

STUDENT HANDBOOK

Rules & Guidelines 2021

Version 3

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

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Welcome. Please use this booklet as a guide to refer to during and after your programme of study. We hope you enjoy your time with us - if you have any problems or concerns during the programme please do not hesitate to discuss them with your class tutor or with someone from Management who will be more than happy to help.

Who we are

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

- The Culinary Collective
- New Zealand Institute of Sport
- New Zealand College of Massage

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

Our Expectations – Getting you ‘work ready’

While you are studying with us, we will train and upskill you to understand what behaviour as an NZMA professional looks like. We call that ‘work ready’. The industry needs people who are friendly, courteous, and sensitive towards others, have a positive outlook, and who enjoy interacting with others in one to one and group situations. Please respect the other students in the programme. Look after, encourage, and help one another if you can. Arrive on time, give the tutors 100% and relax and enjoy the classes.

The following professional ‘work ready’ guidelines are expected of all students and are required for the successful completion of every programme, entry into further programme enrolments, participation in industry visits etc.

Work ready, professional guidelines applicable to all students

- Attendance level meets required standard for the qualification (refer section on Attendance)
- All clothing worn on campus must meet the required NZMA dress code. Personal Presentation reflects work readiness and should be maintained throughout your programme as these are in line with industry standards. If your programme requires a uniform, you must comply with the uniform requirements at all times including appropriate footwear.
- A positive attitude and professional manner (refer note 1 below) has been displayed throughout the programme including any point when you are representing the NZMA. Examples of this are (but not limited to) study tours, job interviews, job fairs.

Note 1 - Positive attitude and professional manner is defined as:

- Supporting a team environment in class
- Supporting other students
- Maintaining punctuality
- Participating in a positive manner
- Maintaining a respectful relationship with all fellow students, staff, and guests at all times
- Behaving in an acceptable manner on external programme related activities – educational, work experience, site, and industry visits etc.
- Behaving in line with the guidelines in this handbook
- Taking constructive feedback on board and applying it in future
- Understanding the part, you play in any situation in a mature fashion

Academic Policies

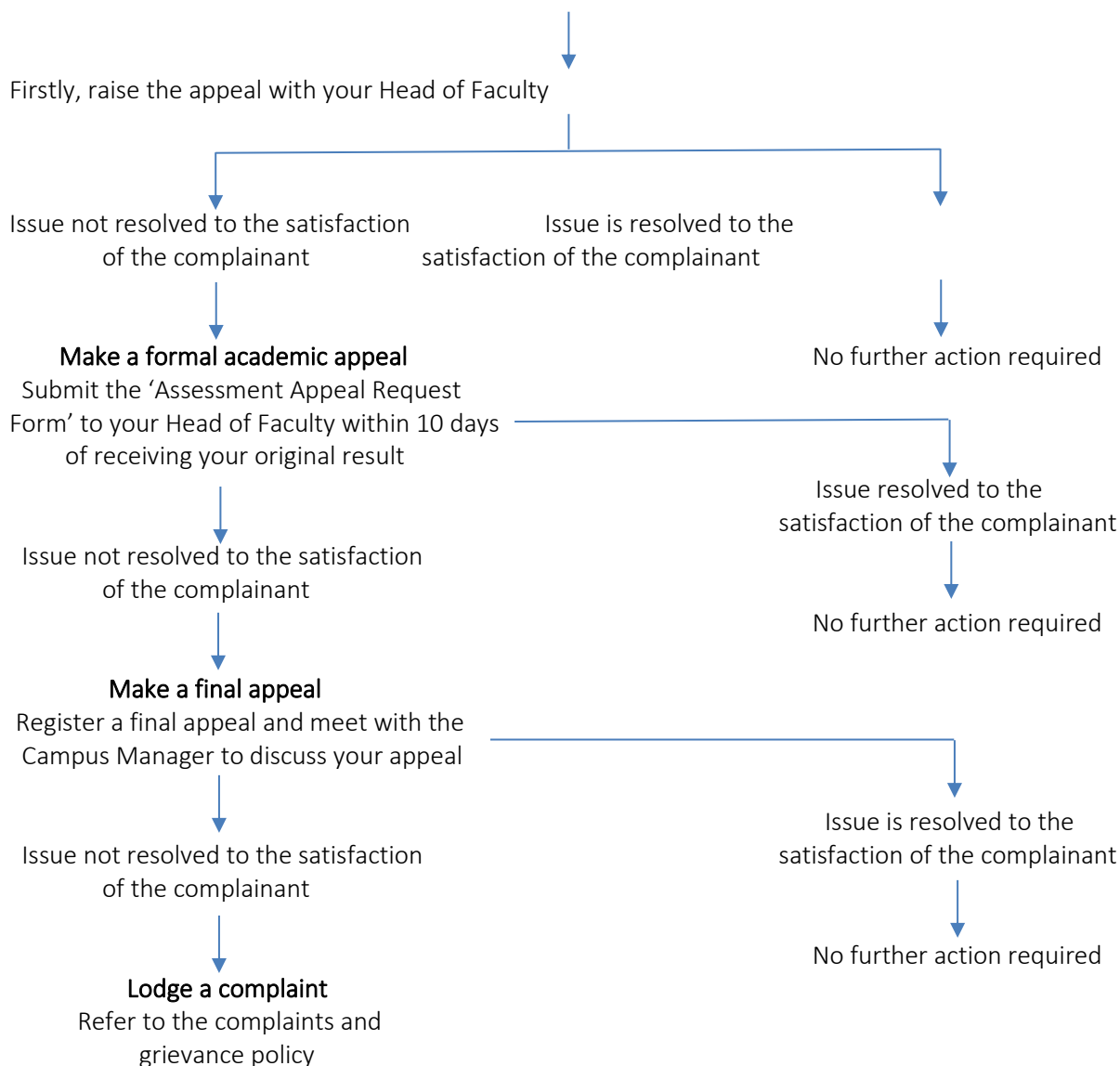
Appealing Results

If a student wishes to query the marking of an assessment, this must be done **within ten days** of receiving back the assessment, with the Head of Faculty. Students may appeal assessment decisions they consider are unfair or inaccurate. In the first instance the matter should be raised with the Head of Faculty, who may discuss the issue with the Tutor concerned. Should this not resolve the matter, the student may then appeal to the Campus Manager, or if still concerned about the outcome, they may make a formal appeal for the result to be reviewed. Our appeals process is outlined on the following chart.

Academic Appeals Process

Are you unhappy with the results of an assessment?

Do you think you did better than the results show?



Assessments

Assessments for all subjects vary. Some will be by written exams, others by assignments, role-plays, observations, or online. Your tutor will explain the assessment procedures for each individual subject. Regardless of the assessment type, all are equally as important and required towards the successful completion of your qualification.

All work for assessments, both classroom and home study, must be your own work. Copying or using notes, from students or the internet is not acceptable. Management will deal with any cases of cheating/plagiarism seriously.

Paper copy of assessments will be kept on site for approx. 12 months after the course finishes and results will be kept indefinitely plus backed up daily. If you would like a copy you will need to request these from your class tutor.

Assessment and Exam Procedures

- These are undertaken at the time and date given by the subject tutor.
- They may be open or closed book and take place in a classroom. No talking is allowed. A supervisor or tutor will always be in the room.
- For open book assessments: you may have with your applicable workbooks, a pen, and a calculator (if required).
- For closed book assessments: your tutor will advise what resources are allowed.
- The supervisor will hand out blank paper if required. You may not use your own blank paper or pads.
- No red pens, pencils or twink / white out are allowed.
- No cell phones are permitted.
- If a student is more than 10 minutes late for a formal assessment task, he/she will not be admitted into the assessment room.
- Some assessments may take up to a week for marking, but sometimes this can take longer where the assessment tasks are of a complex nature, or the assessment evidence is undergoing verification for quality assurance purposes.

We reserve the right to hold digital copies of any assessment for the purpose of comparison with past and future work by others to detect academic fraud. If any student suspects any form of cheating, they are encouraged and expected to report this to a staff member.

Cross Credits and Recognised Prior Learning

NZMA recognises those students who have gained credits towards qualifications which our programmes lead to. Credit transfers can be obtained by producing evidence from a previous tertiary institute of credits achieved and the graduate profile outcomes/qualifications they lead to.

If you believe you have completed prior learning in a particular subject which forms a part of a programme you are enrolled in and would like to be recognised for this, please see your Head of Faculty. Evidence of prior learning may include the student completing an assessment of some description to confirm knowledge and understanding.

When a student receives cross credits or recognition of prior learning for a subject/module, they have the option of either: 1. having the day/s off without being penalised for being absent, or 2. attending the class to refresh and grow their knowledge about the topic. This option is encouraged as the classroom environment offers a further stretch both in content and employability skills. If the latter option is chosen, they will not be required to complete any assessments.

Literacy and Numeracy Assessment Tool

If you are enrolled in our Level 2 and Level 3 programmes you are required to complete an online assessment of your numeracy & literacy levels. These are scheduled at the beginning and end of each programme and are compulsory.

In some campus's students enrolled in Level 4+ programmes of study complete the literacy and numeracy assessment towards the end of their programme. This analysis of your literacy and numeracy levels allows us to support you throughout your study with us and we can track what gains have been made in these areas.

Disciplinary Procedures

Disciplinary procedures will occur for inappropriate behaviour. The following is a guideline on what is considered to be unacceptable behaviour:

Minor Behaviour

E.g. Absenteeism, poor standard of dress and presentation, no-show for resubmissions etc. Discussions will be held with you and the Tutor concerned. Notes on this discussion will go on your file. If the behaviour continues, it could affect your participation in off site visits, assistance with employment and graduation.

Concerning Behaviour

E.g. Poor attitude, lack of participation, demonstrating a lack of respect for staff, fellow students, guests, or industry partners. This includes inappropriate behaviour or language which may cause concern. A discussion will be held, and notes will be written on your file. It could affect your participation in off site visits, assistance with employment and graduation. If it continues, a meeting with the Campus Manager will be arranged to discuss whether you want and are able to continue with the programme. If you are under the age of 18, your guardian will be informed unless exceptional circumstances apply. You will be given the opportunity to bring along a support person if you wish. Further occurrences of concerning behaviour may result in another meeting where a final warning or expulsion may occur.

Major / Expulsion Behaviour

The following behaviours will be viewed seriously and may result in **instant expulsion and termination of enrolment** or in the circumstances where management does not consider that expulsion is appropriate, a final warning will be issued even if no other warnings have been issued previously. Regardless of the decided outcome, a meeting with the Campus Manager and Head of Faculty will be arranged where you will be given the opportunity to bring a support person along if you wish. In the interim, you may be stood down from campus. If expulsion is the outcome, you will be given this in writing as well as a copy of your final academic record of learning. A recommended way forward may be discussed with management depending on the situation. The behaviours listed are examples only and the list is not intended to be exhaustive:

- Wilful abuse of or damage to company property or their suppliers
- Drunkenness or being under the influence of or in the possession of, or misuse of illegal drugs on campus or at a campus event off-site/work experience etc.
- Inappropriate or offensive sexual behaviour or sexual misconduct
- Assault or abusive behaviour towards another student, staff member or supplier
- Harassment of a staff member or another student
- Plagiarism or cheating of any description
- Theft
- Bringing the company into disrepute
- Behaviour that has the potential to damage the company's reputation
- Continued concerning behaviour (see above)

In addition to the above policies, all International Students must not be involved in the following conduct whilst away from campus and not under the direct supervision or control of the signatory being NZMA:

The behaviours listed are examples only and the list is not intended to be exhaustive:

- All of the above behaviours
- Being arrested by the police, or being investigated for unlawful matters
- The breach or breaches would constitute an ongoing risk to the student's education, health, safety well-being or personal welfare for which the school is responsible under the Education (Pastoral Care of International Students) Code of Practice 2016

Major Expulsion Behaviour would be viewed seriously and may result in instant expulsion and termination of enrolment or in the circumstances where management does not consider that expulsion is appropriate.

A final warning will be issued even if no other warnings have been issued previously.

Regardless of the decided outcome, a meeting with the Campus Manager and Head of Faculty will be arranged where you will be given the opportunity to bring a support person along if you wish.

In the interim, you may be stood down from campus.

If expulsion is the outcome, you will be given this in writing as well as a copy of your final academic record of learning.

A recommended way forward may be discussed with management depending on the situation.

Student Bullying

Bullying is unwanted and unwarranted behaviour that another person finds offensive, intimidating or humiliating which is repeated so as to have a detrimental effect upon a person's dignity, safety, and well-being. Bullying can be physical (like hitting or kicking you), verbal (like putting you down or spreading rumours) emotional (excluding you from groups or forcing you to do things you don't want to), or online (posting nasty things about you, sending embarrassing pictures or videos of you to others). It can happen in front of everyone or when no one else is watching.

What can you do if you are being bullied?

Bullying feels awful and it is important to remember it is not your fault.

- Tell the person who is bullying you to stop (if you feel that you can). Or just walk away.
- Tell your Course Tutor or Head of Faculty or someone you trust.
- Spend time with friends who help you feel good about yourself.
- Do not reply to any messages that make you feel sad, threatened, or embarrassed. Often people who bully others are just looking for a reaction.
- Keep all messages and take photos of uncomfortable posts. Make a note of the time, date, and content. This is evidence you might need if the problem gets worse.
- Use privacy functions on Apps to block or prevent receiving nasty messages.
- If the bullying online or on your mobile involves physical threats, like threats to hurt or fight you, contact the police. Making threats of harm is criminal behaviour in New Zealand.

NZMA, takes bullying very seriously and it can be deemed as Major / Expulsion behaviour

Enrolment into future programmes

Entry into future programmes is restricted to those students who meet the required eligibility criteria for relevant programme as detailed below:

All programmes

- Must have successfully completed current programme of study
- Must meet professional guidelines as detailed at the beginning of this handbook

Diploma Level 5 programmes & above

- Must be approved by the HOF or Campus Manager as being academically capable.

Pharmacy Programmes

Continuation in the programme as the course progresses, requires that students are passing the programme and showing themselves to be academically capable.

International Student Visa

If you are an international student, it is your responsibility for checking that you always have an up-to-date and correct visa. We can help you to renew your visa, but you must let us know at least three weeks before your old visa expires.

Resubmissions (Resits)

If you do not pass the assessment and wish to be re-assessed, it is only necessary to resit the question that relates to the Learning Outcome of the module that was not achieved. All Learning Outcomes must be achieved as they link with the Graduate Profile for the qualification. It may not be necessary to resit the entire assessment again. The only exception to this is some Moodle assessments (applies to NZIS only).

Resit sessions are held weekly or fortnightly for NZMA. When this happens, every student is expected to attend if they have any resits to complete. It is the student's responsibility to keep up to date with their resits. You will need to bring any workbooks and material (e.g. calculators etc) required to complete your resit papers. If you have resits scheduled and do not attend, you will be marked absent.

Our resources are updated regularly therefore any resits should be completed within three months from the last day of the programme. If an assessment has not been marked as competent within 3 months of the programme ending, the entire module will need to be repeated in order to gain the credits.

If you receive a result equivalent to the minimum pass requirement or above on a first submission you cannot request to be assessed again in order to gain a higher mark.

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

Assessment Deadlines

When an assessment/project is handed out, the tutor will also tell you when it is due. If it is not handed in on time, then the following applies:

- Achievement based assessments are recorded as a submission opportunity that has not been achieved
- Graded or weighted assessment will be eligible for a minimum pass mark only
- Some programmes may incur a deduction in overall marks.

If you have a legitimate need for an extension, one may be granted by your tutor under the following conditions:

- Prior to a scheduled assessment date – if an extension is applied for in writing at least two days before the assessment deadline.
- After the scheduled assessment date – if absence approval form has been approved by your tutor and Campus Manager for the due date.

Results notice / Academic record of learning

Throughout the programme you will be given an updated Results Notice/Academic Record notifying you of your results. Please check this thoroughly and advise your class tutor of any problems.

Self-directed learning hours

As a part of each programme, students are required to complete a set amount of self-directed learning hours in addition to what they do with tutors, face to face in class. It forms part of the approved programme and therefore supports your learning and ability to successfully complete your qualification.

Each programme has an expected plan for students to follow for a set amount of hours depending on their programme of study. Your tutor will let you know how many self-directed learning hours are attached to your programme.

The types of activities included in the plan to meet the learning hours required are:

- Activities set each week by your Tutor to enhance learning and prepare you for your assessment
- Increasing literacy and numeracy skills, including reading
- Study time for closed book assessments and homework
- Additional activities focussed on work readiness such as getting ready for employment
- Building industry related knowledge

Your class tutor will give you instructions and expectations on what is included for your programme. Your Tutor will touch base with you each day/week to track your SDL progress. Students will be expected to commit to completing the additional work and to self-manage their time to achieve the requirements. Class tutor will touch base throughout the programme and monitor progress.

Withdrawing – Domestic Students

If for any reason you feel that you need to withdraw from your programme of study, a discussion with your Class Tutor and the Head of Faculty is recommended. Notice in writing is required if you decide to withdraw. The cancellation fees are as follows:

- If you withdraw within 8 calendar days after and including your schedules starts date of your programme, all tuition fees will be refunded minus a deduction of 10% of the fees paid or \$500.00 (whichever is the lesser amount).
- If you withdraw from your programme before the completion date on the 9th calendar day or later following program commencement, you would only be eligible for a refund of tuition fees in exceptional circumstances. You would need to complete the Student Refund Request Form and provide documentation to support the request.
- On day 9 or later, there can be no refund where: you wish to transfer to another provider, you have been expelled and/or inaccurate or false information is included in your enrolment application.

Withdrawing – International Students

What happens if I do not come to class, or I withdraw from my programme?

In this case, we have to inform Immigration New Zealand (INZ). We automatically do this if you have not attended for 2-weeks, INZ will then guide us on how to manage your study with us.

Once confirmed on your programme if you wish to withdraw you must put this in writing and either post it in or hand it in to the office. Please note being withdrawn from a programme would impact your academic record and may impact future enrolment and the ability to continue future study in New Zealand. Students can request a final academic record of learning if they wish.

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 a student or close family member (parent, sibling, spouse, or child); political, civil, or natural event that prevents arrival of the student.

In the event of a withdrawal from a course/s 10 or more working days after course commencement, the school/college will deduct any fees which have been paid or incurred by the school/college or other representatives (including students' representative/agent fees). The cost of any additional services that were completed prior to withdrawal will also be retained.

The cancellation fees are as follows:

- **After enrolment but before the official start date:**
8% of programme fees deducted for a programme 36 weeks or longer
20% of programme fees deducted for a programme less than 36 weeks
- **After programme start date, but up to or including the 10th working day:**
10% of programme fees deducted for a programme 36 weeks or longer
25% of programme fees deducted for a programme less than 36 weeks
- **After the 10th day of programme:**
No refund applicable, full programme fees retained by the campus.
- Please note that there may also be Insurance and uniform costs if these have already been paid to the companies at time of withdrawal.
- If you leave or are withdrawn from a course after the cancellation period, you will be liable for any outstanding fees
- Immigration New Zealand will be notified if study is terminated

Accepting a Job in the Industry

If you accept a position in the industry before you complete your programme you may still participate in industry visits with your group if your employer agrees.

If the position is not a recognised industry position, then 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 because of obtaining an industry position the following options (subject to availability) are available to you at no additional charge.

- Join another class
- Workplace assessment

Administration/Office Hours

Office hours are 8.00am – 5.00pm.

The administration team are there to assist with any queries you may have and are also available for all programme related issues including Studylink payments. Administration staff can be extremely busy at certain times of the year so an appointment to see the appropriate person may be necessary.

In 2020 we are aiming for all campuses have photocopying/printing facilities available to students 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 student's login is a breach of NZMA rules.

Each student is issued with a print credit limit for the duration of their programme. Printing credit limits are based on the printing demands of their programme and should last for the duration of your programme. Your account balance will be updated each time you print. If you run out, additional print credits can be purchased from reception.

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

Attendance

Our attendance policy is all about ensuring you have completed the required amount of face-to-face learning so that you can gain your qualification authentically. It is also about getting you WORK READY for employment. We expect students to have, and maintain, a minimum of 90% attendance. If you use your Campus Manager as a referee your attendance will be disclosed to your potential employer.

If you are unable to attend class or if you are going to be late, you are required to advise the Campus before 9.00am by phone on the following numbers:

NZMA 0800 116 611

NZIS 0800 694 776

A text message to a friend is not acceptable. Please note that this is standard business practice, and we are trying to get you 'work ready' for employment. Lateness is recorded and applied to any student who arrives after the class has started for each session.

Appointments

Personal appointments should be made outside of **class time**. Arriving late or leaving early will see you marked absent for that quarter day. It is your responsibility to catch up on any missed learning.

Class Times

Class times may vary depending on the qualification being completed at the time. You will be advised by your tutor of the class times for your programme.

Please note that medical certificates and any form of explanation note will not gain exemption from being marked absent because you would have missed out on the learning. Remember the purpose of this policy is to ensure you have authentically gained the qualification. A medical certificate however or evidence of attending a funeral/tangi (such as a service sheet) will be placed on file and then can be used when talking with a prospective employer to explain any absences that you have had. This policy is in line with getting you work ready and that is why we have a set amount of days that we would class as 'acceptable'.

Absenteeism/attendance is monitored closely, and students are expected to keep up to date with their current attendance %.

Remember: the purpose of this policy is to ensure that qualifications are gained authentically regarding the amount of face-to-face facilitation you have received for the programme you are enrolled in, as well as ensuring students are work ready when they are released to employment in the industry. When students exceed the 'allowed days', we begin to apply the withdrawal process which is outlined in the next sub-section. In exceptional circumstances, the Campus Manager may make exceptions to the rule and will therefore form a plan of action to ensure students are still able to gain their New Zealand qualification authentically. If you are a student who has been deemed to have 'exceptional circumstances', this may involve being moved to another intake, so that you can catch up on any learning you may have missed. Where a student is either not meeting course requirements through low attendance or not being on track with their credit achievements, student's finances may be suspended.

If you are enrolled in more than one programme, you will not be able to 'carry forward' or 'borrow' days between programmes.

Absenteeism/attendance is monitored closely, and students are expected to keep up to date with how many days off they have had. This can be done during class meetings with your tutor.

Being withdrawn from programme of study due to attendance issues

If the Campus Management team has concerns about your absenteeism/lack of attendance, the following policies will apply:

Withdrawal policy for consecutive absenteeism (including lateness) without notifying us

If you have not attended class for a period of one learning week without advising us, we will write and/or email to inform you of the date you need to contact us by before we assume you have withdrawn from the programme. We will then complete the necessary forms and advise Immigration/Studylink (if applicable). This will mean you are no longer enrolled with us. A final academic record of learning will be issued.

- **First instance of being absent without notifying us:**
After one learning week of no contact, you will be given five days to notify us or return to class without being withdrawn. If we do not hear from you, you will be withdrawn from your programme of study.
- **Second instance of being absent without notifying us:**
After three days of no contact, you will be given five days to notify us or return to class without being withdrawn. If we do not hear from you, you will be withdrawn from your programme of study.
- **Third instance of being absent without notifying us:**
After one day of no contact, you will be withdrawn the following day.

Withdrawal policy for non-consecutive absenteeism (including lateness)

If you have not attended class for a total amount of time that exceeds what would be expected when you are in employment (including different days off, not necessarily in a row), we will meet with you to discuss our concerns and re-iterate the policy outlined below. If you are under the age of 18, your guardian will also be contacted unless exceptional circumstances apply. Remember that this policy is aligned with getting you work ready and ensures you can authentically gain your qualifications by attending class and being in the learning environment. We will have mechanisms in place to keep you up to date on your attendance and how the policy works, but the responsibility is yours.

NOTE: Lateness is defined as 'turning up to class once the tutor has started the recap/activity/lesson'. Exceptional circumstances are at the discretion of the Campus Manager in liaison with the General Manager.

Prior to the withdrawal procedure happening, our expectations would be:

- a. Student Handbook signed, with the understanding of the attendance policy and consequences that may result
- b. Attendance has been discussed with you on more than one occasion
- c. SELMA will continue to report absent days, so you have direct access to the information

Stage 1: If your attendance drops below 90%

A formal meeting with your Class Tutor will take place. If you are under the age of 18, your guardian will also be contacted unless exceptional circumstances apply. Written confirmation of this will be given to you outlining the next stage.

Stage 2: If your attendance drops below 85%

A formal meeting will be arranged with the Head of Faculty and Campus Manager, and you will have the opportunity to bring a support person if you wish. You may be withdrawn and advised of this in writing. If you are unable to attend a meeting or we have not been able to make contact, an official letter will be sent to your current address. You will also be given a final academic record of learning outlining your completed modules.

NZQA Certificates

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

Change of Address or Phone Numbers

Please let us know if you change your address, phone numbers or email address during or up to six months after the programme has finished. We may like to contact you for any employment opportunities or so any additional certificates etc. can be sent to the correct address.

It is a requirement that international students must advise the Pastoral Care Officer (which may be your Campus Manager) of any change of contact details, accommodation type, residential address, and immigration status.

Complaints Procedures

In all instances when you are not entirely happy, we want to help.

- In the first instance you should talk to your Class Tutor who is directly responsible for your pastoral care. They will talk it through with you and discuss a way forward.
- If you are not satisfied with this result, you can put the complaint in writing then escalate to the Head of Faculty, as the person in Management responsible for the academic department.
- The Campus Manager is available for any concerns/complaint that the Head of Faculty is unable to manage.
- If you are unsatisfied by campus staff in dealing with your concern/complaint, you can contact the Campus General Manager in writing, outlining your concerns and the discussions held to date with the campus staff.

Campus General Manager (Insert Name of Campus)
New Zealand Management Academies Limited
PO Box 78-359
Grey Lynn,
Auckland 1245

In extreme cases where a resolution is not found, you can contact NZQA. They will determine if we have followed a fair and reasonable path in line without company expectations. NZQA advises that students, must make a genuine effort to resolve their concerns by following the organization's formal complaint process, before making a formal complaint to NZQA. More information can be found here - <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

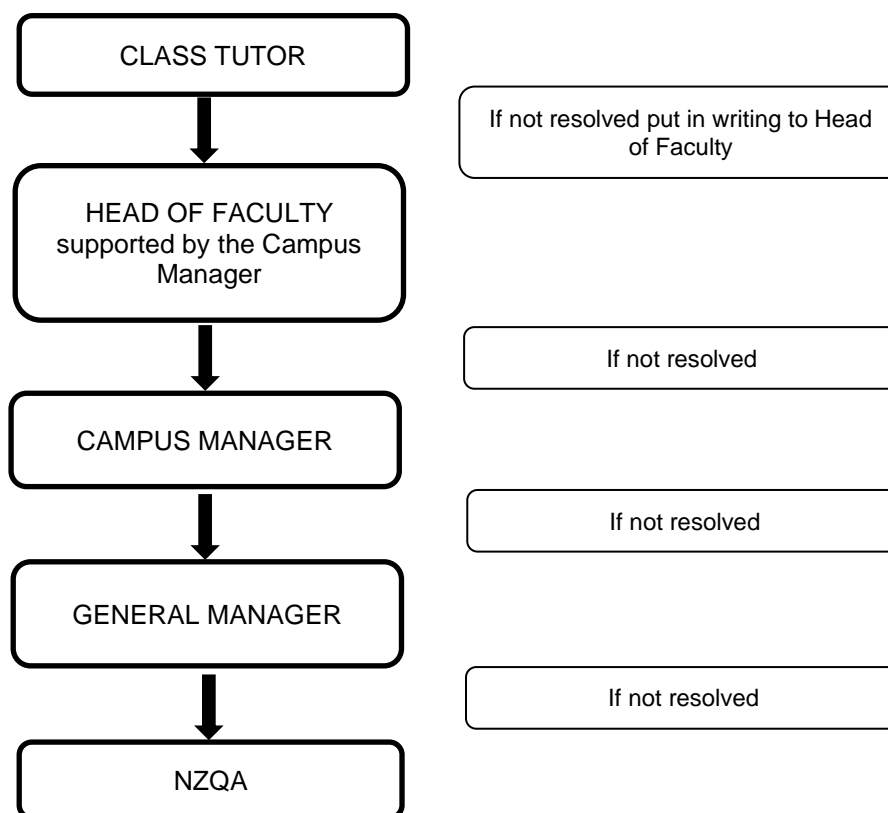
The Complaints Officer
Quality Assurance Division
New Zealand Qualifications Authority
The Terrace, PO Box 160, Wellington 6140
Ph: 0800 697 296

Or

For **International students** if the complaint is of a financial/contractual nature, NZQA will refer it to the Dispute Resolution Scheme (DRS) operator iStudent Complaints. Information about the Dispute Resolution Scheme operator can be found at www.istudent.org.nz

Flow chart of complaints procedure process

Who shall I talk to if I disagree with actions/decisions of NZMA?



Remember: In all circumstances, NZQA and NZMA will stand by the guidelines outlined in this handbook as a point of reference when making decisions.

Code of Practice for the Pastoral Care of International Students

NZMA has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by NZQA. Copies of the Code are available on request from this institution or from the NZQA website at www.nzqa.co.nz

Computer Network, Internet Policy, and IT Services

Use of the computers or our Wi-Fi network means you have agreed to the following:

1. Personal responsibility

The student takes personal responsibility for their actions in accessing the company's computer system or Wi-Fi.

Students understand that they may not, under any circumstances, change any of the settings, screen savers etc. Any such changes would mean disciplinary action including being refused access to the computers and network.

2. Use of personal electronic devices (on campus) requiring power

Students and staff must only use devices that are electrically safe on NZMA campuses as this is a fire risk. Devices should be inspected by the owner and be in safe condition prior to use e.g. no split cables, damaged plugs etc. If in doubt, consult the advice of a competent technician.

3. Internet access

Students may not access the following:

- Sites that are considered to be offensive or are of illegal nature i.e. pornographic or violent
- Chat rooms during class time
- Facebook or other social media websites during class time

4. Restrictions on social media

Due to the high risk of reputational damage to the organisation and the viral nature of social media increasing the 'spread' of negativity, the following policies applies:

- a. Comments or photographs about NZMA on *your personal social media platforms* that could be classed as negative, inappropriate, or unprofessional are prohibited.
- b. Comments or photographs on *any social media platform directly linked to the organisation* (e.g. NZMA Facebook or Instagram pages) that could be classed as negative, inappropriate, or unprofessional are prohibited.
- c. Being *'tagged' or 'linked' to anything of this nature* is prohibited and students should remove anything of this nature immediately.
- d. *Linking any social media profile to any staff member* is prohibited whilst you are a current student.

Note: 'organisation' includes any organisation in the New Education/UP Education Group.

5. Proxy sites

Students may not access "proxy" sites for the intention of accessing websites that would otherwise be blocked by the company's web filtering system.

6. Music/videos and films

Music, videos, or films may not be downloaded or shared.

7. Banned material

Access to and downloading of any material that encourages violence, illegal acts, racist tracts, or 'hate' speech is forbidden. The use of torrent software is prohibited.

8. Damage to equipment etc.

No student may intentionally cause damage to any equipment, software, or other related aspect of the facility; this includes (but is not limited to) vandalising, hacking, destroying technological systems or equipment including computer hardware and software. Vandalism includes (but is not limited to) printing excessive copies, attempting to crash computers or networks, the creation or intentional use of programmes designed to damage computers, the creation or intentional use of programmes designed to inhibit network traffic, the use of chain letters, or excessive messages, or devices that restrict legitimate use.

9. User rights

Students are expected to consider and respect the right of other people to use the facility without disruption or abuse.

10. Unauthorised copying/loading

Unless authorised to do so, no student may copy software or load any software onto company owned machines they may be using.

11. USB sticks

As a matter of security, the use of USB sticks to transfer files are prohibited on the network. This includes plugging them into thin client devices or laptops attached to the NZMA network. The company recommends the use of cloud-based solutions like Office 365 One Drive or your provided email address to transfer files from home to your NZMA account.

12. Use of network for plagiarism

Students must not use the computer network in order to plagiarise any form of assessment or project. This includes (but is not limited to) emailing your work to another student, obtaining another student's work, and replacing their name in the document with yours, accessing another student's files with or without their knowledge or emailing answers during an assessment.

13. Unauthorised copying, downloading

Unauthorised copying, downloading, uploading or theft of software, copyright material and or other intellectual property is prohibited. Students must not use any information and communications technology systems and resources for commercial purposes.

14. Harassment

Use of the computer systems to send obscene or harassing messages anywhere or to anyone is totally prohibited and will not be tolerated. It is important to keep the evidence of what is happening to you or another person so this can be investigated. Report the issue as soon as possible to your course tutor, Head of Faculty or Campus Manager.

15. Office 365

Office 365 – OneDrive gives you access to your files on campus and at home via the Office 365 platform. You can find the link to the Office 365 login page on your home page when you login and open Internet Explorer. Office 365 allows you to use Office programs such as Word, Excel, and PowerPoint at home. To find support on Office 365 please visit the home page after you have logged in and opened Internet Explorer.

16. Privacy issues

All students shall respect the privacy of others. All user files, phone mail and company email messages are private and shall only be accessed with the permission of the owner. Company files are completely off limits. Any attempt to access these will be regarded as a serious breach of conduct and dealt with accordingly.

17. Password security

Students must observe appropriate password security and report any problems immediately to tutors. Any damage to or misuse of files must also be reported immediately.

18. Copying and printing

Only copying or printing that is relevant to your studies is authorised.

19. Logging off

Users must not leave terminals, browsers, and other access channels to the network unattended for unreasonable periods of time while they are logged into those systems. Users must log off the terminal they are using when they are leaving that terminal or access channel unattended for more than 20 minutes.

19. Legal

Students agree to abide by all New Zealand laws and understand they will be liable for any laws broken.

20. Disclaimer

In the event where there is suspicion around the rules of this agreement being broken, the company has the right and the ability to audit your company email and web browsing history. Information gathered from this audit could result in disciplinary action.

The company disclaims any responsibility for the content, quality, performance, or any other aspect of the Internet. In no event and under no circumstance will the company be liable for any consequential, incidental, indirect, or special damages resulting directly or indirectly from a student's use of the system or the internet.

International Experiences

Upon graduation students may wish to gain paid employment overseas to gain further skills and be involved with companies that are world class. Here are just a few of the opportunities available to students.

Internships

Cookery Level 4 and 5, Hospitality Management Level 6 and Applied Management Level 7 all include internships. Where possible these are paid internships. NZMA will work with you to find an internship that suits you. To qualify for an internship, it is expected that you are fully up to date and competent on all assessments, your attendance has been at 90% or over, and you are meeting the professional guidelines outlined on Page 1.

There is no refund should you not be placed on an internship for reasons stated above.

All the internships 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 with industry not continuing, economic downturn.

Walt Disney World - Florida

An opportunity to work at Disney World in Florida is available for our domestic students who are completing a qualification of 32 weeks full time. Interviews are normally conducted twice a year in Auckland, Hamilton, Wellington, and Christchurch. 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 follows:

- Be a citizen of New Zealand or Australia
- Be at least 18 years of age at time of application
- Be able to start within 12 months of programme completion
- 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
- Have successfully gained the qualification
- Have the enthusiasm and people skills to ensure every Disney guest experiences the magic

The Broadmoor Resort – Colorado, USA

Suitable for students completing qualifications at Level 5 and 6. Domestic students and more recently some international students have been eligible to work at the Broadmoor Resort. The eligibility differs dependent on whether you are a domestic or international student.

For our domestic and international students, you can apply to work at Broadmoor once you have completed your Diploma programme. You have up to 12 months after you have completed your programme to apply.

This opportunity is subject to current eligibility and selection requirements as follows:

- Be able to start within 12 months of programme completion
- Be responsible for all costs
- Exit the United States upon completion

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

- Met the professional guidelines outlines in this student handbook
- Successfully gained the qualification

Industry Visit Guidelines

To maximise your learning and enjoyment on industry visits 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:

- **Behaviour:** Professional behaviour is expected at all times. You will be representing NZMA 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.)
- **Dress standards:** During any off-site visit you are representing NZMA and your dress needs to align with our brand and the expectations of the tourism industry. You will be told beforehand what is expected. At all times NZMA will not accept offensive logos, ripped or 'distressed' clothing or beachwear.

Employment

We know that your aim is to obtain employment in your chosen career at the end of your programme, please remember we are here to support, encourage and guide you to find you a job but we do not guarantee you a job upon graduation. Included in your programme is a series of sessions that relate specifically to finding employment. These sessions include the development of your curriculum vitae (CV), interview techniques and other employment modules. Throughout the year we are approached by the industry wanting to interview our graduates for positions that are available. To be considered you will need to ensure your CV is completed by the end of the CV module and signed off by campus management.

Career & Employment Job fairs

A job fair may be organised in a city or town near the campus to which industry employers are invited to meet students. These are for students who have demonstrated exceptional attendance, are up to date with modules, maintain grooming standards and have demonstrated the key attributes which the industry seeks. All students participating in a job fair must meet the professional guidelines as outlined at the beginning of this handbook.

External Support

The following agencies can be contacted should you require assistance:

Salvation Army

- Community & Family Services, 691A Mt Albert Road, Auckland. Ph: (09) 639 1103
- Hamilton Community Ministries, 99 London Street, Hamilton. Ph: (07) 834 7000
- Rotorua Community Ministries, 1188 Amohia Street, Rotorua. Ph: (07) 346 8113
- Central Division Headquarters, 204 Cuba Street, Wellington. Ph: (04) 384 4713
- Christchurch Community Ministries, 9a/166 Moorhouse Avenue, Christchurch. Ph: (03) 366 8128
- Dunedin Community Ministries, 160 Crawford Street, Dunedin. Ph: (03) 477 9852

Citizens Advice Bureau

- Auckland Central City Library, 44-46 Lorne Street, Auckland. Ph: (09) 379 4015
- 55 Victoria Street, Hamilton. Ph: (07) 839 0395
- 1115 Haupapa Street, Rotorua. Ph: (07) 348 3936
- Central Library, 65 Victoria Street, Wellington. Ph: (04) 472 2466
- 15 Williams Street, Christchurch. Ph: (03) 366 6490
- 301 Moray Place, Dunedin. Ph: (03) 471 6166

Work and Income New Zealand

- Level 3, 450 Queen Street, Auckland. Ph: 0800 551 001
- 317 Victoria Street, Hamilton. Ph: (07) 957 0399 / 0800 559 009
- Ground Floor, 1207 Pukuatua Street, Rotorua. Ph: 0800 559 009
- Freemason House, 195 Willis Street, Wellington. Ph: 0800 559 009
- 78 Riccarton Road, Christchurch. Ph: 0800 559 009
- Cnr St Andrews and Castle Streets, Dunedin. Ph: (03) 455 0463

Other companies

- www.needtotalk.co.nz - txt free 1737
- <https://thelowdown.co.nz>
- <https://depression.org.nz> - 0800111757 txt 4202
- www.youthline.co.nz - 0800376633 txt 234

Facilities

An orientation tour will be given on the first day of the programme to show you the location of the training rooms, computer rooms, lunchroom, and bathroom facilities.

Food and Drinks

Classrooms and computer rooms are a food free area. Drinking from cups and bottles without lids is not permitted. Please dispose of after use. Chewing gum is not permitted. We have onsite cafés at Symonds Street, Sylvia Park, Otahuhu, Hamilton and Christchurch (NZMA) with student friendly prices.

Our other campuses provide complimentary kitchen facilities which may include coffee, tea, milk, sugar and use of a microwave and fridge. Although we strive to make these complimentary amenities available to you, we ask that they are used sparingly. Abuse of tea, coffee, milk, and sugar could lead to loss of privileges. Should you place food in the fridge, please label and dispose of food items at the end of each day, as we will otherwise do this.

It is your responsibility to clear away your empty cups and general "mess" that occurs during the day, in the training rooms and in the kitchen. There is a kitchen roster, which is shared amongst the groups to help ensure the kitchen and lunchroom are kept tidy.

Graduation

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

Health and Safety

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

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

Accidents

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

Emergency procedures

Should an emergency arise, please follow the instructions of the appointed floor warden. Emergency procedure notices are posted in the building. Please take a moment to read these and familiarise yourself with evacuation routes and assembly areas.

Harassment

The company has clear policies and procedures for dealing with any form of harassment with which staff and students are expected to comply. We define harassment generally as actions or statements which interfere with or inhibit the staff member or students' ability to work or study in a positive and successful manner; and/or which fails to respect the dignity of an individual or group. This includes harassment based on age, ethnicity, nationality, marital status, religious or political belief, sexual orientation, or disability.

Procedure

- a. Any student who feels they have been harassed in any way by a staff member or student should make a complaint to the Campus Manager.
- b. The Campus Manager investigates the complaint.
- c. Where the person investigating determines that there is evidence that harassment of some form has occurred, they may:
 - Inform the student that the harassment must cease, and detail what behaviour is expected and/or
 - Give the student a warning, indicating that they may be expelled

Medical Emergency

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

If you have any medical conditions (e.g., epilepsy, diabetes) that you feel we should be aware of, please let us know. This information will be accessed only by those who need to know and could be vital in an emergency.

It is important to seek medical attention if you have symptoms of communicable diseases to avoid an influenza outbreak/pandemic.

Security

Students who are away during scheduled class times must apply for leave. If we cannot get hold of you, the campus reserves the right to contact your next of kin, emergency contact and any other contacts known to us to ensure that you are safe.

Health and safety on work-based experience, placements, and internships

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

COVID Pandemic Campus operations at the different alert levels

Alert Level 4

- All Campuses will close with face-to-face classes, labs, workshops, tutorials, noho, and meetings moving to an online environment.
- If for any reason you cannot attend these streamed classes, these lessons will be recorded, and your tutor will be in touch to ensure you can catch up on any missed learning.
- If you have any issues logging in to classes or with technology, please get in touch with the campus/your tutor so that we can help.
- If you are unable to attend class because you do not have a device or Wi-Fi connectivity, then please contact your Campus Manager
- Use Government COVID-19 contact tracing app. This must be used at all times. Everyone is responsible for ensuring this occurs.
- Maintain physical distancing of 2 metres outside your home, for example when doing grocery shopping and on public transport.
- Practice good hygiene at all times, wash your hands regularly, clean surfaces, sneeze/cough into your elbow.
- It is highly recommended that you wear a mask.
- If you have symptoms of cold or flu, call your doctor or Healthline and get advice about being tested. If you have been told to self-isolate, you must do so immediately.

Alert Level 3

- All classes will move online, and we will continue to deliver your learning online while we remain at Alert Level 3.
- Any class, lab, workshop, etc. that cannot be delivered online must be **limited to 10 people or less**.
 - Each such group is considered a 'bubble' and must not interact with any other student/staff bubbles of 10.
 - For example, a student may attend a class, lab or workshop with a group of other students (of up to 10 students and staff), but not then move on to multiple other classes with different groups.
- If for any reason you cannot attend these streamed classes, these lessons will be recorded, and your tutor will be in touch to ensure you can catch up on any missed learning.
- A reminder, if you have any issues logging in to classes or with technology, please get in touch with the campus/your tutor so we can help.
- If you are unable to attend class because you do not have a device or Wi-Fi connectivity, then please note the following:
- Our campuses will be open and operating as Wi-Fi hotspots so you can come in and attend your streamed lessons.
- Devices will be available for you to pick up from campus so that your learning is no longer impacted.

- Please contact your Campus Manager to let them know if you are planning on coming to campus so that we can ensure that the environment is completely safe. We will be following strict COVID protocols including physical distancing, closure of communal areas such as lunchrooms and small classes. Students and staff on site will operate in isolated bubbles of no more than 20 as per guidelines from the Ministry of Health and Education
- Use Government COVID-19 contact tracing app. This must be used at all times. Everyone is responsible for ensuring this occurs.
- Maintain physical distancing of 2 metres outside your home, for example when doing grocery shopping and on public transport.
- Practice good hygiene at all times, wash your hands regularly, clean surfaces, sneeze/cough into your elbow.
- It is highly recommended that you wear a mask.
- If you are sick, stay home. Do not come to campus. Do not socialise. If you have symptoms of cold or flu, call your doctor or Healthline and get advice about being tested. If you have been told to self-isolate, you must do so immediately.

Alert Level 2

- It is safe for students to attend class on campus and all on-site activities at Campus facilities can take place, such as classes, lectures, labs, workshops, tutorials, noho, and meetings, provided the necessary public health control measures are in place.
- Remote learning and teaching arrangements will remain in place to allow the Campus to manage capacity and to cater for 'at risk' students and staff.
- Please take your laptop and resources home every day in case changes occur to alert levels.
- People at higher risk of severe illness from COVID-19 are encouraged to take additional precautions when leaving home. Please speak to your tutor if you have concerns.
- Use Government COVID-19 contact tracing app. This must be used at all times. Everyone is responsible for ensuring this occurs.
- Physical distancing of one metre will be in place on campus where possible.
- Maintain physical distancing of 2 metres outside your home, for example when doing grocery shopping and on public transport.
- Practice good hygiene at all times, wash your hands regularly, clean surfaces, sneeze/cough into your elbow.
- It is highly recommended that you wear a mask.
- If you are sick, stay home. Do not come to campus. Do not socialise. If you have symptoms of cold or flu, call your doctor or Healthline and get advice about being tested. If you have been told to self-isolate, you must do so immediately.
- All practical lessons require PPE to be worn at all times as follows:
 - Any sessions with clients where 1M distancing is not achievable: masks, disposable gloves, aprons.
 - Other practical sessions where equipment is in use (e.g., Café Work, Cookery, Sport Equipment): disposable gloves.
 - PPE used to touch other people must be disposed of after each client and new PPE put on for the next client.
 - PPE must be disposed of at end of a lesson in a sealed rubbish bag.
 - Do not touch your face with gloves on
 - All PPE and paper waste must be disposed of daily.

Alert Level 1

- It is safe for students to attend class on campus and all on-site activities at Campus facilities can take place, such as classes, lectures, labs, workshops, tutorials, noho, and meetings.
- All staff and students should return to on-campus activities.
- Use Government COVID-19 contact tracing app. This must be used at all times. Everyone is responsible for ensuring this occurs.
- Maintain physical distancing of 2 metres outside your home, for example when doing grocery shopping and on public transport.

- Practice good hygiene at all times, wash your hands regularly, clean surfaces, sneeze/cough into your elbow.
- It is highly recommended that you wear a mask.
- If you are sick, stay home. Do not come to campus. Do not socialise. If you have symptoms of cold or flu, call your doctor or Healthline and get advice about being tested. If you have been told to self-isolate, you must do so immediately.

Internal Support Services

Counselling

Seeing a counsellor to help you cope with stress and anxiety may be of help to you. Most campuses have onsite counsellors for students who may require help. Please ask your Course Tutor, Head of Faculty or Campus Manager if you need assistance.

Impaired performance or learning difficulties

Let us know if you have any learning difficulties which may make it more challenging for you to achieve, so we can work through an individual plan to assist you. We also have a policy around dealing with instances of impaired performance so if you think this may apply to you, please let us know.

Tutorials

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

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

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

QTime

QTime are one on one meetings with a dedicated tutor. This will take place approximately every five to six weeks. Each student will have the opportunity to catch up with their Class Tutor to discuss a variety of topics such as goal setting, career aspirations, academic progress etc.

These meetings allow the student and tutor to “touch base” and arrange further opportunities for discussion if required.

Class meetings

Each campus holds a class meeting once a week. This is a compulsory meeting as it is vital to your success. A tutor is allocated to each class, to whom any issues can be addressed, as well as new ideas, memos, notices, guest speakers, industry visits etc. The tutor will also monitor and follow up on your results, program progression, attendance, areas of development.

Student representative meetings

Student representatives are elected by each class to form a student council, which meet with the Campus Manager. The student representative is to be aware of the highlights and challenges their class are experiencing in order to bring to the meeting any comments on a wide range of subjects including, administration, programme delivery, resources and class meetings.

The role of the student representative is vital as they will work closely with Management to ensure the class is running effectively in line with any company policies, procedures, and expectations. At times, information discussed with student representatives may be used to ensure policies, procedures and

expectations are being met and or enforced. Student representatives understand that any information they provide could be used by Management in a variety of capacities and that the contribution they make is highly valued.

International students

For International Students, the Pastoral Care Officer is the Campus Manager except at Symonds Street, Sylvia Park and Hamilton where there is a Pastoral Care Officer. They are available to assist you with requirements such as:

- Accommodation
- Cultural issues
- Road safety and driving regulations and laws
- General student welfare requirements and requests

A Welcome booklet is provided to all international students at enrolment with more detail specific to international students and their welfare.

There is also a resource of information on the student notice board in the student lunchroom.

Location of classes

Auckland Central: NZMA & The Culinary Collective, 100 Symonds Street, Auckland Central 1010
Phone: 09 336 0043

Greenlane: NZIS 382 Manukau Road, Epsom, Auckland 1023
NZIS Phone: 09 623 3472

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

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

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

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

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

Hamilton: NZMA & The Culinary Collective, 94 Tristram Street, Hamilton 3204
Phone: 07 839 0930

Rotorua: NZMA 1224 Eruera Street, Rotorua 3010
Phone: 07 213 1030

Wellington: NZMA & NZIS, Wellington Railway Station, 2 Bunny Street, Pipitea, Wellington 6011
NZMA Phone: 04 801 2890
NZIS Phone: 04 495 8390

Porirua: NZMA 1 Prosser Street, Porirua, Wellington 5022
Phone: 04 801 2890

Christchurch: NZMA & NZIS 85 Peterborough Street, Christchurch Central 8013
NZMA Phone: 03 366 3489
NZIS Phone: 03 961 3046

* These sites may change

Mobile Phones

Out of respect for others in your class including your tutor, no texting or cell phone use of any sort is allowed during class times or on visits. This reflects the workplace where use of cell phone during work time can be seen as theft of time.

Dress Code

All clothing worn on campus must meet the dress code for that campus and programme.

If you are a domestic student with a student loan, you can use your programme related costs (of up to \$1,000) to pay for any uniform that might be part of the programme requirements. These are usually detailed on your confirmation letter.

If your programme does not have a uniform, you are welcome to wear clean, comfortable clothing that is campus appropriate. It is inappropriate to wear clothing that is revealing or has offensive logos, slogans, or badges. Also, insignia, patches and colours that might represent a gang are prohibited.

Programme Content

The company reserves the right to change or remove any part of the programme content should they need to do so. Strike action, political unrest or change in policy may mean study tours, visits, guest speakers etc. cannot go ahead as planned. It is not the company's intention to change the programme however agreements between suppliers and us can change at any time. The daily and weekly programme can be subject to change without notice. Sometimes holiday dates may also need to change.

Certain criteria must be reached before students can go on study tours, internships or work experience, and complete higher-level qualifications. Failure to achieve these criteria will result in students being unable to participate with no refund owing. Refer to Internships, Employment and Job Fairs and Enrolment into Future programmes.

In circumstances where face to face delivery is unable to occur, students may be given written or online resources to complete from home. Examples of circumstances that may affect face to face delivery include snowstorms, earthquakes, excessive flooding, power cuts, staff illness etc.

Please refer to our website, <http://nzma.ac.nz> for current programme content or is available upon request.

Alcohol

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 tutor. If you are under the age of 18 years of age you will be prohibited from consuming alcohol, except where a parent or guardian has provided written consent.

Prohibited Items and Substances

Students will not possess on the campus weapons of any kind and/or items designed to injure or threaten. Students must not possess or consume any alcohol (unless part of the programme – refer above), non-prescribed drugs or substances or be under the influence of alcohol, or substance abuse while on campus. Students who are suspected of carrying, using, or distributing illegal drugs on campus will be reported to the police.

Programme Fees

The cost of the programme for you is on your confirmation letter. For New Zealand citizens or permanent residents, the Ministry of Education subsidises part of your programme fee.

Programme costs includes:

- GST (Government Goods and Services Tax)

- NZQA registration and unit standard fees
- All tuition and workbooks
- All outside visits and domestic study tours

Programme costs excludes:

- Compulsory Student Service Levy (CSSL)
- Personal stationery and textbooks
- Lost, destroyed, or stolen workbooks: \$10.00 per workbook
- Course related costs of up to \$1000.00 – a list is available prior to commencement such as industry resources e.g. reading materials, textbooks
- The following are not included in visits or study tours:
 - Transport to and from home to the airport/transport station on all study tours
 - Any meals and drinks and items of a personal nature
 - Any optional activities over & above those included

Passports and visas

It is your responsibility to ensure you have the correct documentation such as a valid passport, visa, and re-entry visa etc. if you participate in an international educational visit. Some countries require that your passport be valid for six months after departure so you will need to ensure you have the correct documentation. Failure to have this will result in your non-participation on the educational visit during your programme. A participation criterion applies as per the overseas educational/study tours. To avoid additional expense, please do not leave this process until the last minute.

Resources

Your campus will be able to advise you what resources they have on-site and what resources are available on-line. You can also join the public library for free. You will just need proof of your residential address such as a letter or bill. If you want to download resources from the internet check one of your classmates has not already done this, as you may then be able to put it in the class shared drive. This way your own space is not used, and everyone can access it.

In some programmes additional textbooks are required for students to purchase.

Students need to demonstrate academic integrity, honesty, and respect for the work of others by referencing correctly, staying within the limits of copyright licences, and in not engaging in assessment misconduct, cheating or plagiarism.

Smoking Areas

NZMA is committed to the health and wellbeing of students, and the benefit of a smoke free lifestyle. Smoking directly in the front entrance of buildings or in other outside areas designated as smoke-free is prohibited. If your campus has a designated smoking area, please only use this area. If your campus does not have a designated smoking area, you must not smoke anywhere on campus ground or in campus buildings. Anyone wishing to smoke must be at least 50 meters away from campus grounds.

Student Free Days

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

Student ID's

Upon payment of fees and commencement of your study, we will take your photo and provide you with a student ID card. This card will get you discounted travel on certain bus and train services. Replacement cards are \$5. Please always carry your card with you so you can produce it on request.

Student Contact with Industry

If for some reason you are required to contact industry for information in a written format, please get the letter/fax/email approved by either your Campus Manager or Head of Faculty. No written communication is to be sent without approval from an authorised person. You will be liable for any misrepresentation of the college.

Student Fees & Withdrawal of Services

In the event of NZMA going into liquidation, Public Trust will be holding the unused portion of the programme for which the student has paid. If students wish they may be able to complete any remaining subjects/modules by distance learning if they are available in this format. This may allow students to complete the programme from home. NZMA will actively try and place students with other providers and negotiate a reduced cost for the balance of any training.

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

Student Allowances

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

Studylink Ph: 0800 88 99 00.

Studylink requires that students must pass at least half of their course load over a set period to remain eligible for a student loan. Failure to do this may mean students are not eligible for a loan or allowance next time they wish to study.

Fees Free:

If you are planning to start tertiary study or training for the first time you may be eligible for fees-free.

If you're a New Zealander or are ordinarily resident in New Zealand and were at school in 2018, 2019 or 2020 (other than as an adult student), you may qualify for the equivalent of one year's fees-free provider-based study or two years' industry training. If you're not a recent school leaver, and you've done less than half a year of tertiary study or training (whether in New Zealand or in any other country), you may also qualify to study fees-free next year up to a maximum of \$12,000. You can check if you are eligible for fees-free studying using the tool on the fees-free website, www.feesfree.govt.nz.

Training Incentive Allowance (TIA) If you are on a benefit, you could be entitled to a Training Incentive Allowance from Work and Income. Our administration team can fill out the provider section on your TIA application form.

Youth Guarantee Travel allowance

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

Targeted Training and Apprenticeship Fund (TTAF)

TTAF programmes are free for learners and covers fees from 1 July 2020 until 31 December 2022. Please talk to your tutor and/or the Sales team regarding this.

Telephone, Mail and Messages

A phone for student use is located at reception. Calls cost \$1.00 for a local/mobile call. Only in urgent cases will messages for students be accepted at our office. Personal mail and packages should not be sent to the campus to be passed on to you and we do not accept any responsibility for forwarding student mail or packages.

Support and Guidance Directory

EMERGENCY

Police/Fire Service/ Ambulance 111

Alcohol and drug problems

Al-Anon Family Groups (All Hours) (09) 379 4871
Alcoholics Anonymous 24 Hour 0800 229 6757
Alcohol Drug Helpline 0800 787 797
Community Alcohol and Drug Service 0800 787 792
Narcotics Anonymous 0800 628 632
Quitline (smoking) 0800 778 778

Banks

ANZ 0800 269 296
ASB 0800 803 804
BNZ 0800 800 468
Westpac 0800 400 600
Kiwibank (09) 336 1133

Counselling, health and information

AIDS Foundation (09) 303 3124
AIDS Hotline 0800 802 437
Anger Management Programme (09) 835 0509
Anglican Trust for Women & Children (09) 276 3729
Auckland City Mission (09) 379 2395
Auckland Ethnic Council Inc (09) 362 7968
Auckland Sexual Abuse Health (09) 623 1700
Bethany Centre (09) 376 1324
Budget Commission on Human Rights (09) 373 3897
Cancer Information Service 0800 800 426
Chinese Lifeline 0800 888 880
Chinese New Settlers Services Trust (09) 262 3868
Cornerstone Christian Helpline (09) 307 1580

Diabetes Centre South Auckland (09) 278 6364
Doctors/Hospitals Refer to phone book
Eating Disorders (04) 461 6528
Family Planning Association 0800 372 546
Family Support Services (09) 360 0229
Gambling Youthline 0800 654 659
Healthline 0800 611 116
Lifeline 0800 111 777
Maori & Pacific Womens Health Collective (09) 378 8813
Manukau Youth Resources Services (09) 263 7340
Rape Crisis (09) 366 7213
Parent Help/Barnardo's (Child Abuse Prevention) 0800 472 7368
Plunket Line 24 Hour 0800 933 922
Prisoners Aid & Rehabilitation (09) 630 0862
Rainbow Youth Trust (09) 376 4155
Rape & Sexual Abuse Healing Centre (Hamilton) (07) 839 4433
Relationship Services (09) 525 1051
SafetyNet (Domestic Violence) 24Hr Crisis Line (09) 303 3939
Salvation Army (Northern) (09) 379 4150
SamoaAtia'e | Magelenc Society (09) 256 0900
Schizophrenia Fellowship Auckland Inc (09) 378 9134
Sexual Health Service (09) 307 2885
Shakti Asian Woman's Safe House (24 hours) 0800 742 584
Stroke Foundation AKLD Ltd (09) 441 8959
Tenancy Services 0800 836 262
Toughlove Auckland Inc (09) 624 4362
Victim Support 0800 842 846
Waitakere Sexual Abuse Counselling (09) 837 2491
Wharekaha Home Builders Family Support (09) 298 761
Women's Refuge 24 Hour Crisis Service (Auckland) (09) 378 1893

Women's Refuge 24 Hour Crisis Service (Hamilton)	(07) 855 1569
Youthline Crisis Phone Counselling	0800 376 633
Youthlink Family Trust	(09) 236 8660
Mental Health Advocacy Peer Support (MHAPS) Email: reception@mhaps.org.nz	(03) 365 8055 022 370 8055
Birthright Christchurch – Single Parent support	(03) 366 9456 0800 457 146
CareNZ – Addiction Support Email: christchurch@carenz.co.nz	0800 365 87
Battered Womens Trust Crisis	(03) 364 8900
Te Whare Hauora (womens refuge) 59 Shortland Street, Aranui	(03) 379 6910
West Christchurch Womens Refuge Crisis	(03) 379 575
Canterbury Mens Centre 357 Gloucester St	(03) 365 9000 (SMS) 022 302 4966
Kaipoi Community Support Nicki Carter Volunteer & Projects Team Leader Alison Jagger Clinical	(03) 327 8945 (03) 394 9115
24 Hour Surgery 401 Madras St	(03) 365 7777

NGO & Community organisation updater is a great website to find all the service and community groups in Christchurch Ngoupdater.org.nz

General

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

Maternity Care 0800 686 223

Government Agencies

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

Poisons and hazardous chemicals

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

Rescue services

Civil Defence	0800 222 200
Search & Rescue	111

Salvation Army

Linwood - 177 Linwood Avenue Christchurch city	(03) 389 3723
853 Colombo Street (cnr of Colombo St & Salisbury St)	(03) 366 0740
Aranui 34 Portsmouth Street, Wainoni	(03) 388 1072
Belfast 794 Main North Road, (cnr of Main North Road and Donegal St)	(03) 323 8257
Hornby 23 Manurere Street, Hei Hei	(03) 349 6268
Rangiora 15 Albert Street	(03) 365 9659

Services for people with disabilities

Auckland Deaf Society Inc	(09) 630 6980
Disability Resource Centre	(09) 625 8069

Services for the aged

Age Concern Auckland	(09) 623 0184
North Shore	(09) 489 4975
KAAP-60 Plus (Pacific Island Homecare Service)	(09) 274 9153

Services /Food Banks

Christchurch City Mission	(03) 365 0635
Delta Community Support	(03) 389 0212
Beulah Fellowship	(03) 355 4528
Ellesmere Food Bank	(03) 324 3576
City Harvest Food Rescue	(03) 930 1065
Red Cross 320 Manchester St	(03) 365 2051

Te Maori

Hoani Waititi Marae	(09) 818 2323
Nga Puawai O Wikitoria Kohanga Papakura	(09) 296 2143
Ngati Whatua O Orakei Maori Trust Board	(09) 521 2884
Rangimarie Kohanga Reo Takanini	(09) 296 1237
Samuels RJ Rev Ratana Minister Wellsford	(09) 423 8352
Te Unga Waka Marae Epsom	(09) 520 0861
Te Kura O Hoani Waititi Marae	(09) 818 2317

Trauma and counselling assistance

Auckland Central Victim Support Group	(09) 302 6653
Auckland HELP Foundation (Sexual Assault Victims) 24 Hours	(09) 623 1700
Women's Refuge	(09) 378 1893
Family Planning Association	(09) 379 0657
FioPoChing (Family Support Services)	(09) 360 0229
Anger Management & Drug Counselling	(09) 360 0229

Gambling Crisis Hotline	0800 654 655
Gayline/Lesbianline	(09) 302 0590
KAAT Trust	(09) 274 6918
Lifeline 24 Hour Counselling	(09) 522 2999
Mid North Budgeting Services Trust	(09) 401 2216
Miscarriage Support Group	(09) 378 4060
NZ Cot Death Association	(09) 828 7576
Orakei Marae Social Services	(09) 521 0123
Pacific Island Refuge Centre	(09) 634 4662

Electric power lines

Mercury Energy	0800 101 810
Contact Energy	0800 692 668

Water / Sewage

Emergencies 24 Hour	(09) 634 7840
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Student Declaration Form

STUDENT COPY

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.

Student Name: _____

Student ID Number: _____

Signature: _____

Date: _____

Please tick here to confirm you have read and understood the information provided in this Student Handbook.

(Please sign Office Copy on the following page, detach and return to your Class Tutor/Head of Faculty)

Student Declaration Form

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