

## Ākonga | Learner Rights and Responsibilities Code

YooBee Colleges Ltd [hereafter known as YooBee] is committed to the safety, wellbeing, and achievement of all ākonga | learners [hereafter referred to as ākonga]. To create and maintain the best possible teaching, learning, and research environment, all ākonga enrolled or using services at YooBee agree to respect the rights of others, accept the responsibilities noted below, behave acceptably, and adhere to our 'Work Ready - World Ready' principles.

### Your Responsibilities as an Ākonga

*As an ākonga at YooBee you are expected to:*

Act in a safe manner by

- Complying with health and safety guidelines and instructions
- Taking necessary precautions so as not to endanger yourself or others
- Taking care when using equipment and facilities
- Ensuring that you are dressed appropriately for the activities you are involved in
- Following relevant professional guidelines as outlined in your programme guidelines and the Student Handbook
- Not being under the influence of drugs or alcohol when at a YooBee campus or on internship/work experience or involved in YooBee-related activities e.g., field trips
- Complying with visa requirements (for International ākonga | learners)

Respect others by

- Respecting the needs, rights, and freedoms of others
- Upholding the integrity of YooBee qualifications by not engaging in and/or discouraging / reporting dishonest or unsafe practices
- Being sensitive to personal, social, and cultural differences

Observe YooBee's rules and regulations by

- Following YooBee policies and procedures (refer: [YooBee Policies](#)) and familiarise yourself with what YooBee expects of you as a ākonga whether in class, online, on internships or placements
- Meeting programme and course requirements including financial obligations
- Being honest when completing assignments/other assessments
- Behaving appropriately
- Complying with requirements of programme guides/handbooks

### Your Rights as an Ākonga

*As an ākonga at YooBee you have the right to:*

Fairness

- Transparent and accurate information
- Fair and valid evaluation and assessment, and timely feedback
- Concerns being handled as quickly as practicable and consistent with the principles of 'natural justice'
- Personal privacy
- Support, representation, and advocacy

Respect

- Academic freedom, defined in the Education and Training Act (2020) Act as 'freedom, within the law, to question and test received wisdom, put forward new ideas and state controversial or unpopular opinions'
- Freedom from any form of harassment or discrimination
- Respect for personal, social, and cultural differences
- Ākonga representation in the development, implementation, and review of policies

## Quality

- Programmes that meet internal and external standards for approval and accreditation
- Competent and effective teaching
- Support services delivered in a professional manner
- Facilities and resources that meet Health and Safety expectations

Your rights will be upheld by all Yoobee kaimahi|staff [hereafter referred to as kaimahi]. If you think your rights have been infringed, please contact your Campus Manager, Team Lead, Learner Success Coordinator, Faculty Lead, and/or Human Resources

## Behaviour that is Not Acceptable

*Your responsibilities as an ākonga include behaving in an acceptable manner. The following are **not** acceptable behaviours for anyone (kaimahi, ākonga, and/or visitors) at Yoobee or involved in Yoobee-related activities:*

- Breaking the law (e.g., assault, theft)
- Any form of academic dishonesty (including plagiarism and other dishonest practices)
- Misuse of technology, software, hardware, or communication systems provided by Yoobee
- Any form of harassment, bullying, or discrimination including on social media
- Unacceptable sexual behaviour (e.g., sexual harassment, accessing pornography/other restricted material)
- Illicit substance abuse or use of drugs and alcohol affecting behaviour, health, or safety of you or others
- Smoking or vaping in all Yoobee buildings, in Yoobee vehicles, or on all Yoobee land and perimeters (within 50 meters of entrances)
- Violence or threats of violence
- Vandalism or other abuse of facilities and buildings
- Disruptive behaviour in class and/or designated learning areas (e.g., frequent lateness, unauthorised use of technology, interfering with the learning of other individuals)

Academic kaimahi have the responsibility to maintain a safe and effective learning environment. They may ask you to leave the class if your behaviour indicates an inability to be safe, if you are being a disturbance to others learning, or if you put others at risk.

Yoobee takes this statement of rights and responsibilities seriously. Your marks, reports, and references may include an assessment of your behaviour, as well as your educational achievement. You will be made aware of this if this assessment is part of your programme. If you breach these expectations, it may lead to disciplinary action that could affect your current or future enrolments with Yoobee.

## Further Information

This document is supported by a formal policy available on the Yoobee website (see below). You are also invited to contact your Campus Manager, Team Lead, the Learner Success Coordinator team and/or Human Resources if you need further information or help in interpreting your rights or responsibilities. Please also refer to the [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#)

If you want to raise a complaint or an appeal the following links may be useful:

Yoobee      [Complaints & Appeals Policy](#)  
              [Raising a Complaint Form](#)  
              [Notice of Appeal Form](#)

NZQA        [Learner Guide to Complaints](#)