

NZSE COLLEGE

STUDENT HANDBOOK 2023

nzse.ac.nz

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NZSE College - New Zealand Skills and Education College is part of the New Zealand Skills and Education Group.

Tena koutou and welcome

The staff of the NZSE College invite you to explore our world of exciting educational experiences. We offer you a great opportunity to gain skills in your chosen field of study and progress into further studies or career advancement either here in New Zealand or beyond its shores.

Whether you are a student studying on campus or enrolled in an online programme, your Student Handbook is a handy guide to all the things you need to know as a NZSE College student. We encourage you to read the information carefully as it will assist you to settle in well and succeed in your academic journey. It contains important information about our schools, our services, health and wellness information, academic information, student support services and our polices, to help you plan your life as a student. It is important that you keep this Handbook as a reference guide throughout your studies.

Ko te pae tawhiti whāia kia tata, Ko te pae tata whakamaua kia tīna

Seek the distant horizon as you pursue your goals whilst you draw closer to your dreams

With our focus on creating a stimulating and active learning environment, our range of programmes will enable you to achieve your academic and career goals. Whether you want to pathway to a university degree to enter a highly skilled industry, we have the programme for you.

Our digital learning platform offers blended learning opportunities providing learners with increased flexibility and learning options - a combination of on-campus, in-person, and online practices. Our fully online learning programmes reach out to our domestic students already in the workplace, and international offshore students who can now have borderless access to New Zealand qualifications. Our academic and support staff are here to assist and motivate you. They are all qualified and experienced professionals each with a strong personal interest in helping you succeed. Our Vocational and Military Preparation programmes provides the framework to prepare domestic students to gain skills to meet New Zealand Defence Force standards. There is a high level of structure and discipline in this programme that will develop both your physical and mental strength.

Learn well, work hard, have fun, but most of all, take advantage of the opportunity to build your future. We wish you well in your studies and hope that your time at NZSE College is rewarding and enjoyable.

Team NZSE College



About NZSE College

New Zealand Skills and Education College (NZSE College) was established in 2003 under the provisions of the Education Act 1989 as a Private Training Establishment and is funded by the Tertiary Education Commission (TEC). NZSE College is accredited by the New Zealand Qualifications Authority as a Category Two provider. Our External Evaluation and Review (EER) can be found on our website:

NZSE College's EER can be found here: www.nzse.ac.nz/about

Our programmes are designed to provide you with recognised qualifications and clear pathways to either higher level study, university degree study or to an employment outcome. Our Career Services Team provides guidance from CV writing to interview preparation. We have strategic partnerships with several businesses and companies, and we support our students to find full time and part-time work as well as internships. Practical experience is embedded within the design of our programmes and has direct application to real world contexts, empowering our graduates with work ready skills.

Our small classes, with an average of 25 to 30 students to a class, means that you will have dedicated attention and support from your tutors. The holistic wellbeing of our students is one of NZSE College's highest priorities. We have established policies and practices in place to ensure the safety of our student community. All staff along with the Student support team will guide, encourage and support you towards a rewarding and fulfilling study experience.

During the year, NZSE College co-ordinates fun activities such as cultural events, field trips, shared lunches etc. This enables you to meet other students and creates opportunities to make life-long friends. If you are an online student, you can expect to participate in our online social activities organised for you.

OUR SCHOOLS

School of
Early Childhood Education

School of
IT and Business Technologies

School of
Hospitality

School of
Health and Wellbeing

School of
Foundation Pathways
(ATC Military Prep and
VET)

Campus Locations

Our Auckland CBD, West Auckland, South Auckland and Hamilton campuses have comfortable learning spaces and student areas. Students have access to common areas where they can mix and mingle with students, have their breaks, and feel relaxed. Our common areas also display student-life related information that students can access with ease. All four campuses are close to shopping malls, local libraries, and transport services.

Auckland CBD Campus

Level 7, 238-242 Queen Street,
Auckland CBD, Auckland

New Lynn Campus

3033 Great North Road,
New Lynn, Auckland

Manukau Campus

20A Amersham Way,
Manukau, Auckland

Hamilton Campus

850 Victoria Street,
Hamilton Central, Hamilton

Postal Address

PO Box 15-1293, New Lynn,
Auckland 0640

General Contact Number

0800 99 88 11
or +64 9 827 6100

Treaty of Waitangi (Tiriti o Waitangi)

The Treaty of Waitangi (Te Tiriti o Waitangi) is an important legal partnership agreement that was signed by representatives of the British Crown and Māori tribal leaders on 6th Feb 1840. The purpose of the Treaty was to enable the British settlers and the Māori to live together in New Zealand under a common set of laws or agreements. It is important for our students, both domestic and international to understand the importance of this treaty as the founding document of New Zealand.

The Treaty of Waitangi established a partnership between the Māori who are the tangata whenua (indigenous people of the land) of New Zealand and the new settlers. Today, it continues to provide a framework for Māori and non-Māori to live together in this land. The Treaty reaffirms Māori rights to protect their way of life.

You can see the original documents of the Treaty of Waitangi at the National Library in Wellington. Waitangi Treaty Grounds (in the Bay of Islands where the treaty was signed) tells the history of New Zealand and coming together under the dictates of the treaty.

The Treaty Today:

The treaty was drafted in both English and Māori, with the English version being signed by the Crown and the Māori version by the Māori chieftains. The Māori and English texts of the treaty differ in their understanding of the partnership, and this has been a subject of debate. Since the 1970s there has been a growing awareness and affirmative action to uphold the spirit of the principles of the treaty.

Today, the Treaty continues to act as a promise of partnership. It is an agreement, which is the basis of national unity and understanding between cultures. New Zealand proudly commemorates the signing of the Treaty and celebrates the 6th February every year as Waitangi Day which is a designated public holiday.

For further information on the Treaty of Waitangi:

- www.waitangi-tribunal.govt.nz
- www.nzhistory.net.nz
- www.treatyofwaitangi.net.nz

NZSE College's student centered Strategic Objectives and Goals are founded on the principles of respect, acknowledging New Zealand's biculturalism, that Māori are tangata whenua (the people of the land) and have a special relationship with the land. The vision of our Māori strategy is to 'transform education in a mana enhancing way for Māori success.

STUDENT LIFE

New Zealand's Education System

New Zealand's education system is regulated with strong quality assurance systems across the board. The Code of Practice for the Pastoral Care of International and Domestic Students ensures students are successful in their educational outcomes and are getting the support they need.

Code of Practice for the Pastoral Care of Tertiary and International Learners

NZSE College have agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 which provides the framework to support the wellbeing and safety of domestic and international students. The code makes clear that creating an environment that supports learning and wellbeing is a shared responsibility between tertiary providers, students, whānau and the wider community

To learn more about the Code visit:

<https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/>

Strategic Goals and Plans for supporting the wellbeing and safety of our learners:

NZSE College's policies and practices are designed to keep the student in the center of our ecosystem. Students can expect to study and thrive in a supportive environment where they are respected, their voice is heard, and they feel included. Our strategic plan prioritises the holistic wellness of our domestic and international students.

Equal Opportunity

NZSE College defines Equal Educational Opportunity as a process of providing a learning environment for students which is free from barriers which cause or perpetuate inequity in respect to the education of any person or groups of persons. We are committed to providing equal education opportunities for all students regardless of gender, nationality, ethnicity, religious belief, political affiliation, marital status, age, disability or gender orientation.

Please refer to our Academic Policy [A11: Equal Educational Opportunities Policy](#), available on our website at: www.nzse.ac.nz

Orientation

At orientation you will be warmly welcomed to your chosen campus (or to your online class, if you are an online student) by our team who will help and support you to settle in. Your well-being is our priority, and we endeavour to make your experience with us the best it can be. Orientation includes activities to help enable you to develop familiarity and engagement with NZSE College and with your fellow students. During orientation, you will meet your tutor and Head of School who will provide you with course related details (requirements, content, timetable, term breaks etc). We welcome parents or guardians of our Under 18 students to the Orientation.

In a fun-filled and engaging manner, the student support team and academic team will prepare you with essential general and academic information including:

- Health and Safety
- Fire Evacuation Procedures
- Student Support Services available to you
- Learning approaches and our learning management system
- Assessment processes
- Academic administration
- Enrollment paperwork
- Life as an international student in NZ and at NZSE College
- Life as a domestic student at NZSE College
- The range of support services you can access and how you can seek assistance
- Accommodation (International)
- StudyLink loans and allowances advice and guidance (Domestic)
- Your rights as a student including the right to raise a complaint
- Career Services support to plan your career journey.

Enrollment Paperwork

We will ensure that all administration related to your enrollment is completed. This includes the Student Contract Agreement, Student ID and your local contact details. We will also review your visa and insurance papers (International) OR review your StudyLink and related document, ID and clearances as necessary (Domestic). When you sign the enrollment form, you are signing a legally binding agreement with NZSE College.

Your Contact Details

NZSE College needs to be able to contact you during your studies and if required, be able to reach you during break times. We will usually contact you using your NZSE College email account so please check your emails regularly. Please advise your tutor or the Student Support Team if your address, phone number or emergency contact details change OR you can use the Change of Contact Details Form. Your emergency contact will be contacted if there are reasonable grounds to believe there is a threat to your wellbeing/health.

Student ID Card*

Your Student ID card provides you with access to facilities and can be used for a range of discounts, e.g. movies and public transport. Do not lend your ID card to others (If you lose your ID card, a replacement card can be requested from reception for \$10). Once your student ID card has been issued to you, it must be carried with you on campus for security reasons and you may be asked to show it at any time.

For more information and details on the benefits of your ID card, please visit: www.studentcard.co.nz

*not applicable for off-shore students enrolled in a fully online programme

Health and Safety

NZSE College Health and Safety information is displayed around the campuses and is introduced at orientation. All students must be familiar with the evacuation procedures, assembly areas and emergency exits for each campus. Emergency evacuation drills are carried out at least twice a year. In case of an emergency on campus, you must follow the instructions of the fire warden.

Our health and safety information is displayed around all campuses and discussed both in class and at orientation. All incidents, injuries and near misses must be reported to Student Support. This ensures all incidents are investigated, recorded and reported and first aid can be given if required. Details about who the trained first aiders are at each campus are also displayed around all campuses. First aid kits are available at each of our campuses.

Keeping you safe during Covid-19

Covid19 has changed the way we go about our daily lives. Our students, our staff and the entire education sector has been impacted by this global pandemic. Our campus activities are planned based on guidance from New Zealand Government - Ministry of Health and Ministry of Education. We adhere to the government's regulatory approach to ensure our students' health and safety when attending classes. You will be required to follow the protocols outlined by the school. If you are feeling unwell, please do not come into the Campus, call your campus student support advisor and let them know so you can be supported.

NZSE College has a robust Pandemic Response Action plan to keep our students, staff and stakeholders safe. We provide the most updated information, guidance and support to our students and are committed to keeping our students and staff safe while ensuring excellence in learning.

For all the latest updates please visit: <https://covid19.govt.nz/>

(NZSE College's website is regularly updated with the latest guidance from NZ Government)

Finding a Doctor

To find a General Practitioner or Doctor who practices close to where you live, you can check online at: <https://www.adhb.health.nz/your-health/find-a-gp/>

Alternatively, you can talk to a student support member who will assist you to find medical centres and relevant medical services in your local area.

Helplines

Mental Health

If you feel as though you may be experiencing depression or anxiety, or are anxious about living in a new country, please know that you're not alone and that there are many places you can turn to ask for help:

<https://depression.org.nz/>

Depression Helpline – 0800 111 757 or free text 4202

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

Need to talk - free call or text 1737

Sexual Health

For advice, information, contraception, check-ups and consultations related to sexual health, visit Family Planning or Auckland Sexual Health Service. Both have clinics around Auckland and offer confidential advice and assistance for men and women of all ages.

ashs.org.nz

familyplanning.org.nz

Gender Identity Support

RainbowYOUTH is a charitable organisation providing support, information, advocacy for gender diverse people and intersex youth in Aotearoa New Zealand.

<http://www.ry.org.nz>

If you're wanting to talk to someone about anything gender identity-related, OUTLine provides confidential telephone support. Give them a call on **0800 688 5463 (OUTLINE)**.

Alcohol and Drug Addiction

The Alcohol Drug Helpline provides friendly, non-judgmental, professional help and advice:

<https://alcoholdrughelp.org.nz/helpline/>

Call **0800 787 797** or text **8681**

Emergency - Police, Fire and Ambulance

Do not hesitate to call **111** in matters of life and death or if you are not sure about the seriousness of a situation. **111** is for police, fire, or medical emergencies when immediate action is required: someone's health, safety or property is in jeopardy, or a crime is in progress. A trained operator will answer the call. Listen carefully, speak clearly and try to remain calm and clearly communicate your situation with the operator. The operator will stay on the line with you to make sure your call is directed to appropriate agency and you get timely assistance.

School's Emergency Contact

Onshore students:

In case of an emergency outside working hours:

Our 24/7 emergency contact is **021 917 442**.

In case of an emergency during school hours:

There is always a small chance of an emergency when you are on the premises. When there is an emergency, please follow the guidance of your tutors, NZSE College staff and emergency services. In case of a fire, every campus has a fire warden and you will be guided to safety by the team. Emergency exits are marked and evacuation plans are displayed in each campus.

Any other important health and safety information will be provided by e-mail updating you on the situation for the campus and your courses. We will also publish updates on our Facebook page. For any concerns, please call the campus on **09 827 6100** or e-mail study@nzse.ac.nz.

Offshore International Students Emergency Contact:

Please contact your local emergency services in the first instance, as they will be able to provide immediate and on-ground support for your safety and wellbeing.

Your key contact for any pastoral care and related matters is your dedicated student support advisor whose details will be provided at orientation.

You can also contact Student Support via email on studentsupport@nzse.ac.nz.

STUDENT INFORMATION

Student Code of Conduct and Related Policies

The Student Code of Conduct details NZSE College's commitment to providing and maintaining a safe and healthy working environment and the behaviour expected of all students.

This is covered in the following Academic Policies:

- **A01:** Student Admissions and Withdrawal Policy
- **A02:** Assessment of Prior Learning Policy
- **A03:** Student Code of Conduct
- **A04:** Misconduct Policy
- **A05:** Student Attendance Policy
- **A06:** Bullying, Harassment and Discrimination Policy
- **A07:** Assessment and Moderation Policy
- **A08:** Misconduct in Assessment Policy
- **A09:** Student Feedback and Complaints Policy
- **A10:** Academic Appeals Policy
- **A11:** Equal Educational Opportunities Policy.

These academic policies may be accessed through: Reception, Canvas (Learning Management System) and the NZSE College website: www.nzse.ac.nz

Learner Voice Committee

Our Learner Voice Committee is composed of student representatives who act as the voice of learners and communicate any matters or concerns to the management. We have committees for Domestic, International and Māori students available. The committee is also an opportunity for our students to sharpen their leadership skills and enable them to participate pro-actively in the administration of NZSE College. The committee will also give inputs on social functions and events for students.

Our learners have a voice through our Learner Voice Committee and through a variety of feedback mechanisms. Student feedback helps shape the student experience at NZSE College. Our ATC Military Prep programmes additionally offer peer to peer mentoring, where fellow students support each other. We believe that this not only develops skills and leadership that will advantage students in employment but that it is also a great way to get to know people. The committee has a representation at the Learner Success Leadership Team so they have direct access to and participation in the decision making that impacts on their wellbeing and student journey.

Student Feedback and Student Complaints

NZSE College values and encourages feedback and suggestions from our students about their student experience. Anonymous surveys are administered throughout the programme and is an opportunity for students to provide feedback with respect to their admissions experience, administration, facilities, faculty and the programme of study. Students are encouraged to participate in all the surveys.

Changes made as a result of giving and receiving student feedback are anonymously reported back to students through the student committee. The aim of student feedback is to inform continuous improvement of the student experience at NZSE College.

We hope our students will find their time at NZSE College enjoyable and rewarding. However, if students are unhappy about something NZSE College aims to resolve the concerns as quickly as possible, with the agreement of everyone concerned.

Students may express concern about anything they believe breaches their rights as a student or where they believe the standards of teaching or other services offered under their programme with NZSE College are not met. All written complaints will be acknowledged in writing within five working days, including an estimated time frame for response to the complaint.

(Please see [page 23](#) for Resolution of Complaints)

Attendance and Absences

Successful study requires regular attendance. It is your responsibility to attend all classes and ensure full attendance. Attendance is a course requirement and students' attendance is recorded and monitored. If you are absent from your regular class and you have not notified NZSE College, you will be contacted by our support team.

If you are going to be late or absent from class, please call the school so that your tutor can be notified. If you need leave for exceptional personal circumstances, please contact your tutor at the earliest opportunity. Student support will guide you on how to apply for special leave. Absence from a test or examination, or a delay in submitting an assignment, must be supported by a valid medical certificate.

For further information please refer to policies [A01: Student Admission and Withdrawal Policy](#) and [A05: Student Attendance Policy](#), available on our website and at the front desk.

Attendance Expectations for Domestic Students

You are required to attend all classes – on campus or online. If your attendance of your scheduled classes drops below **95%** or more, you may be contacted by the School. You must meet the attendance requirements for your programme as stated in your course outline. If you are unable to attend a class, you should inform the tutor or Student Support of your absence before the scheduled class session.

If you are absent for more than three consecutive days for medical reasons you must provide a certificate from a registered medical practitioner. While the NZSE College team will do everything to support your learning, unauthorised absences may result in disciplinary action and your study could be terminated.

You can phone **0800 99 88 11** or send your tutor an email regarding your absence.

Attendance Expectations for International Students

Immigration New Zealand requires **100% attendance** and high-quality performance from international students for them to meet their visa conditions. Immigration New Zealand requires that you attend your programme of study at all times (100% attendance is ideal); and you must pass at least 75% of your courses for Immigration New Zealand to accept your online Student Visa Application for the renewal of your visa.

You may be contacted by the school if your attendance drops below **95%**. Low attendance may result in difficulty applying for visas. International students are recommended to gain a medical certificate for all days of medical leave as this would be taken into consideration for their student visa conditions.

While the NZSE College team will do everything to support your learning, unauthorised absences may result in disciplinary action and your study could be terminated.

In cases of sustained non-attendance a student's enrolment is withdrawn, and Immigration New Zealand is informed for the termination of the visa and this may prevent eligibility for further studies.

You can phone **0800 99 88 11** or send your tutor an email regarding your absence.

Punctuality

It is important to be in your on-campus or online class on time to ensure you fully participate to assist your success. An absence will be marked for students who are late. Interruptions to the learning may result in late students being asked to join the class after the next break.

Contacting your Tutor

Your course outline provides your tutors' contact details. You can also leave a message for a tutor by calling the NZSE College's free phone number, **0800 99 88 11**.

Holiday Breaks

Holiday breaks may be scheduled into your programme. Details are provided at the time of enrolment and in your course outlines.

Public Transportation

There is a good public transport system covering all the main suburbs both in Auckland and Hamilton.

For information about all Auckland bus, train and ferry services and fares go to: www.at.govt.nz

For information about Hamilton bus services and fares go to: www.busit.co.nz

Full-time students are entitled to discounted passes for buses and trains in Auckland.

Please talk to the Student Support Team for more information.

“The staff were really supporting, they guided me and supported me throughout my whole journey, and I felt really appreciated because they trusted me. I felt like an instant sense of belonging and then ATC became my family.”

Gally-Anne Harris (Pai)

School of Foundation Pathways (ATC Military Prep)

OFFSHORE INTERNATIONAL STUDENTS

Additional Information

Some of NZSE's programmes are offered offshore to our international students who study online without a visa and gain their qualification.

Policies

Our Student Code of Conduct and all related Policies and process apply to our offshore international students as well and can be accessed on our website and on Canvas (Learning Management System). As an offshore learner enrolled with NZSE you can expect the same level of wrap around support and inclusion that we provide to our onshore learners.

Orientation

At our welcoming and energetic online orientations offshore students will meet the NZSE Student Support Team, the Academic Team as well as other students enrolled in the programme. You will learn what you need to know to be successful in your learning and will be given all the information on the tools and resources available to you, so that you are well prepared for your academic studies. This is your essential introduction to settle into your virtual class while you study remotely.

Online Learning

Our offshore delivery is designed to make education possible via online in a virtual learning environment. This provides offshore students with a more flexible way to schedule classes and manage workload. However, it also requires additional self-discipline and organisation to stay on top of your work. We will be working proactively with our offshore students to identify their needs and providing guidance and support. Students can get in touch with academic staff and student support at any time.

Contact: Online Learning & IT support

It is important that you prepare yourself to start your online learning journey. You will receive this guidance at the time of your enrolment. You have access to our online learning support team from wherever you are studying, and they will help you with any IT issues and accessing online resources.

Email: techdesk@nzse.ac.nz

Contact: Student Support

Your Student Support team are committed to support you to settle you're your virtual environment, and they can be contacted via email, MS Teams, Canvas (LMS).

Email: studentsupport@nzse.ac.nz

Contact: Academic Student Support

NZSE is committed to your achievement and success, and we aim to support your academic journey wherever you are. Our Academic Support Advisors help students to develop skills to become more effective learners, help in identifying any gaps in your learning and suggest strategies to enhance your academic journey.

Academic Support Advisors will conduct workshops to assist and guide students with writing their CVs in the context of their specific requirements. Canvas has an online “Unlock your potential” module that provides a step-by-step guide and informative resources that will provide the required assistance for students to create their individualised CVs.

Email: tracy@nzse.ac.nz | anna@nzse.ac.nz

Attendance

As an offshore student you will be expected to attend ‘virtual classes’ and be present in the ‘virtual classroom’ as per the timetable provided to you by the tutor. Your attendance will be marked for the full online session and your tutor will inform you about the guidelines and conditions around your attendance. NZSE’s Attendance Policy will apply to the virtual classrooms as well.

Online Events

Virtual events and activities will be organised for our online students to participate and stay connected. Our Student Support Team will provide information on the upcoming events to our offshore students in advance.

Code of Practice for the Pastoral Care of Tertiary and International Learners (The Code)

NZSE is a signatory to the Code which provides the framework to support the wellbeing of all our learners, including offshore learners. The outcomes of the Code will be applicable to our offshore students as well so they will participate and have representation in our Learner Voice Committee and their feedback will be captured through our Surveys as well.

“It has been a much better experience than what I had been thinking before. There were never any technical issues at the college end that would hamper with online delivery and most importantly tutors were able to provide full support with no issues even online. All in all, the efforts made by the college for my online classes was absolutely great and flawless.”

Aditya Singh Rana

School of IT and Business Technologies

ON CAMPUS

Smoke-Free Campuses

NZSE College campuses are all smoke free environments and smoking or vaping is not permitted. Students will be guided to the best place to smoke.

Drugs and Alcohol Policy

NZSE College does not tolerate the possession, use or distribution of alcohol, prohibited drugs or substances on the premises (with the exception of prescribed medications). It is important that all our students including international students are aware of the laws regarding drugs and alcohol in New Zealand and the associated offences and penalties incurred through the misuse of these substances.

For more information on drug and alcohol laws and penalties, go to:

www.police.govt.nz/advice/drugs-and-alcohol

Food

Food may be bought from home or nearby shops, cafes and takeaway outlets. NZSE College provides student areas where you can make hot drinks and eat your food in comfort. Water coolers are also available for you to fill your cup or bottle. Only bottled water should be taken into the learning spaces. Please assist us to keep our immediate and wider environment clean and all facilities in good working order for the benefit of everyone.

Parking

There is no designated parking available for students in our campuses. Unauthorised vehicles parked in staff parking areas may be wheel clamped or towed. Please check parking options available to you before bringing your car to the campus. We encourage you to use public transport to reduce reliance on private motor vehicles.

Email and Internet

When you enrol, you will be given an email account and access to the NZSE College's network. You may access the internet from a variety of devices via a wireless network across all our campuses.

All email and internet traffic including web page, email and other forms of electronic messaging are logged and monitored. Filters are in place to protect all users of the NZSE College's network against objectionable content and malicious use.

Students may be withdrawn if found to be accessing, receiving, processing or sending objectionable material using internet or email services. These services include instant messaging, social media, online learning systems and any other system or service provided by NZSE College or one of its partners.

Computer Resources

NZSE College operates a fair use policy for use of computer resource services required to support student learning needs. When students use the services for non-NZSE College related activities the service can be restricted or removed.

The computer usage regulations can be found in the [A03: Student Code of Conduct Policy](#) on our website: www.nzse.ac.nz

No student should infringe copyright regulations, in terms of the Copyright Act (1994) and the Copyright (Infringement File Sharing) Amendment Act 2011 or use computing equipment in any way detrimental to the lawful and efficient utilization of computing resources by NZSE College. Copying of software is theft and NZSE College will treat it as such.

No student shall:

- attempt to gain access to the IT system
- allow access to the system to any other person
- attempt to access, obtain, alter, add or erase any data to which they are not entitled
- make, hold or modify copies of software provided by NZSE College, without prior written consent of the IT Support Manager
- attempt to use the system so as to cause costs to be incurred by NZSE College, any other person or organisation
- attempt to access any other computer system, whether elsewhere or overseas; and
- use the system in such a way as to contravene any requirements for its use notified by the Administrator. This includes but is not limited to, using the system for purposes other than those for which access was granted, willfully impeding the operation of the system or any other user and any restrictions on use.

Students must abide by the relevant social media platforms terms and conditions.

Use of mobile phones

Mobile phones may be used for learning purposes. You may be asked to keep your phone away during assessments and assigned tasks. Please follow your tutor's guidance about use of mobile phones in class.

IT Support

IT support for students is available on all campuses to help you access the NZSE College network. If you need assistance, you can request help from your tutor or the IT Support person. Online students will be supported for their technical issues by their tutors and student support team.

Printing

Students enrolled in certain programmes are given a quota for printing. Students may purchase more print quota if required from the reception at any campus. NZSE College uses "Follow Me" printing so that your printing is released only to you. Information on access to printing will be given to you by your tutor.

Security of personal items

NZSE College makes the best effort to secure the premises, however whilst on campus, you are solely responsible for the security of your personal items (laptop, tablet, phone etc.). NZSE College is not liable for any loss or damage to personal items.

BYOD (Bring Your Own Device) Information

BYOD transforms students' experience of learning by enabling them to use their own devices to access learning materials and resources 24/7 on any campus and from home or any other place where they can connect to the internet. Chrome Books are available for use for our Youth Guarantee Students.

NZSE College campuses with their dedicated premium fibre optic internet connections are designed to support student learning through the use of students' own devices.

Buying a new device?

A number of retailers offer special discounts on electronic items for students. You can visit our preferred supplier PB Tech who will be happy to assist you.

BYOD Specifications

Laptop (General)

- 10-inch screen or larger
 - 4GB RAM
 - Hard drive with 50GB of free space
 - Windows 10 Pro (minimum) OR Apple Mac 10.8 (Snow leopard minimum)
 - Intel i3 processor
 - Up-to-date Anti-virus software
 - Wireless capable
-

Laptop (IT and Business Technologies students)

- Windows 10 64-bit
 - 17 4-core or equivalent/higher processor (e.g. Intel 17 or AMD Ryzen 7)
 - 16GB RAM
 - 512GB SSD or larger recommended
 - Wireless capability (802.11ac or above recommended)
 - At least a 14-inch screen or larger
 - Built-in webcam, speaker and microphone (good quality headset with boom mic recommended)
 - An updated anti-malware solution needs to be used at all times
-

Tablet

- 10-inch screen or larger
 - Keyboard accessory
 - Android v4.1, Windows 8, iOS v6 or higher
 - Wireless capable
-

New devices - If you decide to buy a new device, then the following specifications are recommended:

- 13-inch screen
- 8GB RAM
- Hard drive with 100GB of free space (SSD recommended for IT students)
- Windows 10 Pro (minimum) OR Apple Mac 10.8 (Snow leopard minimum)
- Intel i3 processor (for non IT students)
- Intel i5 processor or equivalent (to support hardware virtualisation)
- Up-to-date Anti-virus software
- Wireless capable

We recommend Google Chrome as your browser when using the Canvas LMS for the best experience. We recommend NOT using a Chromebook for IT programmes as they do not allow for virtualisation.

STUDENT ACADEMIC LIFE

Academic Policies

Students are expected to perform to a satisfactory academic standard. NZSE College has a number of academic policies and regulations that are relevant to students and intended to provide a benchmark for students' academic achievement and a transparent and equitable process for students with academic performance problems. These policies may be accessed on through: Reception, Canvas (Learning Management System) and the NZSE College website (www.nzse.ac.nz). Please check with Student Support Team if you need assistance.

Recognition and Assessment of Prior Learning

Students are able to gain academic credits towards the completion of programmes of study based on previous experience and learning, whether formal or non-formal. Unless otherwise stated in programme/qualification regulations, academic credits may be awarded where course outcomes can be demonstrably met. This can be through cross credit, the transfer of credit from previous study or through the recognition of prior learning process. For more information, see [A02: Assessment of Prior Learning Policy](#) and talk to your tutor or course advisor as soon as possible.

Learning Resources

NZSE College encourages and promotes the development of flexible modes of teaching and learning, the use of new learning technologies and computer assisted learning management systems. Some features are:

Canvas

Canvas is a web-based learning management system. All Students will be given a detailed orientation to this system so that they can have 24/7 access to their learning resources and receive important notices and communications on this platform designed to make their academic and student journey a smooth and hassle free one.

Assessment

An assessment is used to determine whether you have met the learning outcomes of your course/unit standard requirements as well as graduate outcomes of your programme. It is expected that you plan and manage your time well so you can be ready for your assessments. At the start of each course, you will be provided with a course outline which details the assessment requirements you will need to meet to successfully pass the course.

This includes:

- the assessment type
- the assessment weighting
- the assessment schedule/due dates
- any special conditions or characteristics which apply to a particular assessment.

Any assessment you submit should be your own original work, or, if it is a group assessment, the original work of your group. Your group or individual name should be on each page. Assessments should demonstrate the level of English competence expected for a student at the level at which you are studying. Academic support is available. You need to be aware of the requirements around copyright and plagiarism. If you have any questions about these please discuss them with your tutor.

Online Real Time Assessment

Real Time Assessment means that assessments are taken online, and results and feedback will be given electronically.

Turnitin.com

Turnitin.com, is an online plagiarism-detection software that checks submitted documents against its database and the content of other websites. Based on your programme of study, you may be required to submit your assessments via Turnitin.com. Your tutors will provide more information on this. We take plagiarism and cheating seriously. You must not copy other people's work and present it as your own. Your tutor will provide you with guidance to APA referencing.

Online Delivery and Offshore Delivery

When it comes to pursuing educational goals, location is no longer an obstacle. Some of our programmes (such as Early Childhood Education Level 4 and Healthcare Level 3) are offered online. Some of our programmes are approved for offshore delivery (such as Diploma in Applied Network and Cloud Technology (Level 7), NZ Diploma in Networking (Level 6), NZ Certificate in IT Essentials (Level 4) and more). Students enrolled with NZSE but not located in New Zealand are our offshore international learners.

Online delivery (onshore and offshore) allows our students the flexibility to learn from the convenience of their location. Students will experience a sense of community while participating through our learning management system (Canvas) which enables students to engage and interact with tutors and fellow students and share learning experiences. Online delivery (onshore and offshore), while providing flexibility, also demands a high level of personal discipline in order to ensure that the course material and interactions with tutors and other students occur to the level required.

Our student Recruitment Team and Student Support team is available online to provide support and guidance to our students throughout their learning journey. Tutors help our students to familiarise with the online learning tools and Academic Support Advisors provide additional learning support. (Bring Your Own Device Information available on [page 15](#) if required)

Blended Learning

Blended Learning combines both online and face to face learning. Students have a mix of classroom experiences where they work directly with their tutor and online instructions on NZSE College's learning management system. Tutor directed online learning classes will be scheduled and you will need to attend these online. Additionally, please be mindful of your responsibility towards your self-directed study requirement. Blended learning requires students to have reliable internet access and a laptop or computer. (Bring Your Own Device Information available on [page 15](#) if required)

Aside from technical requirements in terms of equipment and skills, students must be aware of the following requirements:

- regular attendance and participation in the online classroom is expected
- students will need to complete homework and prepare for assignments
- time management skills to balance the face-to-face hours as well as homework/assignments
- space to study to meet the requirements of the programme.

Submitting your work

Your course or assessment outline will contain information on how to submit your assessment. Assessments may be required to be submitted online. The online system will acknowledge you have sent your assessment and will ensure your work is logged and tracked. If electronic submission is required, you will receive instructions on how to do this.

Keeping a copy of your work

It is your responsibility to keep a copy of all work you submit to safeguard against such events as file corruptions or loss. If for any reason we do not receive your work, we may ask for a copy. When your marked work is returned you should keep it for at least six months after you have completed your course. However, all test material and notes made during in-class assessments cannot be removed from the test room.

Attending an Assessment, Examination or Test

Some assessments require you to be present on a particular day and time. You will be notified in advance of these requirements. If you fail to turn up for such an assessment, you may not be entitled to attempt the assessment unless there are exceptional reasons for your non-attendance.

These reasons may include:

- illness
- sudden injury or disablement; or
- bereavement.

You will be asked to provide a medical certificate or other appropriate evidence of the circumstances responsible for your non-attendance. Misreading a timetable cannot be accepted as a valid reason for failure to attend.

Extension of Assessment Deadlines

It is important that you make every attempt to submit your work on time. However, because of illness or other sustained interruption to study, you may not always be able to meet deadlines. As soon as you know you will have a problem meeting your assessment deadline contact your tutor. The request for an extension of time should be made no later than three days before the due date. Do not wait until after the due date of the assessment has passed. If your tutor approves your request for an extension of time a new due date will be set. This date will usually be before any marked work or marking schedules relating to the assessment are released to students.

Reassessments

Reassessments, sometimes referred to as resubmissions or resits, may be allowed if part of an assessment has been failed. Each programme has its own set of academic regulations including whether a further attempt for a failed assessment is available. Specific information about what can be re-assessed, the number of reassessments and any restrictions placed on the award of credit for work that has been reassessed can be found in your course outline.

Conduct in Assessments, Examinations and Tests

Students should seek clarification from their tutor before the start time of the assessment if they are unsure of any of the conditions surrounding the assessment. You should follow any special conditions or characteristics which apply to the assessment, examination or test.

For an in-classroom assessment, examination or test:

- You should be prepared to present your Student ID card
- It is important that you arrive on time or a few minutes before the required time. You will not be admitted into an assessment, examination or test room 45 minutes after the time of commencement. No additional time will be allowed for time lost by your late entry
- You cannot leave and re-enter the room while the assessment, examination or test is in progress unless you have had approved supervision while outside the room
- You must not disrupt other students or use cell phones, cameras or any other such devices, during the assessment, examination or test unless they are specified for use
- You must not bring any materials into the assessment, examination or test room, other than those specified by your tutor.

Misconduct in Assessment

Academic Policy [A08: Misconduct in Assessment](#) details the procedures in place to detect and prevent academic misconduct in assessment. It also details the process to be followed when misconduct in assessment is suspected and the outcomes of misconduct. All cases of misconduct will be investigated.

Misconduct may also be dealt with under [A04: Misconduct Policy](#).

Plagiarism

Copying someone else's work or ideas (from books, the internet, someone else's assignment or other sources) without citing the source in your references is called plagiarism. This applies whether you have quoted or copied exactly or paraphrased the source by putting it in your own words. You may be required to use plagiarism detection software to check the originality of assessments. NZSE College views plagiarism and "ghost writing" (getting another person to write an assessment for you) as a form of cheating and significant penalties may apply. Ghost writing is forbidden and may result in a withdrawal from your programme.

There are two ways to avoid plagiarism:

- If you quote your source using exactly the same words, you should put the words in quotation marks and use an in-text citation to acknowledge the original source
- If you paraphrase the source by using your own words you should provide a citation to indicate the original source.

Your tutor will provide you with guidelines for citing work and using academic references correctly using APA referencing. As well as avoiding copying others' work, you should not allow another student to copy from you. Sharing ideas is fine and a positive part of any study but when you are required to submit an individual assessment it must be your own work. We take plagiarism and cheating seriously.

Cheating

Cheating will be suspected if a student who completed an assessment cannot explain both the intricacies of their work and the techniques used to generate their body of work. Here are some examples that are clearly cheating:

- Turning in someone else's work, in whole or in part, as your own (with or without his/her knowledge)
- Allowing another student to copy or turn in your work as his/her own
- Several people writing one assignment and turning in multiple copies, all represented (implicitly or explicitly) as individual work
- Stealing an examination or solution
- Using pre-prepared notes or material stored on cell phones or other electronic media in a closed book assessment or test
- Paying someone to complete an assessment or test for you.

Here are some examples that are clearly not cheating:

- Turning in work done alone or with the help of the tutor
- Submitting one assignment for a group of students if group work is explicitly permitted (or required)
- Getting or giving help to use the computer or access online resources
- Getting or giving help to solve minor grammatical errors
- Discussing assignments to better understand them.

Field Trips

When your programme of study includes field trips, the Field Trip Form (permission slip) must be completed and signed by the student and where applicable signed by the parent/guardian, at least one week before the start of the first field trip.

Results

Unless otherwise advised in your course outlines, assessment feedback and results will be available to students no later than ten working days after the assessment submission date.

All assessment results are provisional until final course results are issued within ten working days of the final course completion date.

Transcripts

Transcripts are available ten working days after your results have been finalised.

Graduation

Upon successful completion of your programme, NZSE College will email a soft copy of your academic transcript and certificate and hard copies will be ready for collection from any campus of your choice. All online students outside Auckland (international and domestic) will have the option to receive their printed certificates by post. Our Graduation ceremonies are held once a year and you will be informed of the next one after your successful completion. To ensure you receive the Graduation Ceremony information, please ensure you have advised NZSE College of any changes to your contact details.

“The tutors were really good, and the content was very useful. They taught me a lot and the support was tailored to me and to each student.”

Myles Foster

School of IT and Business Technologies

ADDITIONAL INFORMATION

What we can do to help

To ensure your success, it is important that you receive appropriate academic advice and support as soon as you experience a problem. If you are experiencing difficulties with your academic studies, then you should first approach your tutor. They will be able to help or refer you to the Student Support team. For all other types of assistance or problems affecting your ability to study or with your general well-being please see the Student Services Team.

Student Support Services

We're here to help and support you on your student journey with us. From the time you enrol through to your graduation and beyond, our range of Student Support Services are available to help you succeed in your educational and personal goals. When you are ready to move from the classroom to the workplace, our Career Services is available to assist and prepare you for success in today's workforce.

Academic Support

At NZSE College we want all our students to succeed. Your tutors will be pleased to provide you with additional assistance with your coursework as you progress along your academic journey and will let you know when they are available for one-on-one support sessions. There may be additional tutorials in some programmes to provide further assistance to the class. You will be informed of these sessions. Your tutors may refer you to the appropriate academic support services. For students who have work placement or internships as part of their programme, tutors and the Career Services Team will work closely with you and the industry to ensure you have the desired learning outcomes. For students who wish to further their studies with our pathway partners, the academic and student support teams will assist and guide you with the enrolment process for your further studies.

Numeracy, Literacy and Language Support

Numeracy and literacy support is embedded in NZSE College's Level 1 to Level 4 programmes. Students enrolled at these levels of study will be required to complete a pre and post literacy and numeracy assessment. The results will be shared with students and guidance and support provided to improve numeracy and literacy skills. Students also have access to resources to assist in improving these skills.

Supporting Student Wellbeing

Our students are at the centre of our wrap around care enabling you to thrive and successfully achieve your educational goals. You are an important member of the NZSE College whānau. If you are experiencing personal or financial problems which are affecting either your ability to study or your general well-being, please contact the Student Support Team. They will be able to offer assistance or refer you to a range of general and specialised support services available in your community. If you are unsure how to do this ask your tutor.

Mental Health and Disability Support

Support is available to our learners with permanent or temporary disabilities to achieve their potential. Please let us know about your disability at the time of enrolment so we can assess your support needs to identify and plan your support to help you succeed. If you have a mental health condition, medical condition or learning disability, you must declare this at the time of application so we can ensure we can cater to your specific

support requirements and circumstances. We have a range of agencies who we work with to ensure you get the appropriate support in a timely manner so that you can meet your educational goals and maximise your learning opportunities. Please contact Student Services for assistance

Māori and Pasifika Student Support

Our Māori and Pasifika Student Support staff provide appropriate guidance and advice to our Māori and Pasifika students to respond to their individual needs. Students can discuss their educational, pastoral and cultural support needs in a confidential setting, and they may be guided to external agencies who we work closely with for suitable support.

Events and Activities

Events are organised regularly and range from cultural and social events to day trips. Students are also involved in other NZSE College organised events like graduations, shared lunches and festival celebrations.

Bullying, Harassment and Discrimination

We are committed to providing an environment which recognises the diversity, potential and contribution of all people which is free from all forms of bullying, harassment and discrimination (see policy [A06: Bullying, Harassment and Discrimination Policy](#)). Bullying, Harassment and Discrimination of any kind is unacceptable

Personal Property and Lost Property

NZSE College does not accept responsibility for any damage, loss and/or theft of personal property. Please keep your personal belongings with you at all times. If you see property of others left unattended on campus, please hand it over to a staff member. If you lose some of your property while on campus, please contact Student Support. We recommend that you do not bring any valuables to the campus.

Dress Code

When on campus, students are expected to dress appropriately for the programme they are enrolled in.

NZSE College Student Complaints Process

Step 1: Speak to the Student Support Team

Step 2: If your concern is not addressed, speak to your Head of School

Step 3: If unresolved, make a formal complaint to the Group Academic Director

If your complaint has not been resolved

If your concerns remain unresolved after following NZSE College's internal process, you can escalate your concerns to the New Zealand Qualifications Authority (NZQA). NZQA, the government agency responsible for New Zealand qualifications and they can provide an independent assessment of your complaint. Please note you can involve your support person through this process.

Download the formal complaint form from:

www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/

Send your completed complaint form, along with any supporting evidence to:

The Complaints Officer
Quality Assurance Division
P O Box 160
Wellington 6140

OR email a scan of your completed form, along with scans of any supporting evidence to qadrisk@nzqa.govt.nz.

If you need more information on the complaints process, contact NZQA on **0800 697 296**.

International students can contact iStudent Complaints for any financial or contractual disputes that have not been resolved. iStudent Complaints is an independent service with experience in helping international students to resolve disputes. There is not cost for this service. Call **0800 00 66 75** for assistance.

Resolution of Complaints

NZSE College recognises the right of the students to raise a complaint, either verbally or in writing if they are not satisfied about something or have some issues that they would like to see resolved. NZSE College has an all-organisation approach when it comes to identifying and resolving formal or informal complaints or any dissatisfaction experienced by students. Student can approach any staff member they feel an affinity towards to address the matter.

If the complaint is about an academic matter, the Head of School must make a decision in relation to the complaint and must notify the decision to the parties in writing, within 28 days of receiving the complaint. A copy of the letter must be provided to the Group Academic Director.

If the complaint involves a NZSE College process or service and if, in the opinion of the relevant Head of School, the Head of School must arrange for the relevant process or service to be reviewed, with a view to preventing a recurrence. Should a matter not be resolved to the satisfaction of the complainant, they will have right of appeal to the Group Academic Director. We are here to help you and that includes supporting you through the process of escalating an internal or external complaint if your issue remains unresolved in spite of our best efforts to resolve the same at the earliest.

(Investigations and recording of complaints is conducted in accordance with NZSE College's policies and procedures.)

Student Appeals

Students may appeal misconduct decisions, see [A04: Misconduct Policy](#) for details. Students may also appeal to the Group Academic Director on any decision, action or omission in respect to academic matters relating to their programme of study: see [A10: Academic Appeals Policy](#).

International Students

NZSE College welcomes our international students, and we endeavor to give you a “home away from home” in our personalised education environment and pastoral care. To know more about life as an international student in New Zealand and for information to help you before you arrive and while you study, we encourage you explore: <https://naumainz.studyinnewzealand.govt.nz/>

Insurance (International Students)

All international students are required by Immigration New Zealand to have appropriate medical/travel insurance cover for the full length of their Student/Working Holiday/Visitor Visa period as a condition of the visa and must confirm their insurance cover at the beginning of each programme. If you do not have valid insurance, you will not be allowed to attend classes. [Insurance can be purchased through NZSE College.](#)

Renewing your Visa (International Students)

It is your responsibility to ensure you have a valid Student Visa to study with NZSE College. Please record your visa expiry date on your phone/digital device. If you need to renew or change your Student Visa, please arrange your programme re-enrolment and tuition fee payment at least four weeks before expiry of your visa. If you do not hold a valid Student Visa; you will not be permitted to continue your study.

Book an appointment with the Registry Team to update your visa at least eight weeks before it expires or apply online for a new student visa. In cases of sustained non-attendance, student enrolment is withdrawn. For international students, Immigration NZ is informed for the termination of the visa and you may not be eligible for studying further.

Protection of Student Fees - Public Trust (International Students)

International Student fees are placed in a special trust account operated by the Public Trust according to an agreement with the Government. Fees for each student are accounted for separately. The trustee (Public Trust) releases funds to NZSE College each fortnight after you have received tuition. Under the agreement with the Public Trust, student fees are protected for the whole length of a course. This protects students from the unlikely situation where NZSE College is unable to continue to deliver the programme you are enrolled in. If that happens, you are reimbursed for the weeks of the programme that cannot be delivered. You will have the choice to receive any remaining fees back into your account or have the amount paid directly to an alternative provider of your choice where you intend to continue your studies. In addition, NZSE College will help you to enrol with another provider, which has a similar programme. Study credits will be transferred to the new provider.

Cancellation of Enrolment

NZSE College may cancel the enrolment of students who:

- are not of good character;
- have been guilty of misconduct or breach of discipline.
- have made insufficient academic progress in their studies; or
- have poor attendance.

Students who have falsified evidence or not disclosed required information relevant to the entry criteria may have their enrolment cancelled without refund of fees. NZSE College may cancel the enrolment of international students if all agreed fees are not received by the course/programme start date. Students may cancel their enrolment for a course/programme at any time before the course start date. They will be refunded the full fees paid.

Withdrawal from a Course/Programme

Early withdrawal from a course or programme can occur anytime up to eight working days after the programme start date for domestic students, or anytime up to ten working days after the programme start date for international students. Students may make a written request for early withdrawal from a course/programme.

Unsatisfactory attendance, behavioural issues, failure to make satisfactory academic progress or outstanding fees may lead to the late withdrawal of a student by NZSE College. Students may make a written request for late withdrawal from a course/programme. There will be no refund of fees for a late withdrawal but in exceptional circumstances a student may apply in writing to the Directors of NZSE College for a refund of fees.

StudyLink will be informed of domestic student withdrawals and this may lead to the termination of student loans and allowances. Immigration New Zealand will be informed of international student withdrawals and this may lead to the termination of a student's visa.

For full details please refer to [A01: Student Admissions and Withdrawal Policy](#).

WITHDRAWAL PROCESS (DOMESTIC STUDENTS)		
Type of Withdrawal	Time Period	Refund
Early Withdrawal	Up to the end of the eighth working day after the course start date	Refunded any fees paid less an administration charge of \$500
Late Withdrawal	Eight or more days after the course start date	No refund of fees unless exceptional circumstances apply

WITHDRAWAL PROCESS (INTERNATIONAL C STUDENTS)		
Type of Withdrawal	Time Period	Refund
A visa was not granted	At any time	Refund of fees paid less registration fee (If Interim Visa, less charge equivalent to period studied on the Interim Visa)
Early Withdrawal	Up to the end of the tenth working day after the course start date	Refunded any fees paid less an administration charge up to 25% of the fees
Late Withdrawal	Ten or more days after the course start date	No refund of fees unless exceptional circumstances apply

Please see Refund Summary Table (Appendix 1)

Financial Dealings with Students

All dealings with students are conducted openly and fairly, according to New Zealand law and accounting practices. Financial records are maintained in a safe environment with a full backup facility. Any transaction information held will be provided to the student upon their request.

LIVING IN NEW ZEALAND

Auckland and Hamilton

Auckland or Tamaki Makaurau is New Zealand's largest city with a population of 1.4 million people from a variety of cultural backgrounds. Also known as the City of Sails, Auckland is a modern and vibrant city, well-known for its mild climate, glorious scenery and very friendly people. There is so much to do here with great outdoor and indoor activities. To make the most of your time here, we recommend that you get out there and experience what Auckland has to offer.

Hamilton or Kirikiriroa is at the centre of one of the richest agricultural and pastoral areas in the world and is a major service centre for the Waikato region. Hamilton has a diverse economy and is the third fastest growing urban area in New Zealand. Education and research & development play an important part in Hamilton's economy as the city is home to over 40,000 tertiary students. Hamilton's central business district is a bustling retail precinct with vibrant entertainment areas.

Here are some links you can explore to gain useful information on your life as an international student in New Zealand.

NauMai NZ: www.naumainz.studyinnewzealand.govt.nz

New Zealand NOW: www.newzealandnow.govt.nz

Cultural Adjustment (International Students)

Studying abroad may have you feeling nervous, unsure or homesick. Culture shock is a very normal process and many international students may experience this. Some students are more affected by it than others. Our student services team is here to help you navigate through this time and help you to settle into your new environment. It is important you engage in all the activities in school, keep active, make friends and keep improving your English language skills to assimilate faster in the local community. Remember, keep your expectations realistic, expect change, and try not to pass judgment on the people you encounter. You will learn new ideas, adopt new attitudes, and begin to behave in new ways as you find your feet in your new environment.

We honour and respect the cultural diversity and traditions of our students and we will support you in settling into the school.

If you ever feel as though you may be experiencing depression or anxiety, or are anxious about living in a new country, please know that you're not alone and can contact Student Support. Alternatively, there are several agencies that are ready to assist you. These include:

www.depression.org.nz

Depression Helpline – 0800 111 757

Lifeline – 0800 543 354

Accident Compensation Corporation (ACC)

The Accident Compensation Corporation (ACC) is responsible for administering the country's no-fault accident injury scheme. This covers everyone in New Zealand, including visitors if you are injured in an accident. This means it doesn't matter what you were doing when you were injured or who was at fault. While in New Zealand, if you have an accident resulting in an injury go to the doctor and lodge an injury claim. You will be covered as long as the injury falls within the legislation. www.acc.co.nz

Weather and Climate

Auckland enjoys a warm coastal climate without extremes of temperature. The average daily temperature during January and February is 23 degrees Celsius (74 Fahrenheit), and during July and August, the average daily maximum is 14 degrees Celsius (57 Fahrenheit).

Hamilton City, lying on the Waikato River in Central Basin Waikato enjoys a hospitable climate year-round with warm, humid summers, cool to mild winters and moderate rainfall.

Summer is from December to February; Autumn is from March to May; Winter is from June to August; and Spring is from September to November.

Daylight Savings

New Zealand is 12 hours ahead of GMT (Greenwich Mean Time). On the last Sunday in September, clocks are put forward one hour to GMT+13 so that we can make the most of our long summer days. Daylight saving usually ends around the first Sunday in April.

The Cost of Living (International Students)

In order to live comfortably while you are in Auckland or Hamilton, you will need to have about NZ\$20,000 per year available for living costs, above the cost of your tuition fees as per the criteria set by the current, immigration policy of New Zealand.

We strongly recommend that while in New Zealand you do not carry large amounts of cash on your person. We suggest opening a bank account as soon as possible after arrival.

- You can also purchase goods using an EFTPOS (Electronic Funds Transfer at Point of Sale) card issued by your bank at nearly all retailers.
- Any major amount of money may be sent in the form of a bank draft, but electronic transfers are, in most cases, the most efficient method of sending funds to New Zealand.
- Overseas cheques are sometimes difficult to clear and are not recommended.

Working in New Zealand

International students can work locally when they study in New Zealand Please refer to the conditions on your student visa. You may be allowed to work part-time for up to 20 hours a week and full-time during all scheduled holidays and the Christmas and New Year holiday period depending on the type of programme you are enrolled in.

<https://www.immigration.govt.nz/new-zealand-visas/options/study/working-during-after-your-study/working-on-a-student-visa>

Minimum wage rates are set by the government and are reviewed each year. Please visit:
<https://www.employment.govt.nz/hours-and-wages/pay/minimum-wage/minimum-wage-rates/>

Our Recruitment Team will be able to provide the guidance you require about working in New Zealand. International students are not allowed to be self-employed. You must work for an employer and have an employment agreement.

Currency

Local currency is the New Zealand Dollar. There are 10c, 20c, and 50c, \$1 and \$2 coins, and \$5, \$10, \$20, \$50 and \$100 notes. Information regarding the current foreign exchange rate of the New Zealand Dollar against your currency can be found online.

Goods and Services Tax (GST)

All costs in New Zealand have 15% Goods and Services Tax (GST) added. Under law, the prices displayed must include the GST content.

Tipping and Service Charges

New Zealanders do not expect a tip for normal service, even in restaurants and bars. However, if you want to leave a tip for exceptional service, it will be appreciated. Service charges and gratuities are not added to hotel or restaurant bills.

Homestay (International Students)

NZSE College can book your homestay through our contacted Homestay partners. Homestay accommodation offers an excellent opportunity to live in a family environment, practise your English language skills, and experience the New Zealand lifestyle. Homestay rates generally cover accommodation and two meals (breakfast and dinner) per weekday, and three meals during weekends and on public holidays. Please request your homestay at the time of enrolment into the programme or at least two weeks prior to arrival in New Zealand from your home country.

Refunds:

- Once in their homestay, students are required to give NZSE College a minimum of seven days' notice prior to moving out
- Should a student not provide the minimum seven days' notice, they will forfeit one week's homestay and placement fees
- If a student withdraws prior to enrolment and has paid their home-stay fees, they will be refunded in full, with the exception of the placement fee which is not refundable. The seven-day notice rule will also apply.

Types of Accommodation

Homestay:

Homestay is a popular option for international students. Students will usually have a room with a bed and study desk with laundry facilities, cleaning services, and utilities such as internet and phone.

Normally you are provided with breakfast and evening meals from Monday to Friday and other meals by arrangement. The minimum time in any one homestay is two weeks.

NZSE College can organise a homestay for you. To book a homestay, you need to complete an Accommodation Application Form. Two weeks' notice is required to arrange the same.

A minimum of one week's written notice must be given prior to departure from a homestay. Payment for the first two weeks of homestay accommodation is not refundable or transferable.

Quality Accommodation Guarantee:

Host families are carefully selected by NZSE College's Homestay providers (appointed by the School). We have processes in place to ensure that families are vetted and appropriate accommodation is provided for our students who book through us. NZSE College and its Homestay providers promote the welfare of international students in accordance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 published by NZQA.

Accommodation for International students under the age of 18:

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 requires that students under 18 live in an accommodation approved by NZSE College.

Apartments or flats:

Apartments or flats are usually a cheaper option. A flat may be part of a house or a whole house, which is shared between two or more flatmates.

Temporary accommodation:

Motels or hotels provide temporary accommodation. The cost is normally between \$75 and \$200 a night, depending on the location and quality of the facilities.

Your own house:

Your own house is also an accommodation option. For tenancy information visit, www.tenancy.govt.nz OR phone 0800 836 262.

Evidence of Age Documents

There are four 'evidence of age' documents accepted in New Zealand: New Zealand Passport, Overseas Passport, New Zealand Photographic Driver's License, and the Kiwi Access Card. The Kiwi Access Card can be used as an evidence of age and identity card throughout New Zealand and is available to both NZ nationals and overseas visitors. The form can be downloaded from www.kiwiaccess.co.nz and costs \$55.00.

Driving in New Zealand

- All vehicles travel on the left-hand side of the road.
- Before you drive in New Zealand you should read the Road Code to learn about the rules of the road, especially the 'give way' rule which differs from many other countries.
- You must also take out a minimum level of insurance against damage to other people or their property.
- All occupants are required (by law) to wear a seatbelt.
- If you have a driver's licence from another country or an international driving permit, you may drive in New Zealand for a maximum of one year.
- If you would like to continue driving after this one-year period, you must hold a New Zealand licence.

Types of Licences

There are three kinds of licences in New Zealand: Learner Licence, Restricted Licence and Full Licence. Please ensure you are holding a valid licence when driving in New Zealand. International students who hold a full overseas drivers' licence from their country, the licence is valid for one year from the date of arrival into New Zealand (conditions may apply). Thereafter you must obtain a New Zealand drivers' licence.

Further information about driving in New Zealand can be obtained from the New Zealand Transport Agency. Visit the website at: www.nzta.govt.nz/driver-licences/getting-a-licence/

Alcohol and Driving

It is important to remember that there is no 'safe' level of alcohol for driving, and the best advice is to keep it simple and avoid any doubt by making the choice not to drive if you are going to drink. Call a taxi, take a bus or get someone who hasn't been drinking to drive you home. Think ahead - it's always easier if you have a plan. There are heavy penalties/punishments, including large fines or jail terms, for people who drink and drive. Should you have an accident whilst you are driving over the limit your insurance will not be valid.

For current information on drinking and driving please visit: www.alcohol.org.nz.

Road Safety

Please ensure that you familiar with the New Zealand Road Code and road safety in general, whether as a driver, cyclist or pedestrian. Motorists and cyclists have rights and responsibilities on New Zealand roads. Pedestrians have rights and responsibilities when they are crossing roads.

Advice for Motorists, Cyclists and pedestrians can be found at: www.nzta.govt.nz/walking-cycling-and-public-transport/

Sun and Water Safety

It's important to be sun smart when outdoors to protect your skin and eyes from the sun's damaging rays (UV radiation). Visit www.sunsmart.org.nz for more information.

New Zealand is home to plenty of water-based activities, whether that be at home, at the pool, on the beach or by a river. When it comes to water, it's important to know how to stay safe.

Visit www.newzealandnow.govt.nz/resources/stay-water-safe for more information.



THANK YOU

Thank you for reading through this Student Handbook which provides you the information you need to settle quickly into NZSE College life. If you are unsure about any information contained in this handbook, please raise it with the Student Support Team.

We are confident that you will gain valuable skills, make good friends and connections at NZSE College and enjoy your time with us. Be on time, be attentive, participate in class and don't hesitate to ask for help when you need it. Your goal is within your reach, and we join you in celebrating your accomplishments on your exciting educational experiences journey.

Disclaimer: The information contained in this Handbook is aimed at giving you an overview of what to expect as a student with NZSE College. While every effort is made to ensure accuracy at the time of production, NZSE College reserves the right to alter and amend information contained in the handbook and withdraw programmes without notice. It is important that you read all the information about studying with NZSE College before applying because when you sign the declaration on our application form, it means that you are accepting the terms and conditions of enrolment.

Haere mai and welcome to NZSE College

Student Handbook Agreement

Please scan the link below to fill out and submit the electronic acknowledgment that you have received, read and understood the Student Handbook.

Student Handbook Agreement:



nzse.ac.nz/enrolment/student-handbook-agreement

Failure to submit the electronic acknowledgment form does not relieve the student from the responsibility of complying with the rules and policies referenced in the Student Handbook.

APPENDICES

Appendix 1: REFUND SUMMARY TABLE - International Students

Conditions for programme duration	Evidence required	Timing	Amount of refund
Interim visa issue, full visa declined	An official letter from INZ indicating the rejection of the visa application	At any time	Tuition fee less registration fee, less charge equivalent to period studied on the interim visa
A visa was not granted	An official letter from INZ indicating the rejection of the visa application	At any time	Total tuition fee less registration fee
Extension of visa is not granted	An official letter from INZ indicating the rejection of the visa application	At any time	Total tuition fee less registration fee
NZSE College is unable to proceed with the programme	No documentation required from the student	The refund is automatic	Total fee paid (however if the student transfers to another programme, the refund will be applied to the alternative programme) OR If the programme contracted with NZSE College is cancelled for whatever reason, then the student shall be entitled to a total refund of programme fees but shall not be entitled to any other compensation, costs or consequential damages of whatsoever nature.
Student no longer wishes to study at NZSE College	A letter from the student outlining the reason for their change of circumstances. NZSE College will advise INZ and request cancellation of student visa	Before the commencement of the programme of study	Total fee paid less the registration fee, accommodation placement fee, and any agency fees
		Up to the end of the 10th working day after the course start date (Refer to Withdrawal Process)	Total fee paid less the registration fee, accommodation placement fee, any agency fees, and a cancellation fee of up to 25% of the programme fee. (Refer to Withdrawal Process)
Compassionate reasons (serious illness etc.)	Documentation supporting application for a refund by the student	At any time	At the discretion of the Academic Director of NZSE College AND the CEO (Chief Executive Officer)

Non-attendance or failure to achieve	As per NZSE College International Policy	After the commencement of the course	No refund
Breach of NZSE College Regulations	As per NZSE College Regulations	At any time	No refund
Gains Permanent Residency	An international student in a semester based programme, gains Permanent Residency	At any time	Will not receive a refund of fees for the semester in which residency is granted However, they will be treated as a New Zealand Permanent Resident for the following semester and refunded any international fees paid beyond the semester in which residency was granted
	International students in programmes designed with full year non-semester-based courses gains Permanent Residency	At any time	Must pay the international fees for the full year, regardless of the date Permanent Residence has been granted during that year
The Signatory ceases to be a Signatory	Refund the unused portion of fees paid to:	As directed	Unused portion of fees
	(a) the student (or the student's parent or legal guardian) OR		
The Signatory ceases to be a Signatory	(b) if directed by the student or the code administrator or the agency responsible for fee protection mechanisms, transfer the amount to another signatory as agreed with the student (or the student's parent or legal guardian)		

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