



STUDENT HANDBOOK

Guidelines, Regulations & Support

Our goal is to help every single student learn to move ahead.

*NZMA offers far more than education: We give hope. Inspiration.
And motivation.*

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

About NZMA - who we are

New Zealand Management Academies Limited (NZMA) is a registered and accredited NZQA tertiary education provider. We are committed to delivering high-quality learning that supports students to succeed in further study and employment.

NZMA's most recent NZQA External Evaluation and Review (EER) categorisation was **Category 1**, received in 2022. At that time, Category 1 was the highest EER categorisation available. The NZQA EER system is no longer in operation.

In addition to offering programmes under the NZMA brand we also operate the following trading names under the registration of NZMA. These are:

- The Culinary Collective (TCC)
- Land Based Training (LBT)
- New Zealand Institute of Sport (NZIS)
- Builders Academy New Zealand (BANZ)

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

About this handbook

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

This is a good place to start if you have questions throughout your studies. We encourage you to read through the handbook and refer back to it whenever you need guidance on how things work at NZMA.

If you need more information or would like to know more about our programmes and courses, please speak with one of our friendly staff members online or on campus.

The NZMA Student Portal

The [Student Portal](#) is a companion to this handbook and your one-stop hub for key student information. Once you receive your student Microsoft 365 login, you'll have access to the portal through SharePoint.

The Student Portal brings together everything covered in this handbook in easy-to-navigate pages, making it simple to find what you need, along with additional resources and how to guides to support you during your studies.

We recommend using the Student Portal alongside this handbook throughout your enrolment with us.



ENROLMENT INFORMATION

Your enrolment contract includes terms and conditions of enrolment.

Childcare / Caregivers

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

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

Campus Dress Code

If you have classes on campus, the clothing you wear on site will need to follow the dress code for your programme. Talk to your Tutor if there is a reason why you are unable to meet the dress code.

If your programme does not have a uniform, you are welcome to wear clean, comfortable clothing that is campus appropriate. Refer to the section on Rules & Regulations for details on prohibited items.

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

Fee Protection, Refunds & Withdrawals

Student Fees & Withdrawal of Services

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

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

sign the Public Trust Form, confirming that you are our student.

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

Withdrawal Requests

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

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

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

Exceptional Circumstances

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

Refund requests must be submitted to the Campus Manager; you would need to complete the Student Refund Request Form

and provide documentation to support the request.

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

Refund Entitlements - Domestic Students

Refund entitlements for payments made by you for your programme of study, are as follows:

Withdrawal within 8 calendar days of scheduled programme start date.

All tuition fees will be refunded minus a deduction of 10% of the fees paid or \$500.00 (whichever is the lesser amount).

Withdrawal on day 9 or later of scheduled programme start date.

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

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

There will be no refund where a student has been expelled and/or inaccurate or false information was included in their enrolment application.

Refund Entitlements - International Students

The cancellation fees are as follows:

After enrolment but before the official start date:

8% of programme fees deducted for a programme 36 weeks or longer.

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

After programme start date, but up to or including the 10th working day:

10% of programme fees deducted for a programme 36 weeks or longer.

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

After the 10th day of programme:

No refund applicable, full programme fees retained by the campus.

There may also be insurance and uniform costs if these have already been paid to the companies at time of withdrawal.

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

Financial Support - Domestic Students

Domestic students enrolled with us may be eligible for a range of student loans and/or allowances. Please speak with your Tutor or other NZMA staff or contact Studylink directly to check your eligibility.

Tuition Fees Support

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

Student Loans

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

If you are enrolled under Youth Guarantee, you won't be able to get a student loan, there are other allowances and assistance available to you.

Study Link Allowances & Further Support

If you are studying full-time, you may be eligible for a Student Allowance to help with day-to-day living costs. This payment does not need to be repaid.

Some students receiving a benefit may be eligible for a Training Incentive Allowance, and StudyLink may also provide additional support for costs such as accommodation, childcare, or health and disability needs.

Students enrolled in a Youth Guarantee programme may be eligible for a travel allowance.

To remain eligible for StudyLink support, you must meet your course requirements, including attending and submitting required assessments. If these requirements are not met, StudyLink may stop payments.

Identified Needs

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

Health & Medical Conditions

If you have a serious medical condition such as an allergy, you need to advise NZMA of this and provide your GP or clinic's name. This ensures we have this information available in case of a medical event. Ask at reception if you need to register with a local doctor.

Disability & Impairment

This covers a range of factors including short/long term injury, sight, hearing, mental health impairments etc. This could mean you may need to use specific tools to better engage with learning material.

Neurodiversity

Neurodiversity covers learning variances examples include dyslexia, autism, and

ADHD. This could mean you need your own focus space from time to time.

Working with you

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

International Students

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

Insurance

International students must have a comprehensive medical accident and contents policy as a condition of their student visa. Insurance is monitored by the NZMA International Compliance & Support Officer.

Student Visa

International student must hold the correct visa to study at NZMA (name of school, programme of study, and location must all be correct). If the details are incorrect or your visa expires, you won't be able to study.

If anything changes about your student visa, it is expiring, or you get a new passport, you must update NZMA (NZMA International Compliance & Support Officer) immediately, email Studentsupport@nzma.ac.nz.

For advice on student / graduate visa and or employment restrictions these websites see immigration.govt.nz and naumainz.studyinnewzealand.govt.nz/ or speak to a licensed immigration adviser.

Learning Resources

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

Computing Devices

You will need to bring your own device to class to access online learning and assessment material. Suitable devices include laptop and tablets, but mobile phones are not suitable for this purpose. Check with your course advisor that the device and software you have will work for NZMA learning platforms. If you need support to purchase a device – speak to your course advisor.

Study Guides & Equipment

You will be provided with all required learning material.

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

Public Libraries

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

Literacy and Numeracy Evaluations

Some programmes will require an online literacy and numeracy evaluation early in your studies. This helps us understand your current skills and identify any support that may be helpful during your programme.

Literacy and numeracy evaluations could be used at different points during your

programme to help measure progress and recognise skill development over time. These are designed to support your learning and help you build skills for your next steps.

The use, timing, and type of literacy and numeracy evaluations may vary depending on your programme and individual circumstances.

Privacy & Personal Information

NZMA follows the principles of the Privacy Act 2020 and treats personal information with care and confidentiality.

NZMA will only collect, use, and disclose your personal information for the purpose it was collected, unless we are required or permitted to do otherwise for legal, safety, or wellbeing reasons.

Your enrolment form's terms and conditions explain what personal information NZMA collects, how it is used, and which agencies or organisations it may be shared with. Examples include sharing information externally to update your NZQA record, or internally where you have advised us of a personal need, impairment, disability, or condition so appropriate staff can support your wellbeing and learning.

If you are **under 18**, information related to your enrolment and/or wellbeing may be shared with your parent or guardian.

Except where information sharing is permitted or required by law, any request for your personal information from a third party must be made in writing and clearly state what information is requested and why.

Your written consent will be obtained before any personal information is released to a third party.

Recognising Learning for Credit

NZMA has processes for recognising previous learning so you may not need to repeat learning you have already achieved. If you believe you have already met the learning outcomes for part of your programme through previous study, training, or work experience, you should discuss this with your Course Advisor at enrolment and provide relevant evidence for review.

Credit recognition and transfer (CRT)

Credit Recognition and Transfer (also known as credit transfer or cross-credit) applies where you have already achieved credit for outcomes through a qualification or course that is equivalent to those in your NZMA programme.

At enrolment, NZMA will check your NZQA and NZMA learning records. Any identical or equivalent courses or standards will be credited as already achieved.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) applies where you have gained relevant and current knowledge and skills through work experience or other learning outside formal study.

You may apply for RPL by providing evidence of your experience. NZMA will review this evidence to determine whether credit can be awarded for related programme outcomes.

No assessment is required for learning that has already been formally recognised and credited.

Where you are timetabled for classes, you are still expected to attend sessions to refresh your knowledge and stay current with industry practice, even if some topics have been previously credited.

Student Records

We will retain secure records of your enrolment and academic information on your electronic student file.

This information will be available to you on request should you require copies.

Transportation

If you have classes on campus, we encourage you, where possible, to carpool, use public transport, walk, or cycle to help keep study costs down. Your campus orientation will include information about parking and nearby public transport options.

Public transport

If you plan to travel by public transport, you can find the best routes and options by visiting the relevant transport websites for your area.



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



STUDENT ORIENTATION & INDUCTION

Orientation & Onboarding

Orientation takes place before you start your programme and is designed to help you settle in and feel prepared for learning at NZMA.

During orientation, you'll be introduced to NZMA learning environments, systems, and support services, and complete any final administration requirements before your programme begins.

Depending on how you are studying, orientation may include on-campus activities focused on connection and team-building, or online activities that help you navigate UPLearn, NZMA's Learning Management System (LMS), and access key information.

If you are studying online or in a blended mode, you will be able to complete the *Ready, Set, Go!* onboarding course before your programme starts. It will appear on your UPLearn dashboard. *Ready, Set, Go!* introduces you to UPLearn, how online learning works at NZMA, and where to find support.

Induction

Induction takes place at the start of your programme and focuses on helping you understand how your learning will work at NZMA.

During induction, you'll be introduced to your programme content, requirements, and key dates. You'll also receive information about scheduled learning activities, including how your timetable or learning schedule will work for your programme and study mode.

You'll meet NZMA staff, including your Tutor, and complete a health and safety briefing appropriate to your learning environment.

Induction also covers your rights and responsibilities as an NZMA student. We'll go through the rules, regulations, and Code of Conduct outlined in this handbook, as agreed to in your enrolment contract. You'll be shown where to go for support if you have questions, concerns, or specific learning or wellbeing needs.

You'll also take part in activities to get to know your classmates where applicable, and to set shared expectations for how you'll work together to support a positive and respectful learning environment.

Updating Your Contact Details

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

Advise your Tutor or other staff member of any changes, and we'll update your contact details in our system.

Student ID Card

You will be provided with a photo student ID card when you commence study.

This card may get you discounted travel on certain bus and train services.

Internet, Computing & IT Services

Your Tutor will support you to use our systems when your programme starts. IT Start-up and Troubleshooting Guides are available in the LMS and [Student Portal](#).

Let your Tutor know if you have issues using NZMA systems, they can request IT support on your behalf.

Student Email Address

All enrolled students are provided with an NZMA student email address. We'll support you to log in and set up your password at the start of your programme.

WIFI on Campus

Free internet access is available on campus. To connect, select Education WiFi and log in using your NZMA details.

Microsoft 365 for Students

Using your student email address, you'll have free access to Microsoft 365, including online Microsoft applications you can use both on and off campus.

You can access Microsoft 365 by logging in at <https://login.microsoftonline.com> using your student email address.

Some Microsoft apps (such as Microsoft Word) may need to be installed on your device to complete online learning and assessments.

UPLearn LMS

NZMA's online learning platform is called UPLearn. When you sign in using your student email and password, you'll arrive at your dashboard - a simple, user-friendly space where you can access your learning materials and key information.

Microsoft Teams

Most campuses use Microsoft Teams to support communication and collaboration. With your Microsoft 365 access, you'll be able to communicate with your Tutor and classmates, share information, and participate in learning activities.

Microsoft Teams works in the cloud, so once the app is installed on your device, you can access your class from anywhere.

International Student Orientation & Induction

Students who are new to New Zealand will receive a specific orientation and induction to help them settle in.

The NZMA Student Portal and the NZMA Welcome Booklet for International Students include information about international student welfare in New Zealand. You'll have access to these resources when you start, and we'll go through the information with you and answer any questions. Information includes:

- Your NZMA emergency contact person and services.
- Services, support, and facilities.
- Health, safety and wellbeing information, support, and services.
- Your legal rights and obligations in New Zealand (including work rights).
- Adjusting to a different cultural environment.
- The [Nau Mai International Student website](#)



CAMPUS INFORMATION

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

Campus Contact Details

Online Campus

support@nzma.ac.nz or support@nzis.ac.nz

Whangārei

27 Bank Street Whangarei 0110
Phone: 0508 872 466 | 0508 TRAIN ME

Auckland | Tāmaki Makaurau - Central

100 Symonds Street, Auckland Central 1010
Phone: 09 336 0040

Auckland | Tāmaki Makaurau - Sylvia Park

56-60 Carbine Road, Mt Wellington,
Auckland 1060
Phone: 09 309 7802

Auckland | Tāmaki Makaurau - Manukau

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

Auckland | Tāmaki Makaurau - Trades GSR

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

Hamilton | Kirikiriroa

94 Tristram Street, Hamilton 3204
Phone: 07 839 0930

New Plymouth | Ngāmotu

17 Maralyn Place, New Plymouth 4312
Phone: 0508 872 466 | 0508 TRAIN ME

Hāwera

Egmont A&P Association, 8 Burnside Avenue
Hawera 4610.
Phone: 0508 872 466 | 0508 TRAIN ME

Whanganui

69a Taupo Quay Whanganui 4500
Phone: 06 349 0077

Hastings | Heretaunga

204 Warren Street North, Hastings 4122
0508 872 466 | 0508 TRAIN ME

Palmerston North | Te Papaioea

863 Pioneer Highway Palmerston North
4412
0508 872 466 | 0508 TRAIN ME

Masterton | Whakaoriori

Room 4 94 Oxford St, Masterton
0508 872 466 | 0508 TRAIN ME

Porirua

1 Prosser Street, Porirua, Wellington 5022
Phone: 04 801 2892

Wellington | Te Whanga-nui-a-Tara

Wellington Railway Station, 2 Bunny Street,
Pipitea, Wellington 6011
Phone: 04 801 2890

Christchurch | Ōtautahi

85 Peterborough Street, Christchurch
Central 8013
Phone: 03 366 3489

Office Hours & Appointments

Office hours are usually 8.00am – 5.00pm.

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

On-Campus Information

Café & Kitchen Facilities

Some campuses have an onsite café offering student-priced food, including healthy options. Other campuses provide shared kitchen facilities, which may include facilities for making hot drinks, and access to a microwave and fridge.

Water stations are available on campus, so bring a refillable bottle and stay hydrated.

Campus Printing & Photocopying

Some campuses have printing and photocopying facilities. Where available, you'll be provided with a user ID and password, and a print credit limit for the duration of your programme.

Access varies by campus and programme. Your Tutor will let you know whether this service is available to you.

Campus Mail & Messages

The campus will accept messages for students where these are urgent cases. To be contacted during class time for urgent issues (e.g. sick children), please ask for calls to be directed to campus reception, we will make every effort to pass the urgent message on to you.

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

Campus Lost Property

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

Please do not leave valuables or personal items unattended in classrooms or elsewhere on campus. NZMA will not take responsibility for damaged or lost property.

Campus Parking

Parking availability varies by campus. Where parking is provided, please use designated student parking areas only. If you are unsure, check with Campus Reception.

Your Campus Team

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

Campus Manager

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

The Campus Manager has the Pastoral Care Officer role and is responsible for student safety and wellbeing on campus and scheduled learning. If you have a safety or wellbeing concern outside of NZMA working hours, please use one of the helplines listed in the A-Z at the end of the handbook.

Your Tutor

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

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

Your Tutor can help with information on:

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

You will meet with your Tutor in the first few weeks of your programme to talk about supporting you in your learning journey, this is a great opportunity to share any specific learning support you might need from NZMA or plan for anything impacting your ability to attend such as access to resources, transportation issues, work or childcare commitments.

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

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

Course Advisor - Enrolments

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

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

Learner Success Team

Academic Support

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

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

International Compliance Support Officer

NZMA has an International Compliance Support Officer monitoring international student compliance. If you have any concerns or need to speak with the NZMA International Compliance Support Officer in relation to Immigration New Zealand, student visas or insurance, please ask your Tutor, other staff member or campus reception for the contact details to make a query or arrange an appointment.



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



HAUORA - HEALTH, SAFETY & WELLBEING

Keeping Healthy, Safe & Well

We know staying healthy and happy during your studies is important for success and meeting your goals.

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

All Tertiary providers in New Zealand are bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (The Code) The Code sets out the roles and responsibilities of tertiary providers in promoting and supporting your wellbeing, development, and educational achievement. For more information on the code go to: www.nzqa.govt.nz/know-the-code.

Staying in Touch

It's important that you keep your contact details up to date while you are enrolled.

If your address, email, or phone number changes, please tell your Tutor or other staff member as soon as possible.

We also need current emergency contact details - next of kin details are needed for students under 18 and international students; domestic students aged 18 and over must provide a nominated emergency contact.

We may have to contact your emergency or next of kin contact in an emergency or if we have serious wellbeing concerns.

Keeping your details up to date helps us check on your wellbeing, contact you if needed, and send important enrolment information. After you finish your programme, we may also use your details to send certificates, request graduate feedback or share employment opportunities. See the section of Privacy for more detail.

Health & Safety

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

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

Accidents

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

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

First Aid

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

Emergencies & Evacuation

If you have classes on campus, it's important to know what to do in an emergency.

At induction, you will be shown emergency procedures, exits, assembly points, and who the fire wardens are.

In an emergency, you must follow the instructions of staff, including fire wardens and first aiders, until Fire, Police, or Ambulance services take over if required.

During a fire drill or emergency, attendance rolls will be checked to confirm the safety of students recorded as being on site.

Emergency information is displayed in classrooms and on noticeboards. Please take time to read this information and familiarise yourself with alarms, exits, evacuation routes, and assembly areas.

Emergencies can happen anywhere — in class, at home, or while travelling. The Civil Defence [Get Ready](#) website provides helpful information on how to prepare for and respond to emergencies.

Health & Safety on Work-Based Placements

As part of your programme, you may take part in work-based learning, work experience, placements, or internships.

You must meet your health and safety responsibilities under New Zealand law, as outlined at the start of this section, and follow all health and safety instructions and procedures of the workplace you are placed with.

If you believe you have been asked to do something that is unsafe for you or others, you have the right to stop the task and must inform your Tutor immediately.

Counselling & Wellbeing Support Services

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

Online Support

These services available during and outside of campus hours are free of charge to students by registering with the service.

Posters with more detail are on your campus noticeboard and the [NZMA Student Portal](#).

ACS – Available for all students

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

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

Book online session by registering at www.acscounselling.com.au/registration/nzma

or emailing info@acscounselling.com.au

In person counselling

In some locations, NZMA has access to trained counsellors for students who may require face to face assistance in areas of relationships and stress management. Appointments can be made through your tutor or campus reception. Please note services have limited days and availability, there may be longer wait times during periods of high demand.

Medical Conditions, Infections & Illness

Illness

If you are unwell, please seek medical advice and take steps to avoid spreading illness to others. You can contact Healthline on 0800 611 116 or your GP for advice. Healthline can provide translators and interpreters if needed.

To help keep students, staff, and visitors safe, please do not come to campus if you have diarrhoea, vomiting, or flu-like symptoms (such as flu, COVID-19, or measles). If you have recently travelled overseas and develop these symptoms, seek medical advice promptly.

Injuries

If you have, or develop, an injury that may affect your ability to take part in programme activities, please let your Tutor know so they can support your learning and safety.

Medical Conditions

If you have a known medical condition (for example, a severe allergy, asthma, diabetes) that is managed with prescribed medication, please ensure campus management and your Tutor are aware. This helps staff respond appropriately in an emergency.

Additional Health & Wellbeing Information

A **Directory of Support Services** is included at the end of this handbook. If you need help with a health or wellbeing issue, you can refer to the directory or ask any staff member for support.

Hydration, Food & Nutrition

Eating well and staying hydrated support your wellbeing and learning by helping you stay focused and energised.

Our campuses have cafés or kitchen facilities available, providing options to help manage healthy dietary requirements.

Information is available to help you access food and nutrition support through NZMA or through community and public services where needed.

If you are experiencing difficulty accessing suitable food, please speak with a staff member. Support services are available.

A Safe Space for Everyone

NZMA values diversity and respects the cultural needs and aspirations of all learners. We all share responsibility for creating an inclusive, equitable, and safe learning environment where everyone belongs.

Discrimination, Harassment & Bullying

NZMA is committed to providing an environment where everyone is treated with respect. Discrimination, harassment, or bullying of any kind is not acceptable and is taken seriously.

This behaviour can happen in person, in writing, or online, and may occur openly or privately.

If you experience behaviour from a staff member or another student that feels unfair, harmful, or interferes with your ability to participate fully, please tell a staff member you feel comfortable speaking with. **It is never your fault.**

Personal Safety & Security

See Something? Say Something!

If you notice anything suspicious on or near campus, report it to a staff member immediately. This is your learning environment - please look out for yourself and others.

Alcohol

Where programmes involve the preparation or service of alcohol, NZMA acts as a responsible host and takes appropriate steps to ensure safety.

If you are of legal drinking age but do not wish to sample alcohol for personal, cultural, dietary, or religious reasons, please advise your enrolment advisor or Tutor. Alternative theory-based evidence for tasting notes may be available.

Students under 18 are not permitted to consume alcohol unless NZMA has received express written consent from a legal guardian for alcohol tasting as a programme requirement.

Prohibited Items & Substances

To maintain a safe environment, items or substances that may cause harm or be used to threaten others are not permitted on campus. This includes being under the influence of alcohol or other substances.

If illegal drugs are suspected, NZMA may engage a third-party agency, including the use of drug detection dogs.

If you or someone you know is affected by substance, use or addiction, please speak with a staff member. Support services are listed at the end of this handbook.

Smoking & Vaping

NZMA aims to provide a smoke- and vape-free environment. Smoking or vaping is not permitted at building entrances or in designated smoke-free areas.

If your campus has a designated smoking or vaping area, please use this space only. Where no designated area exists, you must smoke or vape at least 50 metres away from campus grounds. Please respect neighbours, the environment, and the local community by moving away where requested.

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

Visitors

All visitors must sign in at reception. You may show friends or family around campus during office hours — please check with reception first and ensure visitors follow sign-in requirements.

If you have concerns about an unwelcome visitor, or feel a situation may become unsafe, let campus staff know so we can support your privacy and safety.



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



STUDENT VOICE

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

Staying Informed

NZMA provides a range of ways to keep students informed about programme updates, activities, and important notices.

The format and frequency of these communications may vary depending on whether you are studying on campus, online, or in a work-based setting.

Student Representation

For campus-based programmes, NZMA may support student voice through roles such as Student Representatives and Kaiāwhina, who work with campus management to share student feedback. Issues raised through these roles help inform decisions about student needs, policies, and practices that affect the student experience.

Kaiāwhina support and advocate for students who may feel whakamā (shy or embarrassed) to ask for help, including support with social, cultural, or academic matters. On NZMA Trades campuses, this role may be known as Tuakana.

Student Feedback Surveys

NZMA regularly seeks feedback from students to help improve programmes, support services, and the overall student experience.

Student feedback is treated confidentially. Survey responses are analysed and reported in a way that does not identify individual students.

The frequency and timing of surveys may vary depending on your programme and mode of study. Your Tutor will let you know when the survey is going to be open and how to access it, this is also posted in the NZMA Student Portal.

Course Feedback

You may also be asked to provide feedback on specific courses or assessments during your programme. This helps NZMA understand what is working well and what could be improved.

Student Services Fees and Consultation

NZMA provides a range of services to support student wellbeing and campus life. Where applicable, these services are funded through the Student Services Fee (SSF).

These services may include careers advice, counselling, advocacy, financial guidance, health services, and cultural or recreational support. Further information is available on the [NZMA website](#).

Student needs and services can change over time. Each year, NZMA consults with student voice representatives when reviewing student services and the use of SSF funding.

Complaints & Concerns

We want you to have the best possible experience at NZMA. If something is affecting you or doesn't feel right, we encourage you to raise it so we can help.

NZMA Complaints Process

A step-by-step overview of the complaints process is included at the [end of the handbook](#).

Raising a Concern

The first step is usually an informal conversation with your Tutor, other staff member, or (for campus-based programmes) a Student Representative or Kaiāwhina, to see if the issue can be resolved early.

If the concern is not resolved, you may escalate the matter by making a formal complaint.

Once a formal complaint is received, the staff member managing the complaint will confirm the next steps in writing, including any meeting arrangements. If a proposed meeting time does not work for you, please let them know.

Group Complaints

If a complaint is made on behalf of a group of students, the complaint form must include the names and signatures of all students involved.

Complaint Meetings

You have the right to bring a support person (such as a whānau member, family member, friend, or classmate) to any complaint-related meeting.

All complaint records are treated as confidential and are only accessed by staff involved in managing the concern. Once the internal complaints process is complete, you will have the opportunity to provide feedback on the process.

NZQA Complaints Process

If your complaint relates to your learning experience, you must complete NZMA's formal complaints process before raising the matter with NZQA.

The [NZQA website](#) provides information on resolving issues, making a complaint, accessing the complaint form and organisations to contact for other areas of concern.

Code of Pastoral Care Concerns

If you believe NZMA is not meeting its pastoral care obligations, you can report a possible breach of the Code of Pastoral Care directly to NZQA using their online form.

Financial & Contractual Disputes

Financial or contractual disputes are managed through a Student Contract Dispute Resolution Scheme (DRS) [Study Complaints | Ngā amuamu tauira](#) www.studycomplaints.org.nz/



STUDENT CONDUCT

At NZMA, we're focused on helping you move forward into further study and employment. Being work-ready means more than gaining skills and knowledge — it also means demonstrating positive work attitudes and behaving professionally in learning and work-like settings.

While you are enrolled at NZMA, you are expected to follow the Code of Student Conduct, work within NZMA rules and regulations, and comply with New Zealand legislation. These expectations apply whenever you are taking part in learning or representing NZMA as part of your programme — whether online, on campus, or offsite.

Code of Student Conduct

We ask that you commit to behaving ethically and respectfully at all times, and to being considerate of fellow students, staff, and visitors. This includes when you are on campus, learning online, or participating in offsite learning activities, placements, or work-based training.

NZMA expects students to:

- Represent NZMA positively at all times.
- Engage and communicate with others in a respectful and considerate way, treating everyone fairly and equally and respecting the rights of others.
- Act in a way that does not disrupt own learning and or the learning of others.
- Demonstrate reliability and punctuality by completing all scheduled learning and submitting assessment on time.
- Demonstrate academic integrity by submitting your own work, acknowledging where you have used the work of others and/or generative AI.
- Present yourself in a professional and appropriate manner by adhering to the NZMA dress code and personal presentation standards required for your programme.
- Receive feedback constructively and use it to support continuous improvement.

- Treat shared learning environments, property, equipment & facilities with care and care.
- Follow all reasonable directions from staff members or placement hosts to maintain health and safety, taking reasonable care for your own safety and the safety of others.
- Comply with NZMA rules and regulations.
- Comply with New Zealand laws and regulations.

NZMA Rules & Regulations

Not following NZMA rules and regulations may lead to formal conduct processes.

ASSESSMENT

1. All work submitted by a student as assessment evidence must be authentic to the student and must demonstrate the student's own learning, understanding, and competence.
2. Students must not submit work completed by another person as their own or arrange for another person to complete an assessment on their behalf.
3. All work submitted by a student as assessment evidence must be free from plagiarism (not copied from another person, source, or tool). Where another source and /or AI tools is used or paraphrased, it must be correctly attributed and/or acknowledged.
4. Where assessment conditions strictly prohibit the use of AI tools, students must not use AI (including text generating and paraphrasing tools) in assessment.

5. Students must comply with the stated conditions of assessment and examinations.
6. Students must not allow their own work to be used or copied by another student and submitted as if it were the other student's work.
7. Students must not access 'assessor only' resources or use any resources prohibited under the assessment's conditions.
8. Students must not manipulate, fabricate or falsify assessment evidence, results, or documentation.

ATTENDANCE

9. Students must be on time for scheduled class/placement learning.
10. Students are required to attend all scheduled class/placement learning hours.
11. Students must notify the campus/ placement host where they are late or unable to attend a class/ placement.
12. Students must commit to a learning plan to catch up on any missed learning through absence.

CAMPUS & LEARNING ENVIRONMENT

13. Except where it has been permitted by the Tutor to support learning activities, students must silence and refrain from using phones/devices for personal use during class time.
14. Classrooms are a food free area. Drinking from cups and bottles without lids is not permitted. Chewing gum is not permitted.
15. Students must comply with all reasonable health and safety instructions and not act in a manner that may risk health and safety and or cause harm to self or others.
16. Students must not smoke/vape in any area of the premises or grounds, except where there are designated smoking areas.
17. Students must obey all directives concerning parking restrictions.
18. Students must not misuse or damage campus equipment, ICT systems or property.
19. Students must stay within the limits of copyright licences where they download, copy, or print external resources.
20. Students must not engage in any behaviour that is likely to risk, impede, or damage NZMA operations. This includes online activity & social media.

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

DRESS CODE

22. Students provided with a uniform must wear the uniform on campus, offsite activities, and work-based training.
23. Where a uniform is not supplied - students must wear respectful, clean, and comfortable clothing on campus, offsite activities, and work-based training. See also 'Prohibited Items'.
24. Safe appropriate footwear is to be always worn.

25. Except where an exemption is granted for medical conditions, cultural or religious reasons - wearing unauthorised headwear and / or sunglasses is not permitted in class.

DISCRIMINATION, HARASSMENT AND/OR BULLYING

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

27. Students must not behave in an abusive or bullying (verbal, emotional or physical) manner to another student, staff members and campus guests. This includes via private/public electronic communication/media, and / or where this is in breach of the Harmful Digital Communications Act 2015 communication principles.

PRIVACY

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

29. Recorded images and content of students, staff, campus visitors and or placement stakeholders must not be recorded or used without written permission.

PROHIBITED ITEMS

Applies to: NZMA premises/campus, work-based training, learning activities held offsite/online.

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

31. Possession of, distribution of, and /or being under the influence of alcohol, non-prescribed drugs, substances, illegal drugs are prohibited.
32. Insignia, patches and colours indicating a gang affiliation are prohibited.
33. Weapons of any kind and/or items designed to injure or threaten are prohibited.
34. Possession of stolen items, wrongful sale and or non-authorised use of other's property is prohibited.

Formal Conduct Process

We understand that students may face challenges that can sometimes lead to hasty decisions and place enrolment at risk. If you need support, we encourage you to talk with a trusted person, who can confidentially help connect you with a counsellor or other appropriate support.

When a Concern is Raised

NZMA aims to provide a safe and respectful learning environment for everyone.

When there's a concern about someone's conduct, we take a restorative approach. This means we focus on understanding what happened, listening to your side of the story, considering how others may have been affected, and agreeing on positive next steps together.

We will always be fair. You'll be told what the concern is, given a chance to respond, and treated with respect throughout the process.

Review & Restorative Meeting

When the concern is raised, you'll be invited to a restorative meeting. This is a chance for you to share your perspective, provide relevant information, and bring a support person (such as whānau/family, a friend, a student advocate, or campus support staff).

No decisions are made until you've had the opportunity to be heard.

Agreed next steps

Sometimes the meeting will result in an agreed Restorative Plan. This outlines clear actions and timeframes to address the concern, repair any harm where appropriate, and support your ongoing success.

Once the plan is completed, the matter is resolved.

If concerns are serious or not resolved

If a concern is serious, or agreed actions aren't completed, further steps may be needed. This could include conditions for staying enrolled or, in some cases, ending the enrolment.

In serious situations, NZMA may use a temporary stand-down to ensure safety while the concern is reviewed.

Serious breaches may include behaviours that pose a risk to safety, significantly impact others, compromise academic integrity, or involve legal obligations.

For students under 18, we are required to involve a parent or guardian in all formal conduct processes and correspondence.

Where enrolment is terminated, NZMA must notify Immigration New Zealand (for international students) or Studylink (for domestic students).

Official correspondence is considered received when sent to the email address you have provided to NZMA.

Formal conduct processes may also apply if a student knowingly supports or is involved in a breach of rules, including helping, encouraging, or taking part in the behaviour.

What happens if a concern is raised about attendance, engagement or progress?

Completing the required learning hours and making progress in your programme is a condition of your enrolment. Staying engaged in your programme helps set you up for success, and we monitor engagement and progress so we can support you early if needed.

If learning time is missed or required assessments aren't completed as scheduled, a concern may be raised. NZMA will work with you on an agreed learning plan to help you get back on track.

Attendance and engagement are also eligibility requirements for students receiving StudyLink Student Allowance, and for international students to meet visa conditions. Not meeting these requirements may affect allowance and/or visa status.

Some programmes include compulsory placement hours. These hours must be completed to achieve the qualification. If required placement hours are not completed, the qualification cannot be awarded.

Disengagement

If you miss ongoing learning sessions or assessments and we don't hear from you, we'll reach out to check in and understand what might be affecting your participation. Our first response is always to offer support and help you re-engage with your learning.

If we're unable to reach you, we'll follow up by email to offer support, remind you of programme expectations, and outline the next steps for catching up on what's been missed.

If you are under 18 and we're unable to contact you directly, we'll also get in touch with your parent/guardian or nominated emergency contact.

Ongoing missed learning or progress concerns

If missed learning, missed assessments, or reduced engagement continues, we'll raise this with you - this is an opportunity to understand what's happening, clarify expectations, and agree on a plan to help you catch up and get back on track and able to demonstrate authentic learning.

Escalation of concerns

If concerns continue and agreed actions are not followed, the matter may be escalated through a fair and structured process. This could result in escalated outcomes such as updated conditions for staying enrolled, or withdrawal and termination of enrolment.

Any withdrawal will be confirmed in writing and a transcript of course achievement issued.

Appeals

NZMA provides a fair and structured process for reviewing certain decisions, including assessment outcomes, conduct matters, and other formal decisions that affect students.

If you wish to appeal a decision, the relevant process and timeframes will apply. A step-by-step overview of the appeals process is included at the end of this handbook.



PROGRAMME REQUIREMENTS

Becoming Work Ready

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

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

Programme Hours

Managing your time and committing to your programme is part of being work ready and is essential for learning and achieving your qualification.

You are required to complete the full set of learning hours for the programme you are enrolled in. If you miss scheduled learning hours due to absence, you must catch up on the missed learning. Further information is available in the Learning, Assessment and Achievement section.

Campus Class Hours/Directed Learning

Attendance is recorded for all scheduled class activities. This includes timetabled classes (on campus or blended), scheduled off-campus activities such as site visits, and required placement hours.

You are expected to attend all scheduled activities and participate for the full session.

Self-Directed Learning (SDL)

SDL is learning completed in your own time, outside of scheduled class hours and is a required part of every programme.

Your Tutor will assign SDL activities to support learning and assessment. To stay on track, you are expected to complete the

recommended SDL hours each week. There is a set amount of SDL in every programme

SDL can be completed in a location that works for you, including on campus, at home, or in the library. If you are finding it difficult to manage SDL time or access a suitable study space, speak with your Tutor so support can be arranged.

For blended, online and workbased programmes, we SDL is monitored via engagement with learning content and readiness for assessment.

International Student Visa Attendance Requirements

International students are required to attend all scheduled classes. Full-time study in New Zealand also requires a minimum of 20 hours per week of physical attendance on campus, in line with visa conditions.

Attendance & Lateness

If you are unable to attend a scheduled activity, you must notify the campus as early as possible. If you arrive late or leave early, this may be recorded as an absence for the relevant portion of the day, and it is your responsibility to catch up on missed learning.

If you are experiencing ongoing issues that may affect your attendance, please discuss this with your Tutor early so support options can be explored.

Justified Absence

If you are absent for a legitimate reason, your absence may be recorded as justified. Examples include illness or medical appointments (for yourself or someone you are the primary caregiver for), bereavement, approved sporting or cultural representation, or circumstances where you are not permitted to attend due to visa or stand-down requirements.

A justified absence is not considered a breach of programme requirements, provided you complete the agreed actions with your Tutor to address any ongoing issues and make up for missed learning.

Adjustments to Programmes & Schedules

NZMA is committed to delivering programmes as planned. However, in some circumstances, it may be necessary to make adjustments to programme delivery.

These adjustments may include changes to class hours, holiday schedules, locations, or the mode of delivery (for example, on-campus or online). Due to external factors, some activities such as site visits, placements, or guest speakers may not always go ahead as scheduled.

Where changes are required, NZMA will take reasonable steps to minimise disruption and ensure programme learning outcomes are met.

Student Free Days

From time to time, a campus may schedule a student free day to meet operational requirements. Student free days do not affect your attendance record, and NZMA will ensure that all required programme content is covered.



LEARNING, ASSESSMENT & ACHIEVEMENT

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

Achievement Results

To gain the NZQA New Zealand qualification your programme leads to, you must successfully meet set learning to complete all courses in the programme. This means meeting the minimum requirements for achievement in every assessment and completion of any mandatory placement hours.

Academic Record of Learning

You will have an NZMA academic record of learning for your programme. When you meet the requirements for a course, credit for that course is recorded on your academic record. Reported results are retained permanently on your record of learning.

NZMA retains copies of assessment evidence for 24 months after your programme finishes. If you would like copies of your assessments, please request these from your Tutor (this excludes exams and tests).

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

Assessment

Assessment Instructions

Each assessment will clearly identify the learning outcomes being assessed, and the evidence you need to provide.

Your tutor will explain the assessment requirements, including the method and conditions for completion. If you are unsure

about any part of an assessment, ask your tutor to clarify before you submit.

If a particular assessment method is difficult for you, speak with your tutor. Where appropriate, alternative methods (such as verbal responses or video evidence instead of written work) may be considered.

Assessment Results

Returning results

NZMA aims to mark assessments within 7 working days of submission. In some cases, marking may take longer due to the complexity of the task or quality assurance requirements. Your tutor will let you know if there is a delay in releasing your result.

Impaired Performance

Sometimes exceptional circumstances outside your control (such as illness, bereavement, or a family crisis) may affect your performance in an assessment.

If this happens, you may request that your assessment result be reconsidered through the assessment appeals process.

Assessment Appeals

If you believe your assessment result is unfair, inaccurate, or was affected by impaired performance, you have the option to appeal the decision within 10 working days of receiving the result. A step-by-step overview of how to make an appeal is included at the end of this handbook.

Assessment Policies

Assessment Expectations & Academic Integrity

NZMA expects all students to act ethically and honestly in assessment. All assessment evidence you submit must be your own work and a true reflection of your learning.

If you use ideas, content, or assistance from source material or permitted tools (including AI tools where allowed), you must clearly acknowledge their use and reference the original source.

If you are unsure how or when to reference, or which tools or technologies are permitted, speak with your tutor for guidance and support.

If you become aware of any suspected academic misconduct or breaches of [assessment rules](#), you are expected to report this to a staff member.

Assessment Deadlines, Late Work & Extensions

Assessment tasks are scheduled as part of your programme timetable. When an assessment is issued, your tutor will confirm the task requirements and the submission due date.

Late Assessment

Late achievement or competency-based assessments may be recorded as not achieved for that submission opportunity. Late graded assessments may be eligible for the minimum pass mark only.

A justified absence on the assessment due date is not considered a late submission.

Extensions

Your tutor may approve an extension where there is a justified reason, provided the

request is made at least two days before the assessment due date.

Further Assessment Opportunities (Resits & Resubmissions)

If assessment requirements are not met, you may be given a further opportunity to resubmit or reattempt the assessment.

NZMA allows up to three opportunities to meet the minimum requirements for any assessment. Graded assessments being submitted again will not be eligible for any grade higher than the minimum pass mark.

While some corrections can be completed on the same day, if your tutor needs you to do more learning or work then you'll be given a later submission date.

If an assessment is not achieved after three attempts or is not completed within three months of the programme end date, re-enrolment in the relevant course may be required. Tuition fees may apply for the reenrolment, with exceptions considered in compassionate circumstances.

Learning & Completion Plans - Missed Learning

Sometimes additional support is needed to stay on track. A Learning & Completion Plan may be agreed with your tutor to help you catch up on missed learning or assessment.

Plans are designed to be realistic and achievable. If you experience barriers to meeting a plan, it's important to talk with your tutor early so adjustments can be considered.

All outstanding work must normally be completed within three months of your enrolment end date. After this time, targeted re-enrolment may be required.



GRADUATION & NEXT STEPS

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

Graduation

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

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

NZQA Certificates

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

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

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

Pathways & Employment

Further Study

Enrolment into NZMA pathway or higher-level programmes may be available to students who have successfully completed their current or previous programme, are able to meet higher-level learning requirements, and have complied with the

Student Code of Conduct, Rules, and Regulations.

Employment

Many students aim to move into employment in their chosen career at the end of their programme. NZMA provides guidance and support to help you prepare for employment; however, employment is not guaranteed upon graduation.

Our Careers and Employment Navigators are regularly approached by industry employers seeking to interview NZMA graduates for available roles.

Your programme includes sessions focused on employment preparation, such as curriculum vitae (CV) development, interview techniques, and other employment-related topics. After completing the CV workshop, your tutor will save your updated CV to your student file.

Student Job Search

Student Job Search (SJS) is a free service helping students gain part-time employment during your programme or full time after your programme has finished.

How Student Job Search works

1. To get the best experience out of using SJS, you need to register first at www.sjs.co.nz.
2. Search for jobs.
3. Apply for jobs.
4. Contact the employer.

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



A TO Z SUPPORT & SERVICES DIRECTORY

We want your experience to be trouble free so you can focus on learning. We genuinely care about our students and make it a priority to be aware of all kinds of support you can be connected to within our community.

This A-Z directory will help you find information on services and support. Your campus will be able to advise on support we can provide or connect you to, and additional support services local to your area.

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

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

Emergency & Rescue Services

Police/Fire Service/ Ambulance/Search & Rescue

Phone 111

Civil Defence (National Emergency Management Agency)

0800 222 200 www.civildefence.govt.nz/

National Poisons Centre

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

National Helplines

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

Need to talk? Free call or text 1737 any time for support from a trained counsellor.

Lifeline – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP).

Youthline – 0800 376 633, free text 234 or email talk@youthline.co.nz or online chat.

Samaritans – 0800 726 666

Suicide Crisis Helpline – 0508 828 865 (0508 TAUTOKO).

Healthline – 0800 611 116

Counselling & Wellbeing Support

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

Abuse & Violence Support

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

Health Point

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

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

Family Services Directory

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

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

The Shielded Site

There are many businesses and companies that now include the "Shielded Site" icon on their website. If you are experiencing family violence and worried about your internet use being monitored, you will be able to contact women's refuge without going to their website.

The shielded site icon looks like this and is usually at the bottom of the page. If you click on the icon - the information within the 'Shielded Site' pop-up won't appear in your browser's history.



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

Battered Women's Trust

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

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

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

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

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

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

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

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

Anger Management & Relationship Counselling

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

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

HeyBro

https://www.hewakatapu.org.nz/images/0800heybro_3.pdf is run 24/7 by He Waka Tapu a kaupapa Māori organisation located in Ōtautahi | Christchurch. They offer support for men who feel they are going to harm a loved one or whānau member. Phone 0800 Hey Bro (439 276).

Anxiety, Depression & Mental Health Crisis

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

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

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

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

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

Healthline [www.health.govt.nz/](http://www.health.govt.nz) For advice from trained registered nurses 0800 611 116.

Lifeline www.lifeline.org.nz/ 24/7 help and resources if you are concerned about your own or someone else's mental wellbeing. 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP). Suicide crisis Helpline 0505 828 865.

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

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

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

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

Grief & loss support for families, whānau, and friends

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

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

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

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

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

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

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

Yellow Brick Road
<https://yellowbrickroad.org.nz/> For families and whānau supporting a loved one who has a mental illness 0800 732 825 (Northern Region)

0800 555 434 (Central North Island) 0800 876 682 (South Island) –

Council Services

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

Auckland Council

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

Hamilton City Council

www.hamilton.co.nz (07) 838 6699

Waikato District Council

www.waikatodistrict.govt.nz (0800) 492 452

Waikato Regional Council

www.waikatoregion.govt.nz 0800 800 401

Christchurch City Council

www.ccc.govt.nz (03) 941 8999

Canterbury Regional Council

www.ecan.govt.nz 03) 353 9007

Porirua City Council

www.poriruacity.govt.nz (04) 237 5089

Wellington City Council

www.wellington.govt.nz (04) 499 4444

Wellington Regional Council

www.gw.govt.nz (04) 384 5708

Cultural Community Groups & Services

Asian Family Services

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

The Ministry for Ethnic Communities - Community Directory

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

The New Zealand Newcomers Network

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

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

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

Government Agencies

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

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

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

Human Rights Commission | Te Kahua Tika Tangata www.hrc.co.nz/ Info and resolve disputes about unlawful discrimination 0800 496 877.

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

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

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

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

- Driving Rules & the Road Code
- Motor vehicle licensing and registrations 0800 108 809
- Road user charges (RUC) 0800 655 644

- Driver licensing 0800 822 422
- Tolling 0800 40 20 20
- Highway information and reporting issues on highways 0800 4 HIGHWAYS (0800 44 44 49)

Housing & Accommodation

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

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

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

Work & Income Housing

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

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

Impairment and Disability Support

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

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

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

Deaf, hard-of-hearing, speech impairment

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

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

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

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

International Students

Don't forget, we have the NZMA International Student Support Website
[https://info.nzma.ac.nz/nzma-international-student-support](http://info.nzma.ac.nz/nzma-international-student-support)

NauMai NZ
[https://naumainz.studyinnewzealand.govt.nz/](http://naumainz.studyinnewzealand.govt.nz/)
As an international student this is your place to learn about Aotearoa New Zealand - NZ laws, money, health, accommodation, working and travel and more. Find the information and advice you need, to connect with and explore NZ.

Culture Shock & Homesickness
If you are feeling homesick or experiencing culture shock, there is information in your **International Student Welcome Booklet**, please also talk to a staff member on campus. NauMai also has some helpful tips to support your mental health.
[https://www.naumainz.studywithnewzealand.govt.nz/health-and-wellbeing/personal-wellbeing/mental-health](http://www.naumainz.studywithnewzealand.govt.nz/health-and-wellbeing/personal-wellbeing/mental-health)

Immigration NZ [https://www.live-work.immigration.govt.nz/](http://www.live-work.immigration.govt.nz/)

Information about studying, living, and working in NZ.

Legal Advice

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

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

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

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

Living Costs & Social Services

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

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

Community Food Organisations & Food Banks

Refer also to social services above.

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

Urgent Costs

Work & Income NZ

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

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

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

Family and Caregiver Support

Refer also to social services above.

Family and Community Services National Directory www.familyservices.govt.nz/directory/

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

Whānau Āwhina Plunket www.plunket.org.nz/

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

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

Māori, Pasifika Health & Community Services

Māori Providers

Māori Health Provider Directory

<https://www.teakawhaiora.nz/en-NZ/find-health-services>

Looking for a hauora Māori partner in your rohe? Search your area to find what is available locally.

Te Rau Ora https://terauora.com/directory-maori_provid/

online directory to search for Māori providers of specific health and social services near you.

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

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

Marae -Tāmaki Makaurau | Auckland

Hoani Waititi Marae

<https://www.hoaniwaititi.co.nz/> (09) 818 2323

Ngāti Whātua Ōrākei Marae

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

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

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

Ruapotaka Marae Glen Innes 0800 276 8252

Te Puea Memorial Marae Māngere Bridge
09 636 7019

Marae - Porirua

Harouta Marae 5 Whitford Brown Ave.

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

Pasifika Providers

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

Pacific Heartbeat

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

Pacific Homecare

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

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

Village Collective

<https://www.villagecollective.org.nz/>

Empowering Pasifika youth through sexual and reproductive health education.

Medical, Doctors & Hospitals

If you have a serious medical condition such as an allergy, you need to advise NZMA of this and provide your GP or clinic's name. This ensures we have this information available in case of a medical event. If you are not registered with a doctor (or need one locally), ask the campus team for information on local services.

Medical Services

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

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

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

Sexual and Reproductive Health Issues

In New Zealand the age of sexual consent is 16 and it is illegal to have sexual contact with persons under this age even if they consent.

Please note that our staff members are advised not to give advice to students regarding unplanned pregnancies. Staff will refer you to a health professional, the Family Planning Association, or an appointed counsellor.

Family Planning www.familyplanning.org.nz/ Family Planning clinics help with contraception, STI testing and treatment, cervical screening, pregnancy testing, abortion advice, PMS, menopause, HPV vaccinations, advice for other sexual and reproductive health issues including what to do in cases of unprotected sex. Freephone 0800 372 546.

Village Collective

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

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

Support for Illness & Conditions

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

Cancer

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

Diabetes

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

Eating Disorders

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

HIV and AIDS

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

Stroke

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

Support for Addiction & Substance Abuse

Alcohol Drug Helpline

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

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

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

Asian Family Services

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

Community Alcohol and Drug Service (CADS)

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

Gambling Helpline

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

Narcotics Anonymous www.nzna.org

0800 NA TODAY (0800 628 632).

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

Money & Finance

Student Fees, Loans and Allowances

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

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

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

Budgeting Services & Financial Capability

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

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

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

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

Banks

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

Power, Electricity & Gas

Electricity Network

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

Powerswitch (by Consumer NZ)

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

Rainbow LGBTQIA+, Gender Identity

Rainbow Youth <https://ry.org.nz/support-services>

Working with young people, their whānau and their wider communities to provide safe and respectful support. They provide peer support workers can provide face to face support in several cities. (09) 376 4155

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

Outline: <https://outline.org.nz/free-helpline-service>

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

Youth & Young People

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

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

Sparx www.sparx.org.nz Self-help tool teaching young people key skills to help combat depression and anxiety. Free phone 0508 4

SPARX (0508 477 279) or free text to 3110 to speak to a trained professional.

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

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

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

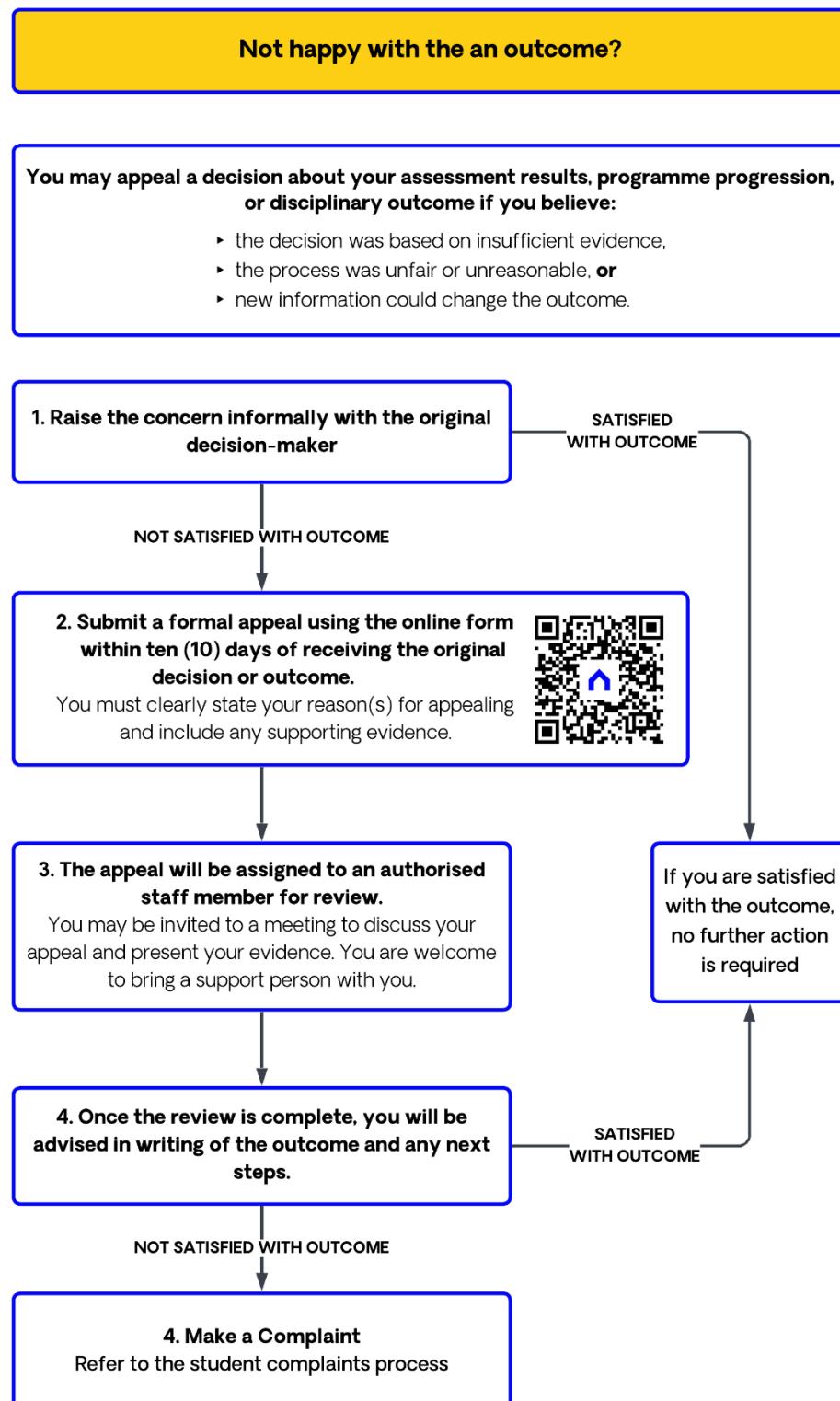


COMPLAINTS FLOWCHART



*If you do not feel comfortable escalating to management, speak to your tutor or another member of staff about escalation to an alternative NZMA Group Manager.

APPEALS FLOWCHART



* Where the delegated staff member was involved in the original decision, the appeal will be assigned to an alternative staff member with appropriate authority.

