groups based on certain characteristics, such as race, gender, age, religion, disability, sexual orientation, or other personal traits.

**Harassment** is a pattern of unwanted, aggressive behavior or actions that cause harm, distress, or discomfort to another person.

**Bullying** is unwanted and unwarranted behaviour that another person finds offensive, intimidating or humiliating which is repeated to have a detrimental effect upon a person's dignity, safety, and well-being. Bullying can be physical, verbal, emotional, or enacted online.

### WHAT CAN YOU DO IF YOU'RE BEING BULLIED OR HARASSED?

- Ask the person who is bullying you to stop (if you feel that you can), or walk away and tell your kaiako/tutor/Team Leader or someone you trust
- spend time with friends who help you feel good about yourself
- don't reply to any messages that make you feel sad, threatened, or embarrassed and tell someone who can help
- keep all messages and take photos of uncomfortable posts. Make a note of the time, date, and content so you have evidence if needed
- use privacy functions on Apps to block or prevent receiving messages
- contact the police, as making threats of harm is criminal behaviour in Aotearoa New Zealand

If you feel that you are being subjected to this kind of behaviour, either from a kaiako/tutor or another ākonga/learner, please bring it to the immediate attention of kaimahi/staff or the Campus Manager. It is important to know that proven harassment, bullying or discrimination constitutes behaviour which may result in disciplinary outcomes, up to, and including expulsion.

## DIVERSITY AT YOOBEE – DIVERSITY PINS

Yoobee is working hard to break down stigmas and create a safe and inclusive environment for all ākonga/learners and kaimahi/staff. If you see a kaimahi/staff member wearing a diversity pin it indicates that they are a trusted person who understands diversity. To learn more about what the pins mean scan the QR code.



## EMERGENCIES

It is important to know what to do in an emergency on campus. Your induction will advise you of meeting points and who the fire/safety warden is. You should also familiarise yourself with alarm sites, evacuation routes and emergency exits – exit maps can be found on all campus noticeboards.

Remember an emergency can happen anywhere at any time – so it is important to check out the [Civil Defence](#) emergency 'GetThru' website as this will also help you know what to do, no matter where you are.

## FIRE SAFETY AND EVACUATION

- If you discover a fire, raise the alarm immediately by setting off the nearest fire alarm and informing a kaimahi/staff member. Call the Fire Brigade on 111.
- If you hear an alarm sound while on campus, follow the instructions of the safety warden who will be identifiable in their safety vest. Do not run or use the lifts. Proceed immediately to the closest emergency exit, then to the assembly area. Information on this area will be part of your orientation.
- Should you require any additional assistance in an evacuation, please ensure you advise the Ākonga/Learner Success Coordinator assigned to your campus.

On hearing the alarm bells ALL ākonga/learners and kaimahi/staff must:

- leave the premises immediately
- use the nearest exit available, do NOT carry any food or drinks with you whilst vacating the premises
- do NOT collect personal belongings from any part of the premises
- move quickly and quietly – DO NOT RUN. DO NOT USE THE LIFTS
- those appointed as Fire Wardens will search the campus to ensure everyone has exited the building
- NO person is to re-enter the building until instructed to do so
- once the 'all clear' has been declared by the Fire Department, the campus Fire Warden will advise that you can re-enter the building.

## IF PROGRAMME DELIVERY IS NOT POSSIBLE FOLLOWING AN EMERGENCY

In circumstances where face-to-face delivery is unable to occur following an emergency event, ākonga/learners may be given written or online resources to complete from home. Examples include, but is not limited to, snowstorms, earthquakes, excessive flooding, power cuts, staff illness etc.

## FIRST AID

Many kaimahi/staff have completed first aid training. Find out who these people are by looking at notice boards on campus or checking at reception. There are first aid kits available from campus kaimahi/staff.

## LOCKDOWN

If a lockdown is initiated while you are on campus, minimise noise and movement and follow the instructions of your kaiako/tutor or kaimahi/staff members.

## EARTHQUAKE

In the event of an earthquake, remain in the building, drop, cover (under solid furniture such as tables or desks) and hold. When the quake has stopped, exit the building if it is safe to do so. Follow instructions given by kaiako/tutors or kaimahi/staff members.

## TSUNAMI

In the event of a tsunami warning move to high ground and follow the instructions of kaiako/tutors or kaimahi/staff members.

## SECURITY

Security is important for all of us. If you see anything or anyone suspicious on campus or near campus grounds, report any incidents or concerns to kaimahi/staff immediately.

## HEALTH AND SAFETY ON WORK-BASED EXPERIENCE, PLACEMENTS AND, INTERNSHIPS

As part of your programme, ākonga/learners may undertake work experience, placements, or internships with a host organisation.

Ākonga/learners must know and adhere to the health and safety responsibilities and procedures of the host organisation you are with. If you feel you have been asked to carry out a task that is unsafe for you or others, you should immediately inform your internship or career advisor and your contact kaiako/tutor.

## ALCOHOL AND OTHER SUBSTANCES/ITEMS

Some programmes may include the preparation and service of alcoholic beverages. If you do not wish to sample alcoholic beverages for any reason, please advise your kaiako/tutor. If you are under the age of 20 you will not be able to consume alcohol. It is advisable not to drive a car on days where alcohol is included in your study. Yoobee has a zero-tolerance policy for drinking on campus and the use of non-prescription drugs.

It is not permitted to possess weapons of any kind and/or items designed to injure or threaten while on campus or when representing Yoobee. Ākonga/learners who are suspected of carrying, using, or distributing illegal drugs or weapons on campus will be reported to the police.





# STUDY RELATED GENERAL INFORMATION

## BRINGING YOUR OWN DEVICES (BYOD)

Yoobee has a BYOD approach. It is important that you know that only electrically safe devices are allowed on campus. Devices should be inspected and in safe condition prior to bringing them to campus. If in doubt, consult the advice of a competent technician.

## COMPUTERS

Computer facilities are available for course-related work. The internet is available for research and for your study purposes. Yoobee monitors internet for excessive usage and visits to inappropriate sites on a daily or weekly basis.

**Note:** It is very important to back up your work on your own portable hard drive frequently as there may be times when your device has technical issues, or in the very unlikely event that another ākonga/learner accidentally erases your work.

If you experience any computer or equipment problems, you should seek guidance from your kaiako/tutor in the first instance. If the problem is unable to be fixed you need to [log it with IT](#).

## EQUIPMENT BOOKINGS

Yoobee makes certain equipment and rooms available for use by ākonga/learners, and occasionally external people. If you are borrowing equipment, please take care of it and make sure you return it on time and in good condition. Late returns may result in being denied access to equipment in the future.

Please refer to the campus specific information for borrowing times and procedures at your campus.

**Note:** Yoobee is not able to extend insurance cover to ākonga/learners for any equipment that is loaned or borrowed. All equipment must be signed for. This means that you take full responsibility for the care of the equipment, whether it is on campus or off-site. Ākonga/learners are responsible for the cost of repair or replacement for any equipment lost, stolen or damaged while in their care.

## RESOURCES

Where your local campus has a dedicated Resource Centre, you will be able to self-access computers, online tools, the Learning Management Systems (LMS), electronic books, journals and magazines. See your campus Resource Centre or programme handbook/guide for a list of the relevant resources available for your programme.

You can join a local public library for free. You need to take proof of your residential address with you.

**Print resources:** kaiako/tutors at Yoobee have access to a broad range of learning materials and resources and will provide all ākonga/learners with the resources required.

In some programmes additional textbooks are required, in which case ākonga/learners are advised of costs and where the textbooks can be purchased, prior to enrolment. For some programmes there are class sets for sharing – these books cannot be taken home.

## PRINTING, PHOTOCOPYING AND PHONE

Most of our campuses have photocopying/printing facilities available to you during normal hours. On your first day you will be allocated a user ID and password. It is important that you change your password immediately. Using another ākonga/learner's login is against policy – please do not provide your login details to friends or whānau/family.



Some campuses and programmes offer ākonga/learners a print credit limit for the duration of their programme. Printing credit limits are based on the printing demands of your programme. You need to manage your printing within the credit allowance.

Your account balance will be updated each time you print. Additional print credits can be purchased. There are also printing/photocopying facilities available at public libraries and some stationery stores if needed.

## **ĀKONGA/LEARNER DRESS CODE**

All ākonga/learners are expected to dress in a manner appropriate to their industry and that reflects a standard of care that industry employers will expect to see in the workplace. If you are a domestic ākonga/learner with a student loan, you may be able to use your course related costs to pay for your professional dress.

Each brand may have individual dress code requirements that align with the industry it represents. If there is a dress code expectation this will be made clear to you at your orientation and/or at the start of your programme.

## **PERSONAL HYGIENE**

Please ensure you always maintain a high level of personal hygiene (this includes body, hair, hands, and breath) as you will be working alongside others.

# YOUR PROGRAMME

## PROGRAMME CONTENT

You will receive information about your programme during enrolment. This will include the:

- qualification your programme leads to
- courses (components) you will be covering
- credits and level of the programme
- length of the programme
- pathway options after graduation

**DEFINITIONS** – to help you understand your programme

**Course:** also referred to as subjects, papers, modules, topics, units and standards. All these components together make up your programme and lead to a recognised qualification.

**Learning outcomes:** each course has specific learning outcomes that describe in detail what you need to know or be able to do. You will be assessed against these learning outcomes. To be successful you must achieve all the course's learning outcomes of each course.

**Credits:** each course is assigned a credit value. One credit is equivalent to 10 hours of learning. The 10 hours includes teaching in class or online delivery and your study outside of class times including time doing assessments.

**Note:** in some programmes certain criteria must be reached before ākongā/learners can go on study tours, and into internships or work experience. Failure to reach these criteria will result in ākongā/learners being unable to participate with no refund owing.

Please refer to our [website](#) for current programme content, or it is available upon request.

## CREDIT RECOGNITION AND TRANSFER (CRT)

You may be eligible for credit recognition or credit transfer where you have already gained credit for courses. For further information please refer to the [Procedure: Recognition & award of credit for learning](#) and use this link to access the [Form](#) to apply for Credit Recognition and Transfer (CRT) of Recognition of Prior Learning.

## RECOGNITION OF PRIOR LEARNING (RPL)

You may wish to apply for RPL. We will look at what you have done already and your evidence and see if it matches courses in the programme. Applications need to be submitted at the time of enrolment but will be accepted up to 7-days after the start date of your programme. For online programmes an application will be accepted up to 10-days after the start of your programme.

For further information please see the [Recognition & Award of Credit for Learning policy](#).

## ACCESS TO ENROLMENT AND ACADEMIC INFORMATION

You will be earning credits progressively during your programme. Where the programme contains NZQA assessment standards, these are reported to NZQA on a regular basis. On completion of the programme you will receive an academic transcript of your Record of Learning showing the title of the programme, qualification(s) and courses, including the credit value and date of achievement.

Yoobee will retain secure records of your enrolment and academic information on your electronic ākongā/learner file.

Information will be available to you on request should you require a copy of your ākongā/learner Record

of Learning, enrolment forms, documentation, or agreements. As your records are private and confidential, to maintain record security we ask you to formally request these in writing from your Campus Manager and present your ākonga/learner ID card for verification.

## ATTENDANCE

### MINIMUM ATTENDANCE REQUIREMENTS

Attendance is very important as this supports learning and successful achievement of qualifications. In addition, strong time management, punctuality, and commitment to your study will help you to improve your work ready skills.

It is recommended that you attend every scheduled activity and lesson, and a minimum 90% attendance rate.

Your kaiako/tutor will record absences as some programmes have attendance requirements. It is your responsibility to catch up on any missed learning. For further information please refer to the [Academic Progress & Attendance policy](#)

### ARRIVING LATE/LEAVING EARLY

It is also important for you and your peers that you are punctual. If you are running late or are unable to attend, it is important that you notify us. Contact us using the attendance phone line (see below) to advise the campus of your absence or lateness. This is standard business practice and connects to getting you 'work ready' for employment.

You may be asked to provide a Medical Certificate if you are absent. For more information on the evidence you can provide to assist in explaining your absences, please refer to the [Student Guide: Extenuating Circumstances](#).

Use the phone numbers below and follow the instructions to get through to the campus you are calling.

Yoobee Colleges	0800 66 55 44
New Zealand School of Tourism	0800 10 20 20
Cut Above Academy	0800 288 2268
Elite School of Beauty	0800 463 5483
South Seas film School	09 444 3253

If you are absent and do not make contact, your kaiako/tutor will attempt to contact you on that day. If there is an issue you believe might be affecting your ability to attend class, please let your kaiako/tutor know.

If you are absent without contacting us for five consecutive working days or have not logged in for five days in a period of 7-calendar days, you may be at risk of withdrawal. Please refer to the [Withdrawal, Deferral, Cancellation & Refund Policy](#)

Consequences of ongoing non-attendance/non-login may result in the following:

- formal warning letters being issued
- notifying external agencies according to contractual requirements (StudyLink, INZ, international ākonga/learner's agent)
- interruption or cessation of ākonga/learner allowances (domestic ākonga/learners)
- your withdrawal from the programme
- penalties imposed by external agencies such as termination of international ākonga/learner visas by INZ (international ākonga/learners).

## SELF-DIRECTED LEARNING HOURS

As a part of your programme, ākonga/learners are required to complete a set amount of self-directed learning hours in addition to what they do with kaiako/tutors, face-to-face in class or online. It forms part

of the approved programme and supports your learning and ability to successfully complete your qualification.

The types of self-directed activities are activities that:

- are set each week by your kaiako/tutor to enhance learning and prepare you for your assessment
- increase literacy and numeracy skills, including reading
- include required study time for closed book assessments and homework
- include additional activities focused on “Work Ready, World Ready” such as getting ready for employment
- build industry related knowledge

Your kaiako/tutor will give you instructions and set expectations on what is included in your programme and will contact you each day/week to track your SDL progress.

## FIRST AID PROGRAMMES

Select Yoobee programmes require you to have a current First Aid Certificate to meet the completion requirements of the programme. If a First Aid course is included in your qualification and you miss the session that is scheduled for your class, you may need to pay to attend another one at a later date.

## AT THE END OF YOUR PROGRAMME OF STUDY

Preliminary results for all Yoobee programmes are usually available within 15 working days of the end date of the programme. Results and outcomes for programmes are confirmed through the Board of Studies. Once your results are confirmed, an Academic Transcript will be provided to you.

## NZQA RECORD OF LEARNING

The NZQA website can take 12-18 months to show your completed qualification under your Record of Learning through an automated process. If you wish to have this recorded on your Record of Learning, a manual process can be undertaken – for further information please visit the [NZQA Record of Learning website](#). Confirmation of qualification achievement would then show within a month of your request being made to your Team Leader.

*Note:* courses completed will not show on the NZQA website as they only record unit standards and qualification/s completions.

## NZQA CERTIFICATES

The programmes we offer include NZQA qualification certificates and our own programme certificates. In order to gain the NZQA certificate included in the programme you are completing you must achieve 100% of the subjects offered within the programmes curriculum. NZQA Certificates are awarded at our annual graduation or at the end of your programme if no graduation is scheduled. If you require this prior to the graduation event, please request this from a Team Leader at your Campus.

## ACADEMIC ASSESSMENT

Please refer to the [Assessment policy](#) for further information.

Assessments for all subjects vary. Some will be by written exam, others by assignments, role-plays, practical application, using live models, observations, or online. Your kaiako/tutor will explain the assessment procedures for each course. Regardless of the assessment type, all are equally important and required for the successful completion of your qualification.

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

We aim to provide you with a result for your assessments as soon as possible, and not more than fifteen working days from the date of assessment.

A paper copy of assessments will be kept on site for approximately 12 months and electronic results will be kept indefinitely. If you would like a copy you will need to request these from your class kaiako/tutor.

## ASSESSMENT OPPORTUNITIES

For further information regarding the following please refer to the [Assessment Procedure](#) guidelines

- re-submission
- missed deadline, no attempt or minimal attempt
- special consideration
- academic appeals
- reassessment after programme completion
- special assessment conditions

## ALTERNATIVE ARRANGEMENTS

If you have a documented disability and are seeking alternative arrangements to complete an assessment, please contact your kaiako/tutor. The intention behind this provision is to alleviate any disadvantage in ways that do not affect the integrity of the assessment or fairness to all ākonga/learners. Yoobee may enable these accommodations to allow you to demonstrate your knowledge and ability without changing the demands of the assessment.

## ACADEMIC INTEGRITY

Please refer to the [Academic Integrity policy](#) for further information.

It is important for academic integrity that you acknowledge that by completing and submitting an assessment you are authenticating that you are the original creator and/or author of all the submitted work and that it does not violate plagiarism or [copyright law](#). All written work such as essays, reflections, and reports must be in your own words.

There are very significant consequences where academic misconduct has been investigated and proven to have occurred. Please familiarise yourself with the following definitions:

**Academic integrity** refers to behaviour that demonstrates ethical, honest study and assessment practice.

**Academic misconduct** refers to an action taken by a ākonga/learner that results in the submission of assessment evidence that indicates it is not the ākonga/learner's own work. Academic misconduct may also be referred to as academic fraud/dishonesty, academic breaches, cheating or plagiarism.

**Plagiarism** refers to the process of copying another person's work and claiming it as your own and/or not

acknowledging the original author or source of the evidence through accepted referencing conventions.

## INTELLECTUAL PROPERTY

Please refer to [Intellectual Property Policy](#)<sup>1</sup> (IP) for further information.

As part of IP Yoobee can display ākonga/learner work at Yoobee College. Yoobee can archive, display or utilise any ākonga/learner work generated during the programme of study. Where ākonga/learners are working on commercial products Yoobee will not share in any monetary profits, instead will seek 'bragging rights' through media outlets.

## INDIVIDUAL LEARNING PLAN (ILP)

An ILP is a personalised learning plan designed to support you with your academic progress. The ILP is developed jointly with you.

An ILP is to support you to be academically successful and may be required for a variety of reasons, e.g., to catch up on missed learning due to absence, if you are one or more assessments behind, if your attendance has fallen below 90%, or if you have identified a barrier to your studies. It is important that you meet the agreed deadlines or actions of your ILP and if there are any further barriers to you meeting your plan, that you speak to your kaiako/tutor so we can continue to support you.

## TE REO MĀORI

Ākonga/learners may request to be assessed in te reo Māori. Requests must be received within timeframes which enable the request to be met. Every endeavour will be made to meet such requests. If you are seeking to complete an assessment in te reo Māori, please contact your kaiako/tutor.

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<sup>1</sup> Policy pending



# ENGAGEMENT WITH INDUSTRY

## ĀKONGA/LEARNER CORRESPONDENCE WITH INDUSTRY

Programme activities may require you to seek information from people who are working in an industry that relates to your programme, either by email or letter. As these communications are going out under the Yoobee brand these must be approved by a kaimahi/staff member.

**Emails:** are to be printed and taken to your kaiako/tutor for checking prior to sending.

**Letters:** are to be taken to your kaiako/tutor in draft form to be checked and approved. When approved, obtain a sheet of letterhead paper from your kaiako/tutor and print. All letters must be counter-signed by your Team Leader who will then post the letter for you.

No written communication is to be sent without approval from an authorised kaiako/tutor or kaimahi/staff member.

## EMPLOYMENT

Yoobee is here to support, encourage, and guide you to finding a job. Included in your programme are a series of sessions that relate specifically to finding employment. These sessions include the development of your curriculum vitae (CV), interview techniques, etc. Throughout the year we are approached by industry wanting to interview people for positions. To be considered you will need to ensure your CV is completed by the end of the CV module.

## ACCEPTING A JOB IN YOUR RELEVANT INDUSTRY

If you accept a position in the industry before you complete your programme you may still participate in the study tours/familiarisation with your group if your employer agrees. No refund will be given for any study tours/familiarisation not attended or for the modules you have not completed due to gaining employment.

If the position is not a recognised industry position, you will not be able to participate in the study tour as we work with suppliers to obtain discounts on the understanding that you are looking for a position in the industry on completion of the programme.

If you have not completed your programme due to obtaining an industry position, please discuss the options available to you with your kaiako/tutor.

## GRADE SCALES

The grade scales currently used by Yoobee are as follows:

Scheme	Range	Grade	Pass
<b>Certificates</b>	Not Yet Competent	Not Yet Competent	No
	Competent	Competent	Yes
	Merit	Merit	Yes
<b>Diploma</b>	80+	A	Yes
	65-79	B	Yes
	50-64	C	Yes
	40-49	D	No
	0-39	E	No
<b>Degree Level 7+</b>	90-100	A+	Yes
	85-89	A	Yes
	80-84	A-	Yes
	75-79	B+	Yes
	70-74	B	Yes
	65-69	B-	Yes
	60-64	C+	Yes
	55-59	C	Yes
	50-54	C-	Yes
	40-49	D	No
0-39	E	No	
<b>Legacy Diploma 1-5</b>	Grade 5 – Advanced	Grade 5 – Advanced	Yes
	Grade 4 – Comprehensive	Grade 4 – Comprehensive	Yes
	Grade 3 – Satisfactory	Grade 3 – Satisfactory	Yes
	Grade 2 – Unsatisfactory	Grade 2 – Unsatisfactory	No
	Grade 1 – Insufficient	Grade 1 – Insufficient	No
<b>Legacy Diploma Competency</b>	Competent	Competent	Yes
	Not Yet Competent	Not Yet Competent	No

## GRADUATION

Graduation ceremonies are held annually. You will be advised of the details close to the date of the event.

Graduation is a time to celebrate your achievements with other members of your class, whānau/family and friends, and kaimahi/staff. As soon as you know the date, make sure you enter it in your diary. Ākonga/learners who have successfully met the criteria for gaining the NZQA certificates and/or our certificates are all eligible to participate in graduation.

### GRADUATION REGALIA – HIRE

To participate in the Graduation ceremony, you may be required to wear graduation regalia. This is dependent on the qualification you are graduating with. You can hire regalia from [GWC Regalia Hire](#), [Academic Dress Hire](#), or [the Graduation Place](#) (check online for other options). There is a cost to hire regalia which is to be met by ākonga/learners.



# ACADEMIC AND BEHAVIOURAL ACCOUNTABILITY

For further information please refer to the:

[Student Complaints Policy](#)

[Student Disciplinary Policy](#)

[Student Complaints Procedure](#)

[Student Guide Formal Complaints](#)

[Student Guide Informal Complaints](#)

[Flowchart Formal Complaints](#)

[Flowchart Informal Complaints](#) [Flow Chart Informal Complaints](#)

[Formal Complaint Reconsideration Request](#)

Yoobee acknowledges that ākonga/learners can experience a wide range of challenges, and these can result in making hasty decisions that put their enrolment at risk. If you are in this situation, we encourage you to seek help. Refer to the Learner QR code on page 14 of this handbook.

Yoobee will be fair and equitable and will always consider your wellbeing when determining the appropriate disciplinary outcome.

## RAISING CONCERNS AND COMPLAINTS

### ĀKONGA/LEARNER COMPLAINTS: POLICY & PROCEDURES

Please refer to the [Student Complaints Policy](#) for further information.

Yoobee aims to provide you with a study environment that is physically safe, free from harassment of any kind and conducive to the achievement of good learning outcomes. Where a complaint has been made, we will follow a set process to ensure fairness and confidentiality for all parties concerned. Please ensure you are familiar with the following information.

We define a **complaint** as an expression of dissatisfaction or concern raised by an ākonga/learner, kaimahi/staff member or other stakeholder about an aspect of Yoobee, its programmes, services, or policies.

We define a **critical incident** as an event outside of the normal experience that poses an actual or perceived threat of damage to property, natural disaster or injury, illness, or exposure to death of a person or people.

**Informal complaint:** a concern that can be resolved by speaking with a kaimahi/staff member. Resolution can usually be found by solving, explaining, clearing up or settling the matter, without using a formal procedure. In the first instance, we ask that ākonga/learners try to resolve the issue directly with the person(s) concerned. If, however you do not feel comfortable to do so, you should seek support from your course kaiako/tutor. Please refer to the Informal Complaints.

**Formal complaint:** if an informal approach does not resolve the issue, you may choose to escalate the matter to management as a formal written complaint. Unless there are exceptional circumstances, a formal complaint will not be considered unless the correct process has been followed. Please refer to the Formal Complaints flowchart (*link above*).

**Non-academic appeal:** You may request a non-academic appeal if you do not agree with a decision regarding your formal complaint. Please refer to the Non-academic Appeals flowchart for more information.

We hope that through these complaint procedures, we can assist you to resolve the concern.

At all times, the staff member managing your concerns will discuss solutions with you and attempt to solve your issues. In extreme cases where a resolution is not found, you can contact the New Zealand Qualifications Authority (NZQA).

## ACADEMIC APPEALS

An appeal will only be considered if you have sought to address your concern through Yoobee procedures, including a request for Reconsideration, and on the following grounds:

If you do not agree with a decision regarding:

- a reconsideration request
- alleged personal bias or ill will on the part of the person or body that has made the decision
- alleged evidence of failure to comply with the principles of natural justice
- the corrective or disciplinary action of the decision is excessive or inappropriate
- there is new evidence or information that the ākonga/learner did not have available at the time of the determination, and could not by reasonable diligence have obtained at that time, that would probably have affected the decision
- an administrative error
- a procedural error

## DISPUTE RESOLUTION SCHEMES

Financial and contractual disputes are managed through the relevant Student Contract Dispute Resolution Scheme. There are two schemes and operators, one for international ākonga/learners and another for domestic tertiary ākonga/learners:

**iStudent Complaints** – *for international ākonga/learners*: iStudent Complaints is the appointed operator of the International Student Contract Dispute Resolution Scheme (DRS), which was set up to resolve financial and contractual disputes for international ākonga/learners. Find out more through their website: <https://www.istudent/learner.org.nz>

**Tertiary Education Dispute Resolution** – *for domestic ākonga/learners*:

Tertiary Education Dispute Resolution is the appointed operator of the Education (Domestic Tertiary Student Contract Dispute Resolution Scheme (DRS), which was set up to resolve financial and contractual disputes for domestic tertiary ākonga/learners. Find out more through their website: <https://tedr.org.nz>

## ADDITIONAL SUPPORT

If the above procedures do not resolve your complaint, there are additional services available to you such as:

- [Te Kāhui Tika Tangata Human Rights Commission](#)
- [Health and Disability Commissioner](#)
- [Nationwide Health & Disability Advocacy Service](#)
- [Privacy Commissioner](#)
- [Tertiary Education Commission](#)
- [New Zealand Qualifications Authority](#)

## CONTACT US

### NEW ZEALAND SCHOOL OF TOURISM

Phone **0800 10 20 20** and follow the instructions to get through to the correct campus.

#### AUCKLAND CITY CAMPUS

Level 6, 360 Queen Street, Auckland Monday to Friday: 8.00am–5.00pm

#### AUCKLAND AIRPORT CAMPUS

3 Leonard Isitt Drive, Auckland Monday to Friday: 8.00am–5.00pm

#### HAMILTON CAMPUS

94 Tristram Street, Hamilton Monday to Friday: 8.00am–5.00pm

#### WELLINGTON CAMPUS

Level 3, 2 Bunny St, Wellington Monday to Friday: 8.00am–5.00pm

#### CHRISTCHURCH CAMPUS

573 Colombo Street, Christchurch Monday to Friday: 8.00am–5.00pm

## CUT ABOVE

Phone **0800 288 2268** and follow the instructions to get through to the correct campus.

#### AUCKLAND CAMPUS

Level 6, 360 Queen Street, Auckland Monday to Friday: 8.00am–5.00pm

## ELITE

Phone **0800 463 5483** and follow the instructions to get through to the correct campus.

#### AUCKLAND CAMPUS

Level 6, 360 Queen Street, Auckland Monday to Friday: 8.00am–5.00pm

#### HAMILTON CAMPUS

Level 1, 44 Bryce Street, Hamilton Monday to Friday: 8.00am–5.00pm

#### WELLINGTON CAMPUS

Level 6, 18 Willis Street, Wellington Monday to Friday: 8.00am–5.00pm



## YOOBEE COLLEGE OF CREATIVE INNOVATION

Phone **0800 665 544** and follow the instructions to get through to the correct campus.

### SOUTH SEAS FILM SCHOOL

3/75 Ellice Road, Auckland Monday to Friday: 8.30am–4.30pm

### CITY ROAD AUCKLAND CAMPUS

Level 4, 3 City Road, Auckland Monday to Friday: 8.30am–4.30pm

### BUNNY STREET WELLINGTON CAMPUS

Level 3, 2 Bunny St, Wellington Monday to Friday: 8.30am–5.00pm

### COLOMBO STREET CHRISTCHURCH CAMPUS

573 Colombo Street, Christchurch Monday to Friday: 8.00am–5.00pm

### ONLINE CAMPUS

Monday to Friday: 8.00am–4.00pm [online.learning@yoobee.colleges.com](mailto:online.learning@yoobee.colleges.com)



# NEW ZEALAND SCHOOL OF TOURISM ONLY

## ACADEMIC

### CREDIT RECOGNITION AND TRANSFER (CRT)

**New Zealand School of Tourism components:** we will transfer any previously achieved NZST components on your NZST record of learning across to your programme of study where these are identical.

### NEW ZEALAND SCHOOL OF TOURISM LTD CERTIFICATES

These certificates are awarded by New Zealand School of Tourism, Cut Above Academy or Elite School of Beauty. If you wish to gain one of these Certificates, you must achieve 100% completion of the curriculum, successfully meet professional guidelines, and have met the attendance requirement for your chosen programme. For more information on attendance requirements, please refer to the Attendance section of this handbook (*page 21*).

### LITERACY AND NUMERACY ASSESSMENT TOOL

If you are enrolled in our Level 2–4 programmes you are required to complete an online assessment of your numeracy and literacy levels. These are scheduled at the beginning and end of each programme and are compulsory. In some programmes, they may also be scheduled when you are approximately 10 weeks into your programme so that we can ensure we are supporting you adequately. After each assessment, we will discuss your results with you and assist you to set goals to increase your numeracy and literacy levels.

### PERSONAL PRESENTATION

**General:** a light day make-up must be worn every day, as per campus guidelines.

**Hair:** all hair accessories should be discreet with hair short or neatly tied back and off your face and shoulders. If applicable you must be clean shaven.

**Nails:** these must be short and unpolished for the safety of you and your clients. If you can feel your nail over the top of your finger, they are too long. Acrylic nails and any other type of nail extension are not permitted. There are no exceptions.

**Jewellery:** due to health, safety and professional image requirements **minimal** jewellery is to be worn. A watch, engagement/wedding rings and pounamu for example are acceptable. Name badges if required must be worn on your uniform, and professional badges are acceptable.

**Clothing:** you are required to always wear **corporate dress**. A professional appearance is expected when on campus and at any campus activities offsite. Your campus will provide you with information about the uniform you are required to wear each day. This will need to be purchased by you.

Your uniform consists of a jacket (optional) worn with either suit trousers or a skirt. A dress option is also available for those completing Diploma courses. With your suit you can wear any business shirt or blouse—ties are optional.

**Footwear:** Ākonga/learners must always wear black corporate shoes.

# EXPERIENCES

## INTERNSHIPS

Ākonga/learners enrolled in programmes at level 5 or higher with NZST will have the opportunity to include a domestic or international internship as part of their programme.

Employment opportunities and internships are subject to meeting attendance requirements, professional guidelines (as per the Student Handbook) and successful academic completion. All employment and internship opportunities will require you to be selected by the company through an interview process.

All the internships promoted are subject to change and not guaranteed. Reasons for change may be but are not limited to; a change in legislation, visa types or conditions, management decisions, partnerships not continuing.

The internship providers mentioned in this section are not an exhaustive list, and you are best to check with the campus staff on an individual basis when applying for an internship.

### WALT DISNEY WORLD, FLORIDA, USA

An opportunity to work at Disney World in Florida is available for our domestic ākonga/learners who are completing a Level 5 qualification of 32 weeks. This is available as an employment or an internship opportunity. Interviews are normally conducted twice a year in our campuses for a start the following January or August. This opportunity may be cancelled or changed without notice by either the US Government or Walt Disney World Casting.

This opportunity is subject to current eligibility and selection requirements as below.

Eligible ākonga/learners must:

- be a currently enrolled ākonga/learner
- have completed 12 months of continuous study
- be a citizen of New Zealand or Australia
- be at least 18 years of age at time of application
- be responsible for all costs
- exit the United States upon completion

To be eligible for us to endorse and recommend you to Disney you must have:

- met the professional guidelines outlined in this Student Handbook
- successfully gained the qualification
- have the enthusiasm and people skills to ensure every Disney guest experiences the magic

## STUDY TOURS

Study tours (also known as 'Educationals' or 'familiarisation trips' within the travel industry) are available within many programmes. To be eligible to participate in any study tour, you must meet the professional guidelines required by your programme. If you are not eligible to participate in any one or all the study tours, management may develop an agreed individual action plan with you to see you 'earning back' eligibility for participation in future opportunities. Each individual action plan is specific to the ākonga/learner/situation and will have different objectives as set out by management. The costs of the domestic study tours are included in your fees however personal expenses such as (but not limited to) meals and transport to/from the airport are at your own expense.

## LEVEL 4 STUDY TOUR

This study tour is a 3-day experience to a New Zealand destination. It follows a similar structure to that of a travel industry 'educational' or 'familiarisation' in that you will participate in hotel inspections, tourist activities, and be expected to write up a report which forms a part of your curriculum. If you are not eligible to attend (professional guidelines not met), you will be able to complete the requirements of the curriculum locally without the need to travel on the study tour.

## LEVEL 5 (DIPLOMA) STUDY TOUR

As an integral part of the Diploma programmes, ākonga/learners will complete one study tour in New Zealand. Study tour destinations vary depending on operational requirements and availability.

Transport costs from the city your campus is in, accommodation costs and industry visits are included in your programme fee. Additional personal expenses such as food and refreshments are at your own cost.

## GENERAL STUDY TOUR GUIDELINES

To maximise your learning and enjoyment on study tour undertaken during your programme of study and to ensure that we make the best possible impression with industry, the following guidelines set out our expectations:

*also see* [Ākonga | Learner Rights & Responsibilities Code](#)

**Behaviour:** professional behaviour is always expected. You will be representing New Zealand School of Tourism Ltd. and meeting potential employers even after hours when you may be on free time. It is essential that you are always acting in a professional manner. Any reports of misconduct at any time during your tour may affect recommendations/references we make to industry about you, such as internship or job opportunities being withdrawn. Serious misconduct as outlined in the Student Handbook may also affect you gaining the qualification you are enrolled in and progressing on to higher qualifications with us.

**Alcohol:** while away on overnight trips, having an alcoholic drink is acceptable at dinner/out in the evening so long as you do not become intoxicated. If you are under 18 years of age you are not permitted by law to drink alcohol at any time. It is not acceptable to drink alcohol at any time at the accommodation your group is staying at as this is one of our industry partners or during the day when visiting industry partners (e.g. at hotel inspections, lunch etc.)

**Visitors:** if you have family or friends that live locally to where you are visiting and you would like them to visit you, please discuss with your Campus Manager first and then arrange with the New Zealand School of Tourism staff escort. Please note, this will be dependent on time. Anyone that is not part of the group are not permitted into the rooms where you will be staying.

**Accommodation:** at night you are to return to the accommodation at the time set by the New Zealand School of Tourism staff escort. You must stay with the group and even if you have family or friends in the area, staying with the group is an important part of the overall experience.

**Dress standards:** during any off-site visit you are representing New Zealand School of Tourism and your dress needs to align with our brand and the expectations of the industry. See below:

- L3 team building: casual dress allowed
- L3 'regional out and about', L4 study tour: corporate dress required for all meetings with industry partners including hotel inspections and any briefing sessions they may have with management of the industry. Smart casual allowed for outside of this time including travelling. *Note:* depending on how the itinerary flows, a hotel inspection may occur whilst travelling and therefore ākonga/learners will not be in corporate wear. Our staff will need to let the industry know that this is out of the ordinary for us and usually they would be in



corporate. In these instances, the level of 'smart casual' might need to be lifted slightly – New Zealand School of Tourism management and staff escort will be able to advise on this.

- Diploma study tour: due to the exposure to industry, corporate dress is required at all scheduled times unless specifically advised

Note: smart casual means dressing as if you were going out to a nice restaurant for dinner. Offensive logos ripped or 'distressed' clothing or beachwear wouldn't be appropriate in this instance as you are representing the New Zealand School of Tourism and need to look smart.



# REQUIRED FORMS: FOR COMPLETION

**OFFICE COPY** (Please **sign, detach, and return** to your Kaiako/tutor)

## DECLARATION FORM – ALL ĀKONGA/LEARNERS

I have read and understood the Rules and Guidelines. I agree to abide by these as set out in the Handbook. I am also happy to authorise that any photographs or videos taken of me (that are deemed appropriate by the organisation) while I am enrolled on this programme can be used for marketing purposes.

If I choose to use the additional support services of Sonder as outlined in this Handbook, I consent to the College providing Sonder with my full name/email address/mobile number. Sonder will then contact you to help you set up. The following terms will apply to your use of Sonder <https://sonder.io/terms-and-conditions/>. Sonder will hold your personal information confidentially. If at any point you wish to stop using this service and for us to stop sharing your information with Sonder, just let us know.

By signing this declaration, you are also confirming that you have provided us with current and correct contact details.

Ākonga/learner name: \_\_\_\_\_

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

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

### UNDER 18

If you are under the age of 18, your guardian must also sign to confirm you have understood and agree to abide by the Rules and Guidelines outlined in this Handbook.

Guardian Name: \_\_\_\_\_

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

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



# REQUIRED FORMS: FOR COMPLETION

**ĀKONGA/LEARNER COPY** (Please sign, and retain this copy for your reference)

## DECLARATION FORM – ALL ĀKONGA/LEARNERS

I have read and understood the Rules and Guidelines. I agree to abide by these as set out in the Handbook. I am also happy to authorise that any photographs or videos taken of me (that are deemed appropriate by the organisation) while I am enrolled on this programme can be used for marketing purposes.

If I choose to use the additional support services of Sonder as outlined in this Handbook, I consent to the College providing Sonder with my full name/email address/mobile number. Sonder will then contact you to help you set up. The following terms will apply to your use of Sonder <https://sonder.io/terms-and-conditions/>. Sonder will hold your personal information confidentially. If at any point you wish to stop using this service and for us to stop sharing your information with Sonder, just let us know.

By signing this declaration, you are also confirming that you have provided us with current and correct contact details.

Ākonga/learner name: \_\_\_\_\_

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

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

### UNDER 18

If you are under the age of 18, your guardian must also sign to confirm you have understood and agree to abide by the Rules and Guidelines outlined in this Handbook.

Guardian Name: \_\_\_\_\_

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

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



