

STUDENT HANDBOOK



YOOBEE COLLEGES LTD

YO03EE COLLEGE
OF CREATIVE
INNOVATION

**NZ
ST** New Zealand
School of Tourism

Elite
School of Beauty & Spa

cut above academy

**Healthcare
Academy**
of New Zealand

2024 v1



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

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

Yoobee Colleges Ltd, New Zealand's largest Category One Private Training Establishment and is a collective of tertiary education providers trading as Yoobee College of Creative Innovation, NZ School of Tourism, Cut Above Academy, and Elite School of Beauty & Spa. We support some of New Zealand's fastest growing industries including Creative industries, Technology, Tourism, Hairdressing, Barbering, Makeup and Beauty & Wellbeing.

As a collective we are skilled at developing and teaching programmes and qualifications ranging from certificates, micro-credentials and diplomas through to Bachelor's, Honours and Master's level qualifications.

Our team of Tutors and Tutors are passionate about equipping the workforce of the future with skills, smarts and resilience to excel – creating the next generation of leaders, thinkers and doers.

We do this through our interactive study environments, and our tailored, hands-on approach to learning, preparing our students of all ages and stages to further your education, or progress your career opportunities.

We understand that every student has different needs – that's why all students – be it studying Online or in a physical campus - receive tools designed to deliver a seamless learning experience putting our learners at the heart and delivering applied learning opportunities to suit their needs. This is done via our purpose-built online platform, or individual, one-on-one attention and assistance by highly qualified and experienced lecturers or learning and support staff who are dedicated to seeing you achieve your goals.

Your time at Yoobee Colleges will be exciting, challenging and rewarding. To succeed in our sector talent and practical skills are essential, as is self-discipline, time management, self-motivation, managing conflicting priorities, remote networking skills, and resilience – all of these key attributes have been considered when building your education journey.

Whether you plan to continue further study after you have gained your qualification or wish to find employment, the focus at Yoobee Colleges is to provide you with knowledge, skills, and experience that is directly transferable to the workplace. Our combination of practical learning and academic teaching will give you the ability to confidently enter the world of work and thrive in your career.

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

Ana Maria Rivera
CEO Yoobee Colleges

About us

As of April 2022, New Zealand School of Tourism Limited (NZST) merged entities with Yoobee Colleges Limited to become the largest Category 1 Private Training Establishment in New Zealand. In addition to offering programmes under the Yoobee Colleges brand, Yoobee Colleges also operates the following trading names: New Zealand School of Tourism, Elite School of Beauty, Cut Above Academy and Healthcare Academy of New Zealand.

When Yoobee Colleges is referred to in this handbook, it is referring to all trading names of Yoobee Colleges.

About this handbook

The Student Handbook is published each year with current information about our policies and procedures. This is a good place to start if you have questions throughout your studies. Please take some time to read through the handbook and refer to it whenever you have a question about how things work at Yoobee Colleges.

We hope you enjoy your time with us – if you have any concerns during your programme or if you need more information about anything here, please do not hesitate to approach a member of staff on campus.

Join our community



www.nzschooloftourism.co.nz
instagram.com/nzschooloftourism/
facebook.com/NZST.Education/



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www.yoobee.ac.nz
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facebook.com/YoobeeColleges/

Our expectations

Our Expectations – getting you 'WORK READY, WORLD READY'

As you study with us, we're committed to equipping you with the skills needed to thrive in your chosen profession. We call this being 'work ready, world ready.' In any workplace, there are specific rules and expectations. Our main aim is to prepare you for employment or further studies. To achieve this, we need your commitment to always treat your fellow students and campus staff with consideration. Our industries value individuals with a positive attitude and the ability to engage with others, both one-on-one and in groups. Please show respect to your fellow students in the programme. Support, encourage, and assist each other whenever possible. Be punctual, give your Tutors your best effort, and enjoy your classes.

The following professional guidelines are essential for all students and are required for successfully completing your programme, enrolling in future programmes, and participating in study tours, etc.:

'Work Ready, World Ready' Professional Guidelines for all Students:

1. **Reliability and Punctuality:** Attend all scheduled classes and training activities on time. If you'll be late or can't attend, inform the campus promptly (refer section on Attendance).
2. **Professional Appearance:** Adhere to the dress code and hygiene standards required for your programme.

Dress well all the time (refer section on Student Dress Code).

3. **Positive Attitude and Professionalism:** Keep a good attitude and act professionally throughout your programme, especially when representing the college in activities like work-based learning, study tours, job interviews, and job fairs.
4. **Respect for Others and Campus:** Treat others and your campus environment with respect. This includes maintaining a respectful relationship with fellow students, staff, and guests at all times.
5. **Professional Conduct:** Behave professionally during work-based learning and follow the rules of the employer or host organisation. This applies to external programme-related activities as well.
6. **Adherence to Guidelines:** Follow the guidelines outlined in this handbook.
7. **Accepting Feedback:** Be open to constructive feedback and use it to improve.
8. **Academic Integrity:** Demonstrate academic integrity by referencing correctly, respecting copyright licenses, and avoiding assessment misconduct, cheating, or plagiarism.
9. **Maturity:** Understand your role in any situation and handle it in a mature fashion.

General Code of Conduct Expectations:

1. **Respect for Campus:** Avoid littering, damaging, defacing, or destroying campus property and equipment.
2. **Cleanliness:** Keep classrooms, computer rooms, and libraries clean and tidy. Ensure they are free from food and spills.
3. **Prohibited Substances:** Do not possess, use, or distribute prohibited substances on campus.
4. **Weapons and Threats:** Do not carry weapons or items designed to injure or threaten on campus.
5. **Property Rights:** Do not possess or sell property wrongfully.
6. **Computer Use:** Follow the rules governing the use of computing equipment, including software piracy, hacking, and the transmission of prohibited or offensive material.
7. **Privacy:** Adhere to the principles of the Privacy Act regarding private and confidential information.
8. **Conflict of Interest:** Avoid conflicts of interest related to intellectual property and inform the college if there may be an issue.

We believe that by following these guidelines, you'll be well-prepared for your future career and contribute positively to our campus community.



Enrolment

Induction/Orientation

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

During your first week of study, you will receive:

- A tour and explanation of the campus layout or online learning platform
- An introduction to relevant campus staff
- An explanation of 'Work Ready, World Ready' and our Cod of Conduct, as found in this Student Handbook.
- Health & Safety overview and briefing and information about the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.
- Familiarisation of computer areas and rules, user ID and password.
- Academic induction: an introduction to the programme and what to expect. The relationship between assessment, courses, programme, and qualifications is explained during induction and is outlined in the Student Handbook.
- International pastoral care information on support services. Additional information will be provided to students new to New Zealand to help you settle in more easily. Included will be tips on safety, where to find help and information about the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Settling into the Semester

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

ID cards

Upon commencement of your study, Yoobee Colleges will take your photo and apply for your student ID card.

You will receive your student ID card within three weeks from the start date of your course. You can use your student ID card to get discounted travel on certain bus and train services.

Some programmes will include the cost of the ID card - please talk to your Tutor for more information or if there are any problems with your card.

A fee may apply for replacement cards.

Change of address and contact details

It is important to keep the campus informed of your current contact details, this is especially important in case of events relating to your health and wellbeing. Make sure you inform us of any changes to your contact details, including changes in residential address and phone numbers during or up to six months after the programme has finished. We may like to contact you for any employment opportunities or so any additional certificates etc. can be sent to the correct address. It is a requirement that international students must advise the Campus Manager (Pastoral Care Manager) of any change of contact details, accommodation type, residential address, and immigration status.

You can update your contact details by completing a Change of Student Details form available from your Tutor.

Childcare

For students who have children or childcare obligations please ensure you have arranged childcare as soon as possible to avoid missing out on study time. If you are a Work and Income client you may be eligible for an OSCAR childcare subsidy—please contact your nearest Work and Income centre for more information: Phone: 0800 559 009 or visit workandincome.govt.nz.

Medical information

If you have a serious medical condition such as an allergy, you should ensure you are registered with a doctor/medical centre.

You must also advise your enrolment advisor, campus management and your Tutor of your condition and provide Yoobee Colleges with your doctor's name and telephone number. This ensures that this information is available should you become sick or have an accident whilst in class. If you are not registered with a doctor or need a doctor in a local area, your Course advisor will be able to provide you with contact information for a doctor within your local area. The support team can give you the contact details of doctors who speak languages other than English. If you require pain killers you must provide your own, as we are not permitted to provide even non-prescription medications to students.

For all medical emergencies, telephone the Ambulance Service on 111.

Resources

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

Don't forget! You can also join up at the public library, in the area in which you live, for free. You need to take proof of your residential address with you – this could be a letter or bill addressed to you.

When you are on a physical campus and wish to download resources or media from the internet, first check with your classmates that someone else hasn't already downloaded that same material. If they have you should discuss placing a single copy of it in the class shared drive – this way your own space isn't used and everyone can access it. Again your Tutor will show you how to do this.

Print resources: Tutors and lecturers at Yoobee Colleges have access to a broad range of learning materials and resources and will provide all students with the resources required.

In some programmes additional textbooks are required, in which case students are advised of costs and where the textbooks can be bought, prior to enrolment. Efforts are made to keep costs low for students. In some programmes there are class sets for sharing and books are not to be taken home.

Student kits (Cut Above and Elite only)

There are different student kits depending on the programme you are enrolled in. Student kit inclusions will begin being issued after you have attended 10% of the programme. These will be issued in stages, as you complete different sections of your course.

Bringing your own devices (BYOD)

Students must only use devices that are electrically safe on campuses. Devices should be inspected and in safe condition prior to use. If in doubt, consult the advice of a competent technician.

International Student Meetings

The Campus Manager/Pastoral Care Officer must hold a monthly meeting with International Students. The purpose of this meeting is to comply with the Education Code of Practice 2021, which includes checking on your wellbeing while studying with us. The following areas may be discussed:

- Classroom environment
- Pace of lessons
- Attendance at online sessions (which are completed on-campus)
- Overall feeling of the course
- Accommodation situation
- Academic outcomes
- Any change in contact details

Visas (International Students Only)

In order to commence study at Yoobee Colleges, international student must hold the correct visa to study when in New Zealand. This means the name of the school, your programme

of study, and location must all be correct. If these details are incorrect or your visa expires, you will not be able to attend class or complete coursework.

Full details of visa requirements and advice on student visa employment rights can be found at immigration.govt.nz and naumainz.studyinnewzealand.govt.nz

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

When you graduate, you may be eligible for a Post Study Work Visa. Please visit the Immigration New Zealand website above or speak to our licensed immigration adviser for more details.

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

We are obliged to inform Immigration NZ if you withdraw or have been absent from your programme without contact for 7 days and your visa will be revoked

International students may work up to 20 hours per week if they have received a variation of conditions on their visa.

You may also apply for permission to work during the Christmas and New Year holiday period, on completing your course of study, or as a postgraduate student.

Insurance (International Students Only)

International students must have a comprehensive medical accident and contents policy as a condition of their student visa. We recommend the Southern Cross International Student policy. Insurance must cover the length of your stay on a student visa in New Zealand.

Programme Extensions (International Students Only)

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

Programme Content

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

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

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

Learning outcomes: each course has specific learning outcomes that describe in detail what you need to know or be able to do and which you will be assessed against. In order to be credited for a course you must achieve all of the course's learning outcomes.

Credits: each course is assigned a credit value. One credit is equivalent to 10 hours of learning. This time includes direct contact hours during class delivery as well as study outside of class times and time spent working on assessments.

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

Certain criteria must be reached before students can go on study tours, internships or work experience, and complete higher-level qualifications. Failure to reach these criteria will result in students being unable to participate with no refund owing.

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

Please refer to our website for current programme content or available upon request.

Privacy

The Privacy Act 2020 treats personal information as being private and confidential. Any information collected from you will not be used other than for the purpose it was collected.

Yoobee Colleges staff follow the Privacy Act 2020 and will not give out information about you to members of the public, family members or employers without your written consent. This also includes requests from authorities such as the Police – requests like this must be in writing, clearly stating what information is required and why, and under what authority it is being sought. If you are under 18, specific information may be communicated to your parent or guardian.

Access to enrolment and academic information

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

Yoobee Colleges will retain secure records of your enrolment and academic information on your electronic student file. Information will be available to you on request should you require a copy of your Student Record of Learning, enrolment forms, documentation, or agreements. As your records are private and confidential, to maintain record security we ask you to formally request these in writing from your Campus Manager and present your student ID card for verification.

Credit recognition and transfer (CRT)

At the time of enrolment, you will have been informed whether you will require reassessment in any units. You may already have gained credit for components at school or with another training provider. If these components are also in your Yoobee Colleges programme, then you might not have to be re-assessed on the same components.

NZQA assessment standard components: We will print out your NZQA Record of Learning to confirm what you have completed. Where the components are identical, you may apply for CRT to transfer credit across to your programme of study.

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

Other components: see Recognition of Prior Learning.

Recognition of Prior Learning (RPL)

If you believe that you are already competent in what is required for a particular component (say in previous study or work) then you may wish to apply for RPL. We will look at your evidence and see if it sufficiently matches components in the programme to be recognised for credit.

Please note there may be an application fee for CRT or RPL applications. Your Course Advisor has details of what is involved in this process and the types of evidence you will need to provide.

This is normally done at enrolment stage however if you believe you have completed prior learning in a particular subject that forms a part of a programme you are enrolled in and would like to be recognised for this, please see your Team Leader.

Applications will only be accepted up to 7 days following your programme start date, or 10 days for online programmes unless stated otherwise at the time of enrolment.

Studylink

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

StudyLink: 0800 88 99 00 www.studylink.govt.nz

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

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

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

If you are completing an international internship for more than six months, interest on your student loan will apply. Internship costs of travel, accommodation and living expenses are at your own cost. Programme related costs cannot be used to

contribute to the costs incurred to complete an internship. Campus Staff will provide further information about internship options and costs.

Fees Free

If you are planning to start tertiary study or training for the first time you may be eligible for fees-free. If you're a New Zealander or are ordinarily resident in New Zealand and were at school in 2018-2021 (other than as an adult student), you may qualify for the equivalent of one year's fees-free provider-based study or two years' industry training. If you're not a recent school leaver, and you've done less than half a year of tertiary study or training (whether in New Zealand or in any other country), you may also qualify to study fees-free next year – at the time of printing, this was up to a maximum of \$12,000. You can check if you are eligible for fees-free studying using the tool on the fees-free website, www.feesfree.govt.nz.

Training Incentive Allowance (TIA)

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

Youth Guarantee Travel allowance

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

Programme Fees

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

Programme costs includes:

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

Programme costs excludes:

- Personal stationery, textbooks, or ready material
- Replacement of lost, destroyed or stolen course material (eg workbooks)
- Student ID cards unless specified at the beginning of your programme – please check with your campus.
- For domestic study tours:
 - Transport to and from home to the airport/transport station
 - All meals and drinks and items of a personal nature
- Photographic Shoot Assignment (where applicable)

- Extra chemical products used for practice or assessment.
- Field Trips, or transport associated with attending field trips
- Tickets to external seminars or shows
- Competition entry fees - entry to competitions and any expenses incurred. Check with your campus regarding guidelines for monetary contributions to photographer or film
- Extra chemical products used for practice or assessment

Entry into future programmes

Entry into future programmes is restricted to those students that meet the required eligibility criteria for the relevant programme. Eligibility criteria is specific to each programme, and in addition includes the below criteria:

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

Please talk with your Course Advisor for more information.

Fee protection

Yoobee colleges has arranged student fee protection mechanisms to ensure the protection of your investment in your education.

Fees paid by students are banked directly in a Trust account administered by the Public Trust. The fees are only paid out of the Trust account, at intervals, after the eighth day from the

start of course for domestic on campus students, and after 10 days for International and Online students. You will be asked to sign the Public Trust Form, confirming that you are our student. In the unlikely event that Yoobee Colleges is unable to continue delivery of your programme for any reason, your fees are protected by Public Trust. The amount held in Trust covers the unused portion of the fees paid for the course of study. The contact details for settlement of claims under these circumstances are Public Trust 0800494 733.

Additional information about fee protection can be found on the NZQA website under Student Fee Protection:

<https://www.nzqa.govt.nz/providers-partners/approval-accreditation-and-registration/student-fee-protection/>

Choosing to withdraw From Your Programme of Study

Written confirmation of withdrawal

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

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

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

If you have enlisted the assistance of a Support Person, to write your confirmation of withdrawal, please ensure the final copy is sent from your email address or is printed and signed by you. Please refer to the Student Complaints section, for information regarding Support Person.

Withdrawal - Domestic Students

Withdrawal from courses of 13 weeks or more

If you withdraw within 8 calendar days for domestic on campus students after and including the scheduled start date of your programme, all tuition fees will be refunded minus a deduction of 10% of the fees paid or \$500 (whichever is the lesser amount). If you withdraw within 10 working days for domestic online students after and including the scheduled start date of your programme, all tuition fees will be refunded minus a deduction of up to 25% of the fees paid.

If you withdraw from your programme before the completion date, on day 9 or later for domestic on campus students, or from 5pm of the 10th working day and before completion date for domestic online students, you would only be eligible for a refund of tuition fees in extenuating circumstances, at the Head of Operations' discretion.

You would need to provide documentation to support any such application which must be made within one month of the last day of attendance.

On day 9 or later, for domestic on campus students and from 5pm of the 10th working day for domestic online students, there can be no refund where: you wish to transfer to another provider; you have been expelled; inaccurate or false

information was included in your enrolment application. If the student withdraws from one programme and transfers to another programme at either the same or an alternative campus an Administration Fee of up to \$250.00 may be charged. Students can request a final academic record of learning if they wish.

Withdrawal - International Students

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

Please refer to your enrolment confirmation for specific refund information.

Please note in all cases, Immigration New Zealand will be notified if study is terminated.

A notice of withdrawal due to exceptional circumstances may, at the sole discretion of the Campus Manager, be accepted as grounds for a refund of tuition fees. The Campus Manager may require documentary evidence in support of the application for the refund, and a refund may not be made if the written notice of withdrawal is unreasonably delayed. Exceptional circumstances may include:

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

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

Payment of refunds Where Yoobee Colleges receives student fees via an education consultant or directly from a member of a student's family, we will endeavour to refund fees to the party that paid the fees to Yoobee Colleges.

Personal hygiene

Please ensure you maintain a high level of personal hygiene (this includes body, hair, hands, and breath). It is important to shower regularly and wear clothes that are clean and fresh smelling at all times. It is recommended that you have in your personal items, antiperspirant, breath freshener/mints, toothbrush and paste, Band-Aids, hair products.

Student Dress Code

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

Each brand may have individual dress code requirements that align with the industry it represents - some of this information is included on the pages that follow. If there are additional dress code expectations for your campus or programme, they will be made clear to you at your orientation and/or at the start of your course.

New Zealand School of Tourism

General: A light day makeup must be worn every day, as per campus guidelines.

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

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

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

Clothing: You are required to wear **corporate dress** at all times. A professional appearance is expected when on campus and at any campus activities offsite. Your campus will provide you with information about the uniform you are required to wear each day. This will need to be purchased by you. Your uniform consists of a jacket (optional) worn with either suit trousers or a skirt. A dress option is also available for those completing Diploma courses. With your suit you can wear any business shirt or blouse – Ties are optional.

Footwear: Students must wear black, corporate shoes at all times.

Elite School of Beauty and Spa

General: A light day makeup such as foundation, mascara, eye, and lip makeup must be worn every day. Colours must be natural/neutral. The following are not permitted during your studies: eye lash extensions, strip lashes or cosmetic enhancement treatments.

Hair: Must be worn in a bun at all times. Ponytails, plaits, and braids are not permitted. If hair is coloured, it must be done by a hair professional and be subtle and maintained. All hair ties must be black, bobby pins can be black or matched to hair colour. If applicable you must be clean shaven.

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

Jewellery: Due to health, safety and professional image requirements **minimal jewellery** is to be worn. A watch, engagement/wedding rings and pounamu for example are acceptable. One pair of stud earrings are permitted. Necklaces (other than pounamu), chains, dangling earrings and facial piercings are not permitted. Name badges if required must be worn on your uniform and professional badges are acceptable.

Please note: Wristwatches and jewellery will have to be removed during practical classes for safety and hygiene reasons (care of these items are the students' own responsibility).

Clothing: Students on all programmes must wear the Elite black tunic and black tapered pants, which can be purchased through the Direct Group here:

<https://dgstore.co.nz/collections/elite-school-of-beauty-spa>

As an alternative to the Elite black pants, students have the option of purchasing similar dress pants such as those found at Glassons/Postie Plus/Kmart etc. Leggings, tights, jeans, or any pants with coloured stitching, logos or embellishments are not permitted. In cooler months, the Elite branded jacket can be purchased, or a tidy black merino/long sleeve black top underneath your tunic is permitted.

Footwear: Students must wear appropriate shoes at all times. To meet health and safety requirements, you must wear black, closed-in flat shoes. These should be rubber-soled and closed both in the front and back.

Cut Above Academy

General: A light day makeup must be worn every day, as per campus guidelines.

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

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

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

Clothing: All students should ensure they wear a professional standard of dress, reflecting what you would expect to see in any salon environment. This can include wearing tidy (not ripped) black jeans and mainly black clothing as a theme with some colour added. We have clients coming in/out of the campus on a daily basis and we want you to always appear 'work ready'. All students are provided with a Cut Above T-Shirt as a part of their kit which can be worn on Campus and must be worn when working in the Salon on client days and at any event where students are representing Cut Above.

Footwear: Students must wear appropriate shoes at all times. To meet health and safety requirements, you must wear black, closed-in flat shoes. These should be rubber-soled and closed both in the front and back.



Support

Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

New Zealand School of Tourism Ltd. has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 published by NZQA. Copies of the Code are available on request from this institution or from the NZQA website at www.nzqa.co.nz

Under the Code, we help 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. For more information on the Code & how it can help you be successful in your education visit www.nzqa.govt.nz/know-the-code

Open door policy

Yoobee Colleges has an “open door” policy, with staff being available to students during campus hours.

International students

The Campus Manager is the designated Pastoral Care Manager (general welfare support person) for international students on campuses where there is no Pastoral Care Officer. They are available to assist international students with requirements such as:

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

Qtime

Qtime are one on one meetings with a dedicated Tutor. This will take place approximately every six weeks. Each student will have the opportunity to catch up with their Class Tutor to discuss a variety of topics such as goal setting, career aspirations, academic progress etc. These meetings allow the student and Tutor to “touch base” and arrange further opportunities for discussion if required.

Student Representative & Kaiāwhina

All campuses have Student Representatives and Kaiāwhina (Māori and Pasifika advocates) in place. They raise concerns on behalf of their peers which provides learners and additional support person whom they may feel more comfortable with, in addition to their Tutor.

Student representatives are democratically elected by each class to meet with the Campus Manager monthly. At times, information discussed with student representatives may be used to ensure policies, procedures and expectations are being met. Student representatives understand that any information they provide could be used by management in a variety of capacities and that the contribution they make is highly valued.

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

Student Representatives and Kaiāwhina will meet with the Campus Manager monthly. It is the expectation of senior management that Student Representatives and Kaiāwhina will communicate back to learners on any actions or decisions made as a result of their feedback.

Disabled Learners

All learning styles are celebrated and welcomed on our campuses. Yoobee Colleges is committed to creating a learner-centred educational environment where our learners feel safe and included, in a space that is free from bullying, racism and discrimination. We are committed to reducing barriers to education by offering information and support to all our ākonga, focusing on providing additional learning tools to learners who self-disclose a disability, impairment, or barrier (refer to glossary below).

Everyone's education journey is different. We encourage you to identify any specific support required and any barriers that could potentially impact your academic success.

Should you choose to self-disclose, we have a designated Learner Success Coordinator allocated to each campus who will consult with you one on one to gain knowledge on how you would like to be supported. Disclosure is voluntary, and any information you share with us will be treated as confidential and used in line with our privacy policy. We will seek your permission and decide with you who "needs to

know" this information. The Learner Success Coordinator will liaise with your Tutors to ensure they have the knowledge to provide you with a learning environment that best caters to your individual needs. External professionals may be involved for further support. The purpose of collecting learner information regarding neurodiversity and/or disability is so we can ensure you have all the support and tools that you require to succeed while studying with us. Neurodiversity and disability might include Dyslexia, Autism, ADHD, short/long term injury, sight, hearing, or mental health impairments.

If you need any extra support around events on campus or any assistance with evacuation or health and safety procedures, please reach out to your Learner Success Coordinator or Tutor.

Disability is something that happens when people with impairments face barriers in society that limit their movements, senses, or activities.



Impairment is a problem with the functioning of, or the structure of someone's body.

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






Diversity Pins

Yoobee Colleges and the Learner Success team are working hard to breakdown stigmas and create a safe and inclusive environment for all Staff and Learners. If you see a staff member wearing a diversity pin it indicates that they are a trusted person that you can feel safe to talk to.

What they mean and who they are for.

Pin	Meaning	Wearing it
	Intersex Inclusive LGBTQIA+ Pride	Also specifically includes the often-marginalised intersex community as a part of Progressive Pride – wearable by anyone who supports LGBTQIA+ rights and visibility
	Ally Pride Flag	<p>A straight ally is a cisgender or heterosexual person who recognizes the discrimination faced by the LGBTQ community due to their gender identity, expression, or sexual orientation. They are not themselves part of the queer rainbow family but support LGBTQIA+ causes and fight for a more inclusive world.</p> <ul style="list-style-type: none"> • The letter 'A' means ally. • The black and white stripes represent the straight flag. • The rainbow colours in the letter 'A' are for the LGBTQIA+ community.

		<p>Keep in mind that bearing this flag is a promise. It comes with an understanding of the challenges that LGBTQIA+ people face and knowing that you're responsible for doing something about them. <u>It carries a responsibility</u>. It says that you WILL stand up and be counted, that you are and will be a safe person and that you understand what being an active ally means.</p> <p>In addition, just because there's a straight ally flag doesn't mean that brandishing the flag is a requirement for supporting the LGBTQ community. As a true ally, you will give your support in many different ways.</p>
	Neurodiversity/ Neurodivergent	<p>cy</p> <p>Either a member of ally to the neurodivergent community</p>

	Autism	Worn to show autistic pride, awareness, and identity
	ADHD	Worn to show ADHD pride, awareness, and identity
	AuDHD	Worn to show Autistic ADHD (AuDHD) pride, awareness, and identity
	Dyslexia	Formed from lower case p,b,d&q in the red ink colour that most dyslexics will have seen so often at school, this symbol represents dyslexic pride and identity
	Tourette's	Worn to show Tourette's Syndrome pride, awareness, and identity (NZ colours is the green)

External Support Services

Full-time study can be very demanding around assessment times, especially on top of other demands of family, work, and other commitments. Seeing support during these periods is an especially good idea to help you cope with stress and anxiety while you are studying.

If there are any issues which are impacting on your ability to study at the college it is important that you seek professional help. If you require assistance in dealing with a personal matter, please feel free to contact any staff member. Yoobee





Colleges has access to internal/external support services for students who may require assistance in areas of relationships and stress management. Some of these are included on the following page. There is also a support directory located at the end of this handbook.

Australian Counselling Service (ACS)

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

AIPC and ACS look forward to supporting mental health and awareness.

Australian Counselling Service (ACS) provides:

-  Counselling support for a range of concerns including stress, relationships, managing your studies, and everyday worries.
-  A choice of fully supervised pre-service Counsellors who care about your wellbeing, and understand your needs and concerns.
-  Pre-service Counsellors in the advanced stages of their training and working from best-practice counselling frameworks.
-  Counselling sessions **from anywhere** delivered through a secure telehealth platform.

There are three ways you can book your online sessions:



3 ways to book your online session:

- Register at: www.acscounselling.com.au/registration/yoobee
- Scan QR Code
- Email: info@acscounselling.com.au

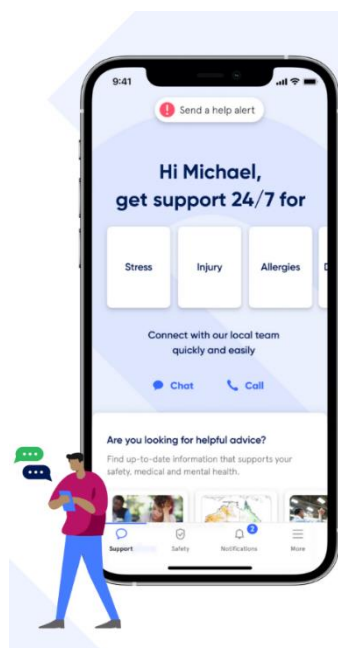


Australian
Counselling
Service



Sonder – Safety and Wellbeing external service

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



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

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

Confidential care and advice

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

Access to the Sonder wellbeing library

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

Real-time, location-based safety features

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

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

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

Support Person

There may be occasions during your study where you will be offered the opportunity to have a support person present. For example, if you have been requested to attend a formal meeting. Please find some information below regarding the key function of a support person, who can be a support person, and what to do next if you would like to have a support person present.

What does a support person do?

Before selecting a support person, it is important to consider the key function of the support person in a formal setting. A support person's presence should enhance the fairness and transparency of the process, while also providing emotional support for you. The key functions of a support person include:

Emotional support - the primary role of a support person is to provide emotional support. Formal meetings can be stressful and intimidating, so having a trusted individual present can help you to feel more comfortable

Clarification and explanation - the support person can help you to understand the process and your rights and responsibilities. They will help ensure you have understood the situation

Note taking - the support person can take notes during the meeting, including any key points, questions or decisions made

Providing advice and guidance - depending on their expertise and relationship to you, the support person may

offer advice on how to respond to questions posed during the meeting

Maintaining a calm and respectful atmosphere - the presence of a support person can help maintain a civil and respectful atmosphere during the meeting

Ensuring due process - the support person can help to ensure the procedure follows the college's established procedure and that your rights are protected

Assistance with documentation - the support person may assist you to gather and present evidence that may support or clarify the situation

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

Who can be a support person?

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

A suitable support person could be a:

- Friend or family member
- Learner Success Coordinator
- Student Representative
- Kaiāwhina

Next steps

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

Student Complaints Procedures

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

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

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

Informal complaint: Where you have approached a staff member directly with a concern. Resolution can usually be found by solving, explaining, clearing up or settling the matter, without using a formal procedure. In the first instance, we ask that students initially try to resolve the issue directly with the person(s) concerned. If, however you do not feel comfortable to do so, you should seek support from your Course Tutor. Please refer to the Informal Complaints flowchart.

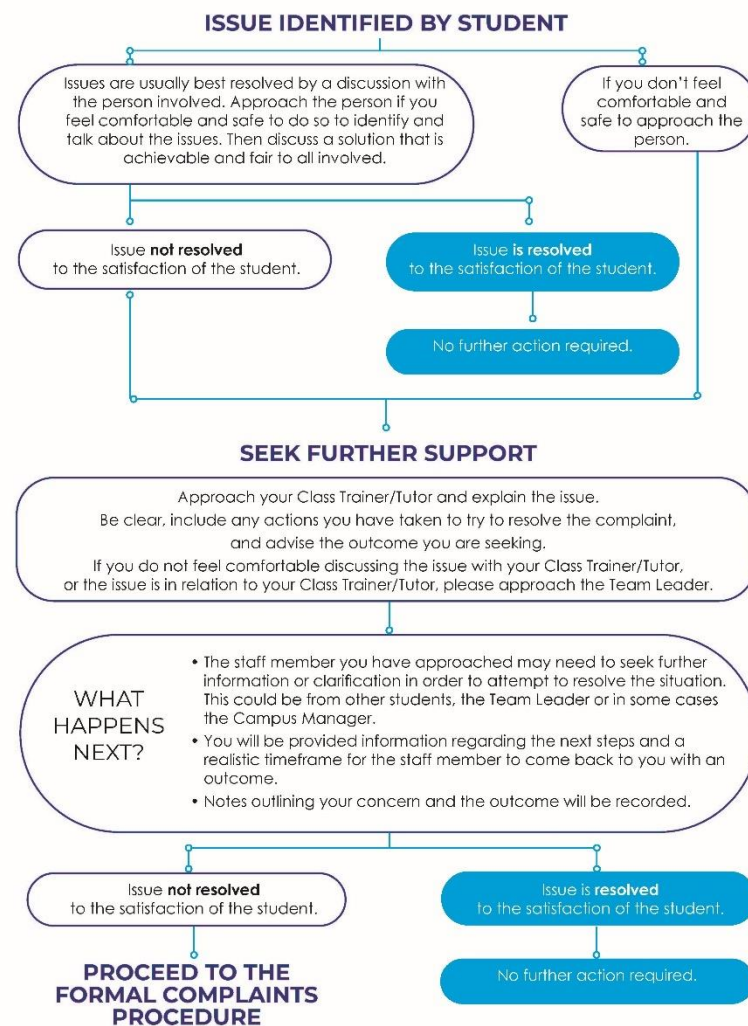
Formal complaint: If an informal approach does not resolve the issue, you may choose to escalate the matter to management as a formal written complaint. Unless there are exceptional circumstances, a formal complaint will not be considered unless the correct process has been followed. Please refer to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

Non-academic appeal: You may request a non-academic appeal if you do not agree with a decision regarding your formal complaint or academic progress determination. Prior to seeking a non-academic appeal, you must have followed the correct procedures, including a Reconsideration Request. Please refer to the Reconsideration section, and the Non-academic Appeals flowchart for more information.

We hope that through these complaint procedures, we can assist you to resolve the concern. In extreme cases where a resolution is not found, you can contact NZQA. They will then determine if we have followed a fair and reasonable path in line with our company expectations. NZQA advises that students must make a genuine effort to resolve their concerns by following the organisation's formal complaint process, before contacting NZQA. More information can be found on the NZQA website <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

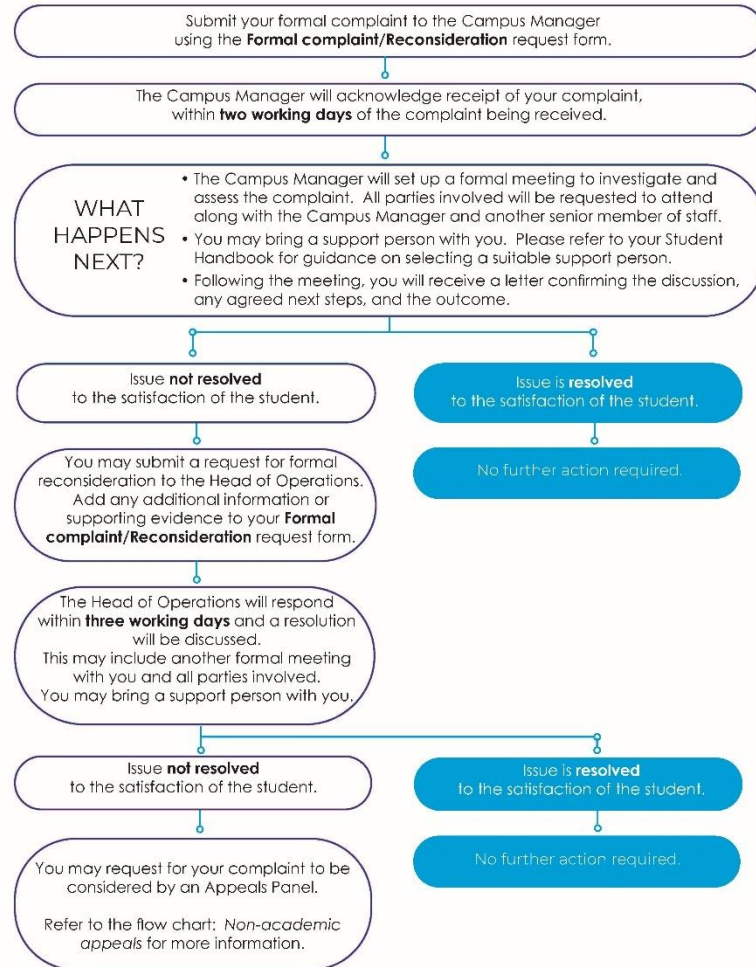
At all times, the staff member managing your concerns will discuss solutions with you and attempt to solve your issues. In extreme cases where a resolution is not found, you can contact the New Zealand Qualifications Authority (NZQA). NZQA advises that students must make a genuine effort to resolve their concerns by following the organisation's formal complaint process, before making a formal complaint to NZQA. More information can be found on their website here: <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/>

INFORMAL COMPLAINTS



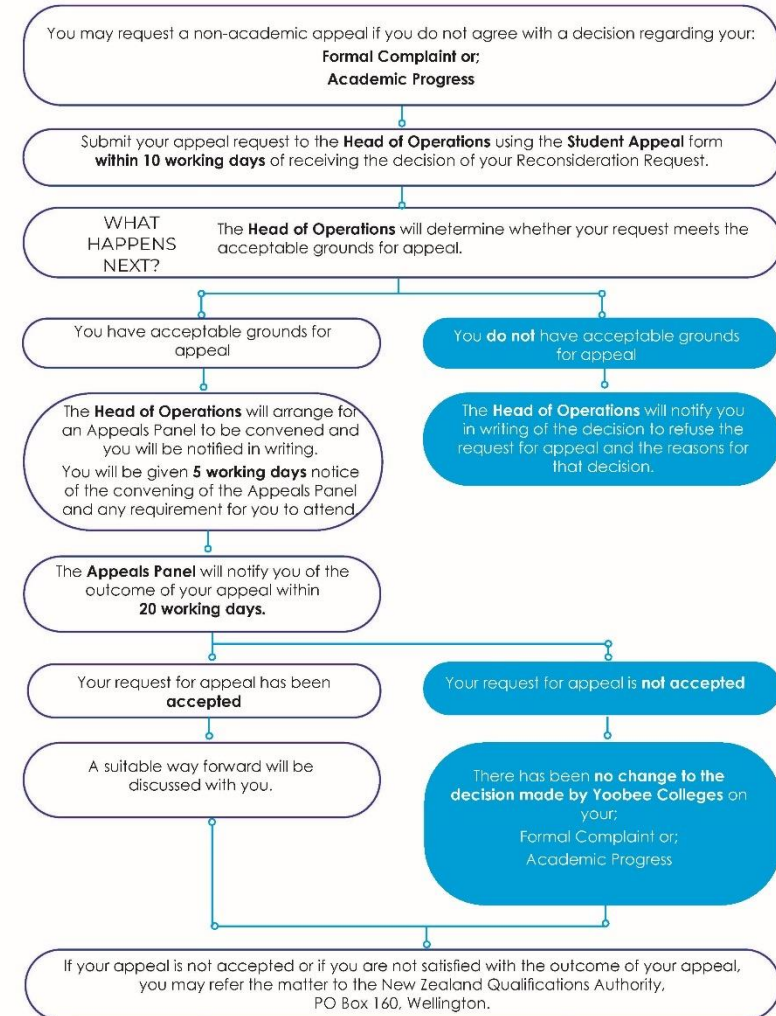
FORMAL COMPLAINTS

WHEN AN INFORMAL COMPLAINT IS NOT RESOLVED



NON-ACADEMIC APPEALS

Prior to seeking a non-academic appeal, you must have followed the correct procedures including a Reconsideration Request. Refer to the flow chart: *Formal Complaints* for more information.



Dispute Resolution Schemes

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

iStudent Complaints – for international learners: iStudent Complaints is the appointed operator of the International Student Contract Dispute Resolution Scheme (DRS), which was set up to resolve financial and contractual disputes for international learners.

Find out more through their website:

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

Tertiary Education Dispute Resolution – for domestic learners:

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

Additional Support

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

- Te Kāhui Tika Tangata Human Rights Commission: <https://tikatangata.org.nz>
- Health and Disability Commissioner: <https://www.hdc.org.nz/>
- Nationwide Health & Disability Advocacy Service: <https://advocacy.org.nz/>
- Privacy Commissioner: <https://www.privacy.org.nz/>

Feedback

How can we improve?

Yoobee Colleges wants to make your time here as enjoyable and successful as possible - that is why we encourage regular feedback from you on issues affecting the student body. Telling us what you think helps us to know if we are meeting your expectations and ensure continuous improvement occurs.

Class meetings: A Tutor is allocated to each class, to whom any issues can be addressed, as well as new ideas, memos, notices, guest speakers, industry visits etc. The Tutor will also monitor and follow up on your results. These meetings can also be an opportunity to discuss issues affecting everyone, for example programme content, assessments, or school facilities. If appropriate, issues are forwarded to the student representative meeting.

Evaluations and Surveys: There are many ways that we collect feedback from students throughout their time with us. We do this through evaluations and surveys that focus on your student experience of our subjects, staff, campus facilities and your overall journey with us. All of these evaluations and surveys take place during the course.

Graduate feedback: As well as gathering feedback during your programme, you may also be contacted after completion so that Yoobee Colleges can evaluate the relevance of your training for your workplace.

Programme

Attendance lines

Please use the free phone numbers below and follow the instructions to get through the campus you are calling.

Yoobee Colleges: 0800 66 55 44

New Zealand School of Tourism 0800 10 20 20

Cut Above Academy: 0800 10 20 20

Elite School of Beauty: 0800 10 20 20

Minimum attendance requirements

Programme attendance is very important as this supports learning and successful achievement of qualifications. In addition, strong time management, punctuality, and commitment to a programme of study helps to improve your work ready skills.

You are required to attend every scheduled activity and lesson for the full duration of your programme and to maintain a minimum of 90% attendance rate. Full duration means being on time for the specified time of the day's tuition, and except for scheduled breaks, participating and remaining for the entire lesson.

Your Tutor will record all absences to ensure you meet course attendance requirements. Attendance, engagement, and progress is also closely monitored for Online students ensuring all students achieve to the best of their ability.

All absences and lateness will impact your overall attendance percentage and it is **your responsibility to catch up on any missed learning.**

Please note that if you do not meet the attendance requirements for your programme, you may be at risk of not making satisfactory academic progress. If this is the case, we will contact you to and request that you schedule a meeting with the Team Leader. This meeting will help to establish what advice and support we can provide, to assist you to gain your qualification.

Arriving late/leaving early

Yoobee Colleges defines lateness as:

"Turning up to class after the class has started or leaving 15 minutes or more before the class has ended."

If you are running late or are unable to attend, it is important that we are aware of this. You are required to contact us on the attendance line to advise us of your absence or lateness **before class starts**. A text message to a friend is not acceptable. Please note that this is standard business practice and we are trying to get you 'work ready' for employment.

If you are enrolled in a physical campus and leaving early for the day, please notify your Tutor. Permission to leave any class should be sought from your Tutor. The roll is checked during fire drills or in the event of an actual fire/ emergency and it is vital that this is accurate.

Medical Certificates must be issued by a New Zealand registered Doctor unless you went overseas for treatment. Medical certificates must be issued by a NZ registered doctor. Medical certificates from natural health clinics, acupuncturists

or other traditional medicine practitioners will not be accepted. Appointments should be made outside of **class time**.

For more information on the evidence you can provide to assist in explaining your absences, please refer to the Student Guide: *Extenuating circumstances*.

On-campus/Online non-contact

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

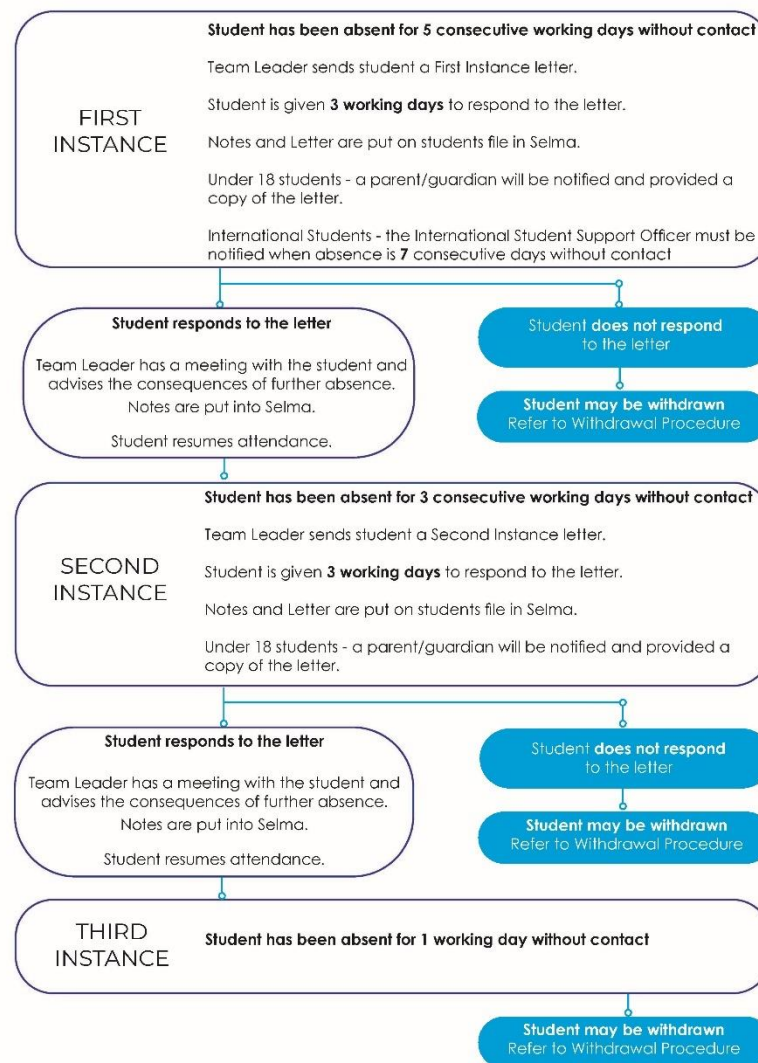
If you are absent without contact for five consecutive working days (on-campus programmes) or have not logged in for five days in a period of 7 calendar days (online programmes) you may be at risk of withdrawal. Please refer to the On-Campus and Online non-contact procedures on the following page.

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

- Formal warning letters will be issued
- Notifying external agencies according to contractual requirements (StudyLink, Immigration New Zealand, international student's agent)
- Interruption or cessation of student allowances (domestic students)
- Your withdrawal from the programme
- Penalties imposed by external agencies such as termination of international student visas by Immigration New Zealand (international students).

ON CAMPUS NON-CONTACT

CONSECUTIVE ABSENCE WITH NO CONTACT



ONLINE NON-CONTACT

CONSECUTIVE NON-LOGIN WITH NO CONTACT



Class Times

Class times may vary depending on the qualification being completed at the time. Students will be informed at the commencement of their enrolment, the applicable contact hours required for their programme.

Students are required to attend class between these hours to ensure the minimum attendance requirements for their programme are adhered to.

Self-directed learning hours

As a part of each programme, students are required to complete a set amount of self-directed learning hours in addition to what they do with Tutors, face-to-face in class. It forms part of the approved programme and therefore supports your learning and ability to successfully complete your qualification. Each programme has an expected plan for students to follow for a set number of hours depending on their programme of study.

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

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

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

Swimming (NZST only)

If you are enrolled in the Flight Attending Practicals, you will have been advised at the time of your enrolment that there are requirements you will need to meet during the 'wet drills' day near the end of your programme. These are:

- Swim freestyle (over arm) one length 25 metres, in togs
- Swim with clothing and lifejacket on 50 metres any style with in a 2-minute time frame
- Tread water for 2 minutes, 30 seconds
- Rescue swim (drag a partner) 25 metres & swap over

These requirements would have been advised to you during the enrolment process and are being outlined to you again so that you are reminded what you need to prepare for. Please ensure you take all steps necessary to prepare for this assessment well in advance and talk to your Team Leader if there is any reason you may not be able to meet these requirements.

First Aid programmes

Select Yoobee Colleges programmes will require you to have a current first aid certificate to meet the completion requirements of the programme. If a First Aid programme is included in your qualification and you miss the session that is

scheduled for your class, you may need to pay to attend another one at a later date.

Academic Transcripts

During your programme of study

Throughout your programme you will be given an updated Academic Transcript of your Record of Learning. This will show the titles of the programme, qualification(s) and courses, credit values and dates of achievement for what you have completed so far.

Please check this thoroughly and advise your Class Tutor of any problems.

You will be earning credits progressively during your programme. Where the programme contains NZQA assessment standards, these are reported to NZQA on a regular basis.

At the end of your programme of study

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

NZQA Record of Learning

The NZQA website can take 12-18 months to show your completed qualification under your Record of Learning through an automated process once your programme has finished. If you wish to have this recorded on your Record of

Learning, a manual process can be undertaken – at the time of printing, this cost was \$10 per qualification. Confirmation of qualification achievement would then show under your Record of Learning within a month of your request being made to your Team Leader.

Please note: Modules completed will not show on the NZQA website as NZQA can only record unit standards and qualification/s completions.

Certificates

The programmes we offer include NZQA New Zealand qualification certificates and our own programme certificates.

New Zealand Qualifications Authority (NZQA) Certificates

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

Charges may apply for additional reprints and copies as follows. Please check with your campus.

New Zealand School of Tourism Ltd Certificates

These certificates are awarded by New Zealand School of Tourism, Cut Above Academy or Elite School of Beauty. If you wish to gain one of these Certificates, you must achieve 100% completion of the curriculum, successfully meet professional guidelines, and have met the attendance requirement for your

chosen programme. For more information on attendance requirements, please refer to the Attendance section of this handbook.

New Zealand Certificate in Aviation (Flight Attending) Level 4

Students who successfully complete the 'Flight Attending Practicals' block course will gain this certificate as long as they also meet the following criteria:

- Must be able to gain a passport without restrictions
- Must be 18 upon completion of the qualification
- Must be able to meet the security requirements for gaining an AVSEC card – this requires a police check and those with a criminal record may not be eligible

Elite School of Beauty and Spa – Specialist Knowledge Certificates

These additional certificates involve learning about the specific product and then an assessment in conjunction with the industry partner. To be eligible to sit the assessment for each specialist certificate, you must have attended the product knowledge day with your class. If you have been absent for medical reasons (or any other reason that management deems acceptable), you may be able to join another class if the timetable permits.

Graduation (NZST, Cut Above and Elite)

Graduation ceremonies are held annually, and you will be advised of the details closer to the date of the event. Graduation is a time to celebrate your achievements with other members of your class, family and friends, and the staff.

As soon as you know the date, make sure you enter it in your diary! Students who have successfully met the criteria for gaining the NZQA certificates and / or our certificates are all eligible to participate in graduation.

Graduation Awards

At graduation various awards are given out to students including the **Student of the Year Award**. We are looking for students who go that extra mile, have a great attitude, who make a valuable contribution to campus life as well as a high level of academic achievement and excellent attendance.

Job fairs (NZST)

A job fair may be organised in a city or town near the campus to which industry employers are invited to meet students. These are for all Diploma students and Level 4 Cut Above Academy students however there may be other spaces available (at the Campus Managers discretion) for students who have demonstrated exceptional attendance, being up to date with modules, maintaining excellent grooming and have demonstrated the key attributes for which the industry seeks. All students participating in a job fair must meet the professional guidelines as outlined at the beginning of this handbook.

Student correspondence with industry

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

Emails: Emails are to be printed and taken to your Tutor for checking.

Letters: Letters have to be taken to your Tutor in draft form to be checked and when it is correct they will sign the draft. Once it has been approved, obtain a sheet of letterhead from your Tutor and print. All letters have to be counter-signed by your Team Leader who will then post the letter for you.

No written communication is to be sent without approval from an authorised person. You will be liable for any misrepresentation of the college.

Employment

We know that your aim is to obtain employment in your chosen career at the end of your programme, please remember we are to support, encourage and guide you to find you a job. However, it is your responsibility to find your own job. Included in your programme is a series of sessions that relate specifically to finding employment. These sessions include the development of your curriculum vitae (CV), interview techniques and other employment modules. Throughout the year we are approached by the industry wanting to interview our graduates for positions that are available. To be considered you will need to ensure your CV is completed by the end of the CV module and signed off by campus management.

Accepting a Job in the Industry

If you accept a position in the industry before you complete your programme you may still participate in the study tours/famil with your group if your employer agrees. No refund is due for any study tours/famil not attended or for the modules you have not completed.

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

If you have not completed your programme because of obtaining an industry position, please discuss the options available to you with your Tutor.

Client Days (Elite only)

Throughout your Level 4 and 5 qualifications with the Elite School of Beauty & Spa, you will be required to complete client days where you will have the amazing opportunity to practice your skills and knowledge gained first-hand on paying clients! Client days are your time to shine - be confident in yourself and the treatment you are performing (even if you are not!). On your allocated client day, two students will need to be receptionist for ½ a day each. One in the AM and one in PM. All students will complete reception duty, more than once and will work on a rotation basis.

Reception Duties Include:

- Ask clients to fill in initial consultation forms upon arrival at the waiting area
- Let therapists know when their client has arrived
- Monitor laundry
- Regularly check the rooms to ensure everything is running smoothly
- Take payments
- Rebook clients
- Answer phone enquires
- Help administrator

Set Up for Client Day:

- Room temperature is suitable for clients
- Ensure room is set up correctly and is tidy
- Hot towel cabbi's on and filled with compresses
- Turn wax pots on and ensure they have enough wax
- Music is on and lights are dim if appropriate
- Product, trolleys, and disposables stocked
- Enough consultation cards are stocked up, prepare on clipboards
- Linen is out for therapists to use

End of the Day

- Room is tidy and clean
- All product and equipment are returned to trolleys and shelves
- Restock products or disposables that are low
- Collect all consultation forms and return them to reception for filing

Elite Ultra Star Student Award – Level 5 Students

All students wanting to be considered for this opportunity must first be endorsed by the Campus Manager. To be endorsed you must meet the following guidelines;

Elite requirements to apply:

- Complete 100% of curriculum at time of application
- Attendance levels meet required standard for the qualification
- Professional dress code has been maintained through the program
- Positive & professional manner has been displayed throughout the program
- Be over 18 years of age
- Endorsement from Campus manager
- Valid passport

Ultraceuticals requirements to apply:

- Complete 100% of Ultra Student onboarding plan at time of application*
- Product Sell-thru results of a minimum of 25 products – (check on how many client days and how many clients they see in one day)
- Participate in RVR90 via minimum of one entry – will be included in evidence portfolio*
- Perform minimum of 5 Ultra treatments
- Short video on why you should be chosen as the Ultra Star
- Interview with Ultra representative (may be required)
- 1 Ultra Star – runner up will be chosen from each other campus receiving an Ultraceuticals gift pack.
- 1 Ultra Star – Overall winner will be awarded one years' worth of Ultraceuticals product.

* these requirements are embedded into the programme delivery

Application process

STEP 1 – Endorsement from Campus Manager

STEP 2 - Complete the Ultraceuticals Quiz under supervision (no referencing allowed). 2 students from each campus who achieve the highest marks in this quiz will be advised by their Campus Manager and continue to the next step.

STEP 3 – Submit a 5 min max video clip to the Elite Head of Operations that showcases:

- An introduction of yourself
- Why you love the Ultraceuticals product
- How successful you have been at retailing the Ultraceuticals products

- What you would recommend (favourite Ultraceuticals product etc)
- Why you believe you are the best candidate for this opportunity

The final decision will be made by the Head of Operations of Elite and the Ultraceuticals NZ Manager. Successful candidates will be notified by their Campus Manager.

The New Zealand Association of Registered Beauty Professionals Student Membership (Elite only)

As student at Elite School of Beauty & Spa you have the opportunity to become a member of The New Zealand Association of Registered Beauty Professionals. The association was formed in 1968 by a group of passionate beauty professionals looking to create a support group in the industry and develop consistent standards for all beauty professionals across New Zealand. Fast forward 50 years, and the Association still has the same goals and desires. Their priorities are to encourage a highly qualified, safe, and supportive industry.

Student membership to the association is \$10.00 per student and it is a great way to keep in touch with what's happening in the industry through regular newsletters and the online Beauty NZ Magazine. Network with inspiring industry leaders, local members and have the opportunity to enter the biennial Beauty NZ Association Awards.

During the first week of your programme, you will learn more about the association and how to apply to become a student member.



Assessment

Intellectual property

Display and ownership of student work at Yoobee Colleges: The school can archive, display or utilise any student work generated during the programme of study. Where students are working on commercial products Yoobee Colleges will not share in any monetary profits, instead will seek 'bragging rights' through media outlets.

Academic integrity

By completing and submitting an assessment you are authenticating that you are the original creator and/or author of all the submitted work and that it does not violate plagiarism or copyright law. All written work such as essays, reflections, reports must be in your own words.

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

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

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

Plagiarism refers to the process of copying another person's work and claiming it as their own and/or not acknowledging the original author or source of the evidence through accepted referencing conventions.

Assessment

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

Whilst training with us, you will be assessed against set criteria for course learning outcomes. Each assessment will state whether it is assessed according to competency, grading or weighting criteria as well as specifying the learning outcomes being assessed and the evidence required.

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

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

You will have a Yoobee Colleges academic record for each area of your programme. When you have successfully met the requirements in a course you will gain credit for that course on your academic record.

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

Assessment opportunities

Students are provided fair opportunity to successfully complete assessments.

Your Programme of study may specify attempt limits, for courses and/or assessments. For example: an exam type assessment may specify that you can only attempt it once.

Where appropriate, assessments allow up to three opportunities to meet the minimum requirements (which includes the first attempt). If your evidence does not meet the minimum requirements on the first attempt, your Tutor/Assessor will ask you to correct specific parts of your assessment and will set a deadline for the resubmission.

Please note that minimum requirements for assessments differ for each Programme – please ask your Tutor for further information.

Re-submission

All Learning Outcomes must be achieved as they link with the Graduate Profile for the qualification. If you don't pass the assessment and are required to re-submit, you should only re-submit the failed or incomplete aspects of the assessment concerned.

If you need to resubmit an assessment, you will not be discredited (the final outcome will not be lower than the previous attempt).

For performance-based assessments you cannot gain advantage beyond a pass grade, or your original grade.

For performance-based assessments, if your first attempt receives a passing grade you cannot request to be assessed again in order to achieve a higher mark.

Assessment deadlines

You will receive a plan from your Tutor showing the due dates for your assessments. Your Tutor will also remind you of the deadline at the time the assessment is handed out.

You must submit assessment tasks to your Tutor according to the scheduled date and there are consequences for not meeting deadlines:

Missed assessments are recorded as a submission opportunity that has not been achieved, therefore the late submission is counted as the second submission and only one submission attempt will remain.

If no attempt is made or minimal evidence is provided, the assessment may not be marked and will be recorded as an opportunity that has not been achieved.

In addition, graded or weighted assessments will be eligible for a minimum pass mark only. For late, no attempt, or minimal attempts, a resubmission date will be set by the Tutor.

Special Consideration

We understand that exceptional circumstances such as mental or physical illness and injury, bereavement, family crisis, or emergency situations can occur and that these circumstances are often beyond your control.

Students may apply for Special Consideration when **extenuating circumstances** beyond their control seriously affect their ability to:

- Attempt an assessment, or
- Prepare normally for an assessment, or
- Complete and submit an assessment by the due date, or
- Perform successfully during an assessment

Refer to the Student Guide: Extenuating Circumstances, for guidance on extenuating circumstances which may be eligible for special consideration and the evidence which must be submitted to support any application.

For anticipated circumstances, applications must be made:

- As soon as the student is aware their assessment may be affected (no time is too early)
- **At least 2 working days** before the due/sit date

If you have any questions regarding applying for special consideration, please touch base with your Tutor.

Reconsideration

Students may make a request for reconsideration if they do not agree with:

- the result of an assessment
- the result of an academic misconduct investigation
- the decision of an application for Special Consideration
- the result of a formal student complaint

Students must complete the Formal Complaint/Reconsideration Request form, attach suitable evidence, and submit this to the Campus Manager within 10 working days of receiving the result of the assessment, academic misconduct investigation, or special consideration application.

Refer to the Student Guide: Extenuating Circumstances, for guidance on extenuating circumstances and the evidence which must be submitted to support any application.

Assessment attempts exhausted

Students who have not successfully completed all programme requirements and have exhausted all re-submission attempts, may appeal to the Board of Studies to re-enrol in the failed course(s).

If the Board of Studies advises you to re-enrol, there are conditions that will need to be discussed and considered such as associated fees and class space availability. For international students this may require a new student visa.

Assessing after the programme end date

Students who have not completed all required programme work by the programme finish date, may be granted an opportunity to complete the missing courses or assessments from the programme by the relevant Board of Studies in accordance with maximum programme completion length. Please approach your Tutor as soon as you are aware that you may not be able to complete your programme work on time.

Learner Support Plans (LSP)

A LSP is a personalised plan designed to support a student with their academic progress and is developed jointly with the student as soon as factors are identified that may affect their progression.

Your Tutor may work with you at times to create a LSP to support you to be academically successful. Learning support plans may be required for a variety of reasons for example – to catch up on missed learning due to absence, if you are one or more assessments behind in assessment submission, if your attendance has fallen below 90%, or if you have identified a barrier to your studies. It is important that you meet the agreed deadlines or actions of your LSP and if there are any further barriers to you meeting your plan, you communicate this to your Tutor so we can best support you.

Alternative arrangements

These are accommodations which enable students to demonstrate their knowledge and ability without changing the demands of the assessment and the attainment of learning outcomes. The intention behind the provision of accommodation in assessments is to alleviate substantial

disadvantage without affecting the integrity of the assessment or fairness to all students. If a student with documented disabilities is seeking alternative arrangements to complete an assessment, please touch base with your Tutor.

Te Reo Māori

Students may request to be assessed in Te Reo Māori. Provided requests are received within timeframes which enable the request to be met; every endeavour will be made to meet such requests. If a student seeking to complete an assessment in Te Reo Māori, please touch base with your Tutor.

Literacy and Numeracy Assessment Tool (NZST only)

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

International exams (Elite only)

International exams are assessed by external examiners provided by the International Examinations Bodies. Policies and fees for International exams are governed by the individual International Examining Boards. International exams normally take place twice a year in June/July and November/December. However, examination arrangements are subject to minimum numbers and on occasion can only be

offered once a year. Dates for these are only confirmed by each examining body 12 weeks prior to exams.

Due to the stringent marking procedures of the examination boards, international exam results can take up to 3 months after the exams have been sat to be released to the School by the examining board. It is your responsibility to contact Elite to find out your results.

At Elite you have the opportunity to sit an international exam (available at our Auckland, Hamilton and Wellington campuses) which is highly recognised throughout the Industry. All international exam fees must be paid in full on registration for each examination module and are not refundable once registration has taken place.

CIDESCO

Comite International D'esthetiques et de Cosmetology; Swiss based. CIDESCO is considered the oldest examination board. A CIDESCO examiner will observe and assess all practical and theory examinations alongside an Elite examiner. You have the option to sit a Certificate in Aesthetics, Certificate in Body Therapy or a Beauty Therapy Diploma consisting of the Beautician and Body components together in one day.

Results will be given immediately following marking. CIDESCO pass mark is set at 70%. A project with case studies on a subject of your choice is required and these results will go towards your final marks. The Diploma exam requires 600 practical hours, some of which can be completed at campus and the remainder within industry, to enable all candidates to obtain a full CIDESCO Diploma.

Costs for this exam is not included in your fees and the amounts may differ according to the currency rate at the time of payment. Please note that CIDESCO exams require minimum enrolment numbers to proceed.

Academic Appeals

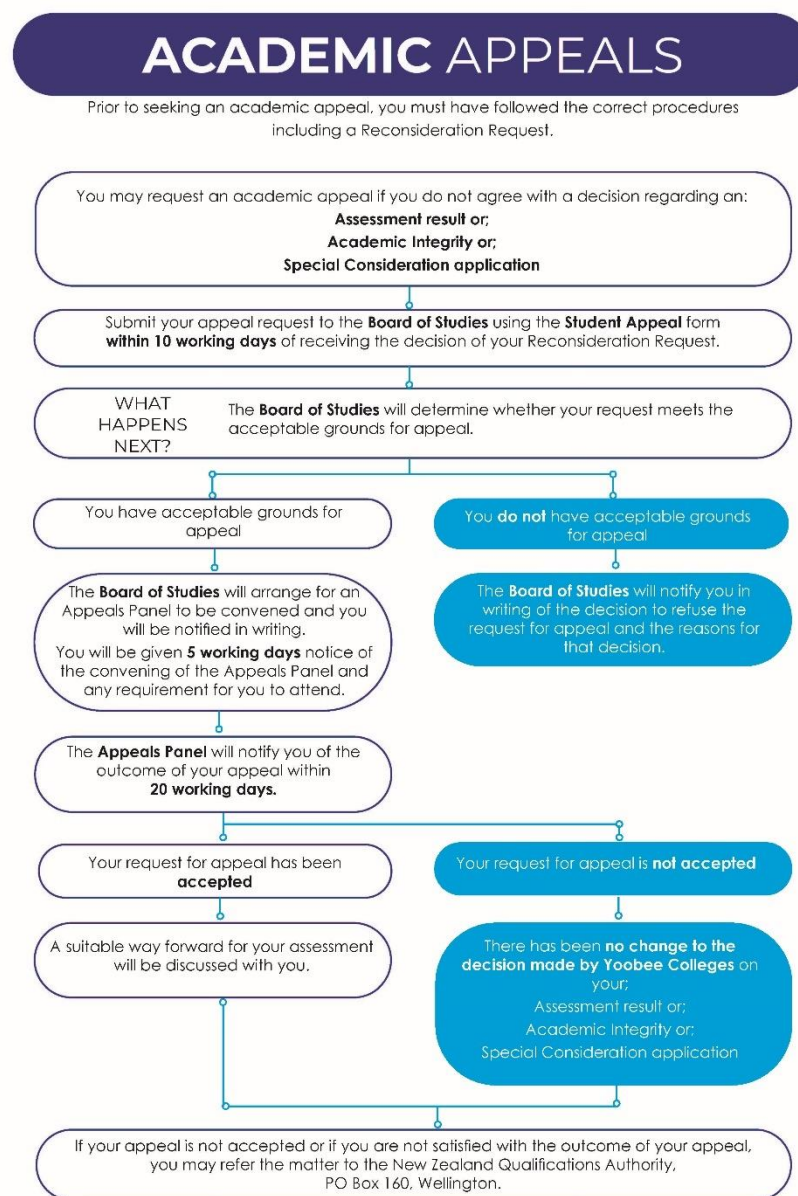
Students may request an academic appeal if they do not agree with a decision regarding:

- a reconsideration request

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

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

Please refer to the Academic Appeals procedure on the following page.





Experiences

Internships (NZST and Elite only)

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

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

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

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

New Zealand School of Tourism

Walt Disney World, Florida, USA

An opportunity to work at Disney World in Florida is available for our domestic students who are completing a Level 5 qualification of 32 weeks. This opportunity is available as an employment or an internship opportunity. Interviews are normally conducted twice a year in our campuses for a start the following January or August. This opportunity may be

cancelled or changed without notice by either the US Government or Walt Disney World Casting.

This opportunity is subject to current eligibility and selection requirements as below. Eligible students must::

- Be a currently enrolled student
- Have completed 12 months of continuous study
- Be a citizen of New Zealand or Australia
- Be at least 18 years of age at time of application
- Be responsible for all costs
- Exit the United States upon completion

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

- Met the professional guidelines outlines in this student handbook
- Successfully gained the qualification
- Have the enthusiasm and people skills to ensure every Disney guest experiences the magic

International Working Holidays

We have a relationship with IWH that provide opportunities for students to work overseas at different properties. NZ School of Tourism will present these opportunities whilst studying and if interested we will endorse you to IWH. They will contact students, look after all of the requirements, and offer pastoral care whilst overseas.

Some of the options that have been available through IWH include:

- The Broadmoor – Colorado, USA

- Big Cedar Lodge – Missouri, USA
- Ocean Reef Club – Florida, USA
- The Ritz Carlton – Florida, USA
- Montage Deer Valley – Utah, USA
- Mohonk Mountain House – New York, USA
- The Ritz Carlton – Georgia, USA
- Ski Canada – Canada

Elite School of Beauty and Spa

Ragdale Hall – Luxury Health and Spa Resort, United Kingdom

Set in its own extensive, landscaped gardens in the heart of the Leicestershire countryside, award winning Ragdale Hall combines state of the art facilities with the charm of traditional Victorian architecture to create one of the most luxurious and relaxing health resorts in the country.

Employment at Ragdale Hall may be after your course has finished or as a part of an internship for Professional Face, Body and Spa Therapies.

Opportunities that are available:

12-month fixed term contract which includes a 3-month trial period – thorough induction, complete internship hours and last 20 credits of Diploma in Beauty and an opportunity to complete CIDESCO hours. Then a further 9-month training agreement.

It is subject to current eligibility and selection requirements as follows:

- Be a citizen of New Zealand or Australia
- Be at least 18 years of age at time of application

- Be able to start within 12 months of programme completion
- Be responsible for all costs
- Meet UK visa requirements
- Successfully completed CIDESCO qualification

To be eligible for us to endorse and recommend you to Ragdale Hall you must:

- Met the professional guidelines outlines in this student handbook
- Successfully gained the qualification / additional criteria applies to Diploma students
- Have enthusiasm and good people skills

Benefits of working at Ragdale Hall

- Benefits of working at Ragdale Hall
- Uniforms – Uniforms will be provided
- Product House Incentives – You will receive the opportunity to take advantage of product house incentives
- Salary – Basic salary plus commission, bonus pay and overtime
- Gratuity Scheme – We offer a gratuity scheme (tips) here at Ragdale Hall which can be worth up to £900 per year. You will also receive the chance to win in our Ragdale Employee Lottery!
- Staff Discounts – You will receive staff discounts in retail areas and the hair and beauty salons
- Use of Treatment Rooms – You may use treatment rooms out of working hours
- Ragdale Team Development Programme – You will become subject to the Ragdale Team Development Programme

- Meals – You will have your meals provided for you in our staff canteen free of charge
- Use of the Gym and Exercise Classes – You will receive the use of our Gym, Exercise classes and Thermal Spa at certain, allocated times
- TV and Internet Room – You will have employee rooms available to you to relax during breaks
- Staff Accommodation – Accommodation is available at a cost. This is in the local town of Melton Mowbray and is shared with other employees
- Transport – Transport is provided to all employees living in Melton Mowbray to and from Ragdale Hall
- Social Events – At Ragdale Hall regular and varied social events are organised to give employees the opportunity to really become part of the Ragdale family
- Product House Incentives – You will receive the opportunity to take advantage of product house incentives
- Ragdale Team Development Programme – You will become subject to the Ragdale Team Development Programme

Note: Applicants need to be fit and healthy without allergies - due to the nature of the salon a lot of massage type treatments are carried out therefore it is important to be physically fit. They also use a wide range of products, so it is also important to know if therapists have any allergies. Pre-existing skin conditions or even past ones such as eczema, dermatitis and psoriasis can be greatly irritated by using different products all of the time especially as some are quite active, and therapists are constantly washing their hands. Unfortunately, therapists who suffer with these are not suitable.

Regarding code of dress all visible tattoos must be covered. This can obviously be difficult for a therapist if they are on the arms, wrist, or hands so these need to be small enough for the therapist to be successful in this.

Study Tours (NZST only)

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

Level 4 Study Tour

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

Level 5 (Diploma) Study Tour

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

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

General study tour guidelines

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

- **Behaviour:** Professional behaviour is expected at all times. You will be representing New Zealand School of Tourism Ltd. and meeting potential employers even after hours when you may be on free time. It is essential that you are always acting in a professional manner. Any reports of misconduct at any time during your tour may affect recommendations /references we make to Industry about you, such as Internship or job opportunities being withdrawn. Serious misconduct as outlined in the Student Handbook may also affect you gaining the qualification you are enrolled in and progressing on to higher qualifications with us.
- **Alcohol:** While away on overnight trips, having an alcoholic drink is acceptable at dinner/out in the evening so long as you do not become intoxicated. If you are under 18 years of age you are not permitted by law to drink alcohol at any time. It is not acceptable

to drink alcohol at any time at the accommodation your group is staying at as this is one of our industry partners or during the day when visiting industry partners (e.g. at hotel inspections, lunch etc.)

- Visitors: If you have family or friends that live locally to where you are visiting and you would like them to visit you, please discuss with your Campus Manager first and then arrange with the New Zealand School of Tourism Ltd. staff escort. Please note, this will be dependent on time. Anyone that is not part of the group are not permitted into the rooms where you will be staying.
- Accommodation: At night you are to return to the accommodation at the time set by the New Zealand School of Tourism Ltd. staff escort. You must stay with the group and even if you have family or friends in the area, staying with the group is an important part of the overall experience.

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

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

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

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

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

Auckland Cabin Tutor experience (NZST only)

This forms a part of the International Flight Attending qualification and is a 3 day experience held at our Auckland Airport Campus where our 737 aircraft and 747 cab Tutor are located. Please note this is for International Flight Attending students only.

Flight Attending Practicals (NZST only)

For three days of this fourteen-week programme, you will be based at our Auckland Airport Campus. You will be engaged in practical training under simulated conditions, in a fully operational 737 Cabin Tutor suitable for all aspects of flight attending training.

Te Reo Māori Alphabet Chart



Discipline and dismissal

We understand students can experience a wide range of challenges and this can result in making hasty decisions that put their enrolment at risk. Any student seeking help is encouraged to talk to a trusted party, who will, if necessary, confidentially refer the student to a counsellor as soon as possible.

Yoobee Colleges will be fair and equitable in conducting our interactions with students and in implementing student disciplinary procedures and we will always consider the wellbeing of students and staff when determining the appropriate disciplinary outcome.

Any student who is a party to a breach of the rules committed by another student may, at the discretion of management, be deemed to be also guilty of that offence. Being 'a party to' may include aiding, abetting, inciting, counselling, encouraging, assisting to conceal, and assisting to cheat, or in any way assisting in a breach of the rules.

Disciplinary Procedures

Yoobee Colleges has zero tolerance to all forms of unethical and inappropriate behaviour, including all forms of bullying, harassment, and discrimination.

Yoobee Colleges will consider allegations of unacceptable behaviour and take appropriate action. Appropriate action may include informal resolution, investigation, and/or a disciplinary process which may result in disciplinary outcomes up to and including expulsion.

The following stages will normally be followed in dealing with disciplinary action.

Stage one - Minor Breach

Minor breaches are defined as unacceptable behaviour or actions that contradict the Colleges expectations of professionalism. The aim of addressing a minor breach is to educate students. Staff will support students to correct the behaviour before the student progresses further through the disciplinary process.

The following list contains examples of unacceptable minor behaviour or actions. The list is not intended to be exhaustive:

- Absenteeism
- Poor standard of dress and presentation
- No-show for resubmission
- Inappropriate language

In addition to the above, students must adhere to the 'Work Ready, World Ready' professional guidelines which are required for successfully completing a programme, enrolling in future programmes, and participating in study tours, etc. The 'Work Ready, World Ready' professional guidelines can be found at the beginning of this handbook.

A minor breach involves informal investigation undertaken by the Tutor or appropriate staff member.

Stage two - Concerning Breach

Concerning breaches are defined as unacceptable academic or non-academic behaviour or actions, which are less serious wrongdoings than major/expulsion breaches, but which Yoobee Colleges takes seriously and may warrant disciplinary action including verbal and/or written warnings.

The following list contains examples of unacceptable concerning behaviour or actions. The list is not intended to be exhaustive:

- Poor attitude
- Lack of participation in programme activities and learning
- Demonstrating a lack of respect for staff, fellow students, guests, or industry partners
- Inappropriate behaviour or language which may cause concern and/or offence
- Lack of cultural respect and culturally inappropriate behaviour

A concerning breach involves formal investigation undertaken by the Team Leader.

Stage three - Major Breach

Major breaches are defined as unacceptable academic or non-academic behaviour or actions, which are viewed seriously; these may result in suspension from studies and/or instant expulsion and termination of enrolment.

The following list contains examples of unacceptable major behaviour or actions. The list is not intended to be exhaustive:

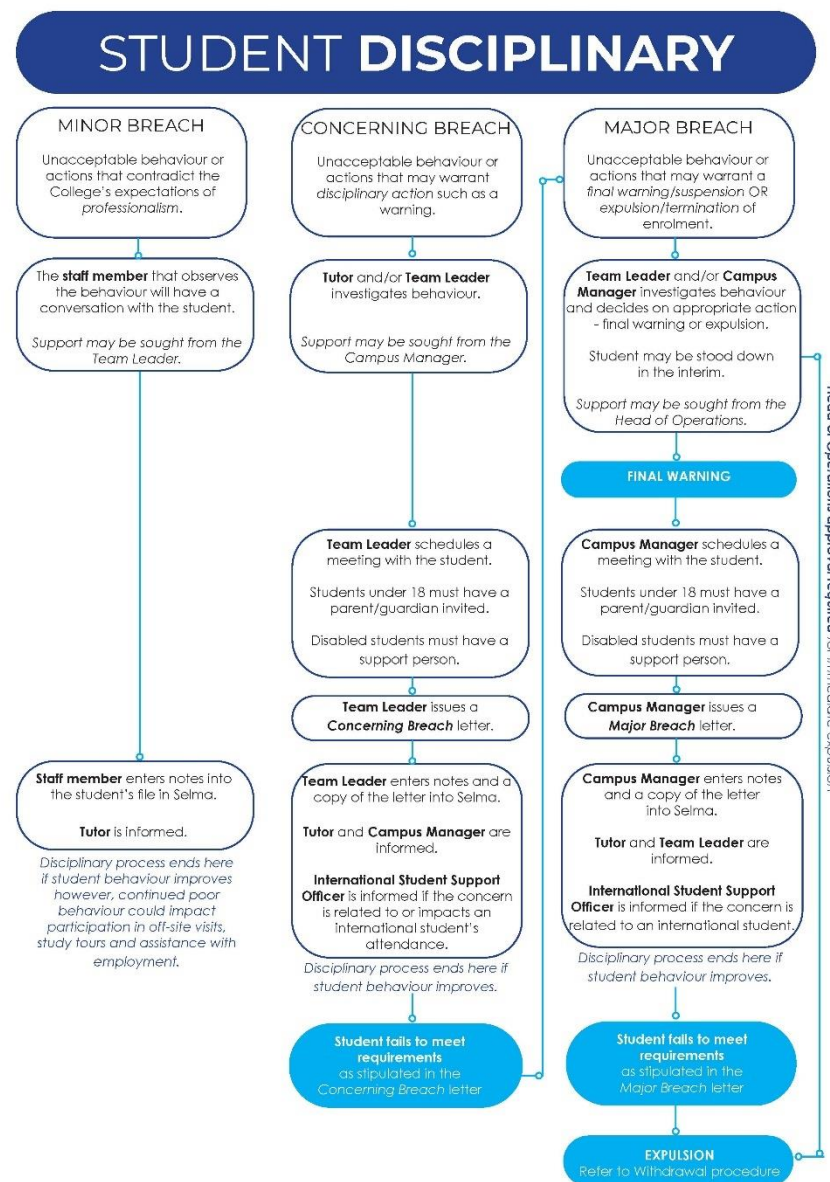
- Wilful abuse of or damage to company property or their suppliers
- Drunkenness or being under the influence of or in the possession of, or misuse of illegal drugs on campus or at a campus event off-site/work experience etc.
- Inappropriate or offensive sexual behaviour or sexual misconduct
- Assault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

In Addition to the above, International students must not be involved in the following conduct whilst away from campus and not under the direct supervision or control of the signatory being Yoobee Colleges:

- Being arrested by the Police
- Being investigated for unlawful matters

A major breach involves formal investigation undertaken by the Campus Manager. Where the case is of a serious nature, or poses a threat to the health and safety of others, or where the case cannot be resolved through informal action or formal consideration by the Campus Manager it will be considered by the Head of Operations

The Student Disciplinary procedure is outlined on the following page.



* Refer to the Student Handbook for examples of unacceptable behaviour and/or actions.



Health and wellbeing

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

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

Discrimination, harassment, and bullying

We welcome diversity on our campuses.

Any discriminatory behaviour or harassment based on age, ethnicity, nationality, marital status, religious or political belief, sexual orientation, or disability against any person or group of people is unacceptable and in breach of the Human Rights Act hrc.co.nz

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

What can you do if you're being bullied?

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

Our organisation takes bullying very seriously.

If you feel that you are being subjected to this kind of behaviour, either from a staff member or another student, experienced directly in person, or by written or electronic communication including social media, please bring it to the immediate attention of a staff member or the Campus Manager.

Proven harassment, bullying or discrimination constitutes behaviour which may result in disciplinary outcomes up to and including expulsion.

Cultural / community and support services

A support directory is located at the end of this handbook. If you need further help locating information, see your Tutor or a member of staff you feel comfortable with.

Sexual health

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 he or she consents. If you choose to have sexual relationships, you need to protect yourself from both unwanted pregnancy and from sexually transmitted infections (STIs). For more information, please refer to the support directory at the end of the handbook.

Pregnancy support

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.

Student Safety

Students who will be away during scheduled class times must let us know. If we cannot get hold of you, the campus will contact your next of kin, emergency contact and any other contacts and people known to us to ensure that you are safe. Please avoid warning letters and causing unwanted worries and concern regarding your whereabouts by keeping communications open with your campus team. We appreciate landline numbers as alternative numbers in the event where students lose their mobile phone or run out of credit. However please note the 0800 number is free so there are no excuses for lack of communication.

Medical conditions, infections, and serious illness

If you are experiencing diarrhoea, flu-like symptoms or a serious infection please refrain from coming to campus and see a doctor for diagnosis and treatment. If you have travelled recently from overseas and experience the above conditions you must seek medical advice immediately.

Your campus provides sanitised bathroom facilities, please follow good hygiene practices to avoid the spread of bacteria and germs.

Hazards

If you notice anything around the campus which you think could be a hazard and may cause physical harm, please inform your Tutor, Campus Manager, or Health and Safety representatives immediately. The Health and Safety representative will report the issue in the hazard register and take steps to minimise or eliminate the hazard.

Accidents and incidents

Accidents and incidents (including near misses) that occur on campus, work experience or internship, must be reported to a staff member. The staff member will record the details of any incident or accident.

All campuses have a Health and Safety plan in place which is reviewed twice annually by the Campus Manager. Any accident that occurs needs to be reported to the Health and Safety Officer (Campus Manager) and logged in the accident register.

Emergencies

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

Remember an emergency can happen anywhere at any time – so it is a good idea to check out the Civil Defence emergency 'GetThru' website to help you know what to do – no matter where you are: www.getthru.govt.nz/

First aid

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

Fire safety and evacuation

If you hear an alarm sound while on campus, follow the instructions of the safety warden who will be identifiable in

their safety vest. Do not run or use the lifts. Proceed immediately to the closest emergency exit and then to the assembly area.

Lockdown

If a lockdown is initiated whilst you are on campus, you are to minimise noise and movement and follow the instructions of staff members.

Fire

If you discover a fire, raise the alarm immediately by operating the nearest fire alarm or informing a staff member. Call the Fire Brigade on 111 or notify reception.

On hearing the sound of the alarm bells ALL students and staff must

LEAVE THE PREMISES IMMEDIATELY

- Use the nearest exit available
- Those appointed as Fire Wardens will search the campus. When the Fire Wardens are satisfied that everyone has evacuated the campus, they will report to the Fire Control Officer
- Move quickly and quietly – DO NOT RUN. DO NOT USE THE LIFTS
- Do NOT collect personal belongings from any part of the premises
- Do NOT carry any food or drinks with you whilst vacating the premises

- NO person is to re-enter the building until instructed to do so
- Once the 'all clear' has been declared by the Fire Department, the school Fire Warden will advise that you can re-enter the building.

Earthquake

In the event of an earthquake, remain in the building, move no more than a few steps, drop, cover (under solid furniture such as tables or desks) and hold. When the quake has passed, exit the building if it is safe to do so. If fire is discovered or an evacuation order given, follow the fire evacuation procedures.

Tsunami

In the event of a tsunami warning move to high ground and follow the instructions of staff members.

Security

If you see anything or anyone suspicious on campus or near campus grounds, report any incidents or concerns to a staff member immediately. Remember this is your campus and your home for the remainder of your studies, so treat it like your own and look out for your fellow students and staff.

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

As part of their programme, students may undertake work experience, placements, or internships with a host organisation.

Students must carry out the health and safety responsibilities outlined above and will also need to comply with the instructions and procedures of the company they will be working with. However if you feel you have been asked to carry out a task that is unsafe for you or others, you should cease work and immediately inform your internship or careers advisor.

Alcohol

Some programmes may include the preparation and service of alcoholic beverages. If you do not wish to sample alcoholic beverages for any reason, please advise your Tutor. If you are under the age of 18 years of age you will be prohibited from consuming alcohol, except where a parent or guardian has provided written consent.

Prohibited Items and Substances

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

General Information

Campus management team

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

If you would like to discuss any aspect of your study journey with a member of campus management, please arrange an appointment via your Tutor.

Teaching team

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

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

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

Visitors

You are welcome to show friends or family around campus during normal office hours, but before doing so please check in with campus staff and ensure that your guests follow the check in system.

All visitors must sign in using the electronic sign-in system at reception.

If you are experiencing a problem with unwelcome visitors, or think that a problem may occur, please feel free to advise campus staff so they can protect your privacy.

Computers

Computer facilities are available for course-related work. The internet is available for research and your work. Yoobee Colleges monitors internet for excessive usage on a daily or weekly basis.

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

If you experience any computer or equipment problems, you should seek guidance from your Tutor in the first instance. If the problem is unable to be fixed you need to log it with your Tutor. The maximum response time will be 72 hours. You may need to move to another device temporarily.

Equipment bookings

Yoobee Colleges makes certain equipment and rooms available for use by students, and occasionally external people.

If you are borrowing equipment, please take care of it and make sure you return it on time. Students who return equipment late may be denied access to that equipment.

Refer to the campus specific information for borrowing times and procedures in your campus.

Note: We are not able to extend insurance cover to students for any equipment that is loaned or borrowed. All equipment loaned to students must be signed for. Signing for equipment means that you take full responsibility for the safety of that equipment, whether it is on campus or off-site. All students are responsible for the cost of repair or replacement for any equipment lost, stolen or damaged while in their care and will be invoiced for these costs. Please treat all campus and student property with respect. Deliberate damage or negligence will incur disciplinary action.

Printing, photocopying and phone

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

Some campuses and programmes offer students a print credit limit for the duration of their programme. Printing credit limits are based on the printing demands of your programme. These allocations vary depending on the amount of printing that is required to be done in your programme and should last for the duration of your programme. You are free to manage your printing within the credit allowance.

Your account balance will be updated each time you print. If you run out, additional print credits can be purchased.

Check with your Tutor if this option is available for your campus or programme, or for additional printing processes and costs where applicable. There are also printing and photocopying facilities available at public libraries and some stationery stores.

Smoking and vaping areas

Increasing numbers of employers prefer employing non-smokers and we aim to provide a smoke-free environment for our students.

Smoking directly in the front entrance of buildings or in other outside areas designated as smoke-free is prohibited as this can make it difficult and unpleasant for other people arriving on campus.

If your campus has a designated smoking zone, please be mindful of others by smoking only in this area. We ask you to respect campus grounds and the environment by putting cigarette butts and litter in the bin.

If your campus does not have a designated smoking zone, you must not smoke within campus grounds and buildings. Anyone wishing to smoke must be at least 50 metres away

from campus grounds. We ask you to show respect to our neighbourhood community by not smoking and/or moving away where requested, and by disposing of cigarette butts in rubbish bins.

Lost property

Please do not leave valuables or personal items unattended in classrooms or elsewhere on campus. Yoobee Colleges will not take responsibility for damaged or lost property (including folders and books left in class after hours). This also includes student vehicles. If you do find misplaced property, please hand it to campus reception.

International students usually cannot claim for lost items left in a public place (for example on a desk in a classroom) on their insurance policy. Check individual policy details for more information.

Transportation

We suggest that, when possible, students arrange to carpool, catch public transport, walk or cycle to keep study costs down. Your campus orientation will cover parking and bus stop locations if applicable.

Public transport

If you plan on travelling by public transport, you can find out the best way to get to your campus by visiting the relevant transport websites for your location.

Food and Drinks

No food or drinks (except bottled water) are permitted in the training/computer rooms. Please enjoy your lunch in the student lunchroom provided.

It is your responsibility to clean up after yourself. Select campuses may also have a kitchen roster, which is shared amongst the groups to help ensure the kitchen and lunchroom are kept clean and tidy.

Telephone, Mail and Messages

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

Mobile Phones

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

Extended hours (YCCI campuses only)

Extended hours: Yoobee Colleges offer extended hours of access to enable you to work at times that best suit you.

This service is based on limited security and trust in the honesty and integrity of our students. We can only maintain this service with the support of every student.

To enable us to keep these extended hours, please follow these security procedures:

Access to all teaching and computer lab space is restricted to students and staff. 'Guests' are not permitted to enter these areas without specific permission from the Campus Manager or a Team Leader.

It is important to secure the building when you leave. Make sure doors and any open windows are shut and locked and that the lights have been switched off

Report any suspicious activity to a staff member or ring Police on 111.

The campus reserves the right to alter the hours of extended access where the security of equipment or personnel is at risk.

Contact us

NEW ZEALAND SCHOOL OF TOURISM

Please use **0800 10 20 20** and follow the instructions to get through the campus you are calling.

AUCKLAND CITY CAMPUS

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

AUCKLAND AIRPORT CAMPUS

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

HAMILTON CAMPUS

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

TAURANGA CAMPUS

109 Devonport Road, Tauranga
Monday to Friday: 8.00am–5.00pm

WELLINGTON CAMPUS

Level 3, West wing, Wellington Railway Station
2 Bunny St, Pipitea, Wellington
Monday to Friday: 8.00am–5.00pm

CHRISTCHURCH CAMPUS

Level 1, 829 Colombo Street, Christchurch
Monday to Friday: 8.00am–5.00pm

CUT ABOVE

Please use **0800 10 20 20** and follow the instructions to get through the campus you are calling.

AUCKLAND CAMPUS

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

TAURANGA CAMPUS

109 Devonport Road, Tauranga
Monday to Friday: 8.00am–5.00pm

ELITE

Please use **0800 10 20 20** and follow the instructions to get through the campus you are calling.

AUCKLAND CAMPUS

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

HAMILTON CAMPUS

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

TAURANGA CAMPUS

109 Devonport Road, Tauranga
Monday to Friday: 8.00am–5.00pm

WELLINGTON CAMPUS

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

YOOBEE COLLEGE OF CREATIVE INNOVATION

Please use **0800 665 544** and follow the instructions to get through the campus you are calling.

ELLIS ROAD SOUTH SEAS CAMPUS

3/75 Ellis Road, Auckland

Monday to Friday: 8.30am–4.30pm

CITY ROAD CAMPUS

Level 4, 3 City Road, Auckland

Monday to Friday: 8.30am–4.30pm

BUNNY STREET CAMPUS

Level 3, West wing, Wellington Railway Station

2 Bunny St, Pipitea, Wellington

Monday to Friday: 8.30am–5.00pm

COLOMBO STREET CAMPUS

573 Colombo Street, Christchurch

Monday to Friday: 8.00am–5.00pm

ONLINE CAMPUS

Monday to Friday: 8.00am–4.00pm

online.learning@yoobee.colleges.com



Telephone Directory

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, whanau, 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

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

Anxiety, Depression & Mental Health Crisis

Sonder is a personal safety and mental health application that provides students with 24/7 assistance. The Sonder app is free for Yoobee Colleges students to download.

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/ 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 post-natal depression 0800 933 922.

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

Small Steps www.smallsteps.org.nz – 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.afterasuicide.co.nz – a website offering practical information and guidance to people who have lost someone to suicide

Aoake te Rā www.aoketera.org.nz - 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) –

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)

Māori & Pasifika Health & Community Services

Māori

Māori Health Provider Directory www.health.govt.nz/your-health/servicesand-support/health-careservices/Māori-healthprovider-directory Māori health providers are contracted to District Health Boards, or iwi and kaupapa Māori organisations. 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://hoaniwaititimarae.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 Paea Memorial Marae Māngere Bridge 09 636 7019

Porirua

Harouta Marae 5 Whitford Brown Ave.

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

Pasifika

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.

Disability Support

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

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

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

Deaf, hard-of-hearing, speech impairment.
TXT, messenger, online chat – many services listed in this directory offer txt, messenger, or online chat services.

New Zealand Relay www.nzrelay.co.nz 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.

Medical, Doctors & Hospitals

If you have a serious medical condition such as an allergy, you need to advise YOOBEE COLLEGES 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 in 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/ Helpline 0800 2 EDANZ / 0800 2 33269.

HIV and AIDS

Burnett Foundations (Formerly AIDS Foundation) www.burnettfoundation.org.nz/
o 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.

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 can 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.

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.

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.

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.

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 and 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.

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/

Whangarei District Council www.wdc.govt.nz (09) 430 4200

Northland Regional Council www.nrc.govt.nz (09) 470 1200

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

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 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/ Information 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.

- 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)

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.



Declaration Form – ALL students

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

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

Student Name: _____

Signature: _____

Date: _____

UNDER 18

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

Guardian Name: _____

Signature: _____

Date: _____



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Guardian Name: _____

Signature: _____

Date: _____

OFFICE COPY (Please sign, detach, and return to your Tutor)

Student Photographic Work Agreement – Cut Above Academy students

Whilst the student is enrolled at the Cut Above Academy, participating in any course, the said student must acknowledge the property rights of Cut Above Academy.

The student agrees that all client statistical records, promotional advertising and educational materials used and/or created by the student remain the property of Cut Above Academy.

That all photography, that is photographs of student's hair and makeup creations, artistic performances, student's candid photographs including the said student here signed below, remain the property of Cut Above Academy.

That the student acknowledges that from time to time Cut Above Academy may wish to use for promotional literature, images of students and their work, and hereby gives consent to Cut Above Academy to that use. Cut Above Academy will not use such images in contravention of the Privacy Act 1993.

I have read and understand fully the contents of this agreement and abide by the set terms.

Student Name: _____

Signature: _____ Date: _____

UNDER 18

If you are under the age of 18, your guardian must also sign to confirm you have understood.

Guardian Name: _____

Signature: _____ Date: _____



STUDENT COPY (Please sign and retain this copy for your reference)

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Student Name: _____

Signature: _____ Date: _____

UNDER 18

If you are under the age of 18, your guardian must also sign to confirm you have understood.

Guardian Name: _____

Signature: _____ Date: _____

Participation Agreement – Elite School of Beauty and Spa students

Requirements of participants in this supervised facial therapy, manicures and pedicures, waxing, makeup, tweezing, spray-tanning and massage will include: exposure of the body, underwear, other participants, removal of body hair using different waxing techniques. The purpose of this is to apply skills in a simulated environment. Any questions about this programme are encouraged, if you have any concerns or questions – please ask for further explanations.

I agree to participate at my own risk in these outlined programmes and will not hold Elite School of Beauty & Spa or any of the staff accountable for injuries or disabilities that I may sustain as a result of participation.

I have read this form and understand the attendant risks of my participation in these pursuits. Knowing these risks and having had the opportunity to ask questions (that have been answered to my satisfaction) I state the following:

I _____ (full name of participant) voluntarily consent to participate in the outlined programme run by Elite School of Beauty & Spa.

Student Name: _____

Signature: _____ Date: _____

UNDER 18

If you are under the age of 18, your guardian must also sign to confirm you have understood.

Guardian Name: _____

Signature: _____ Date: _____



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Guardian Name: _____

Signature: _____ Date: _____