



NZSE

New Zealand Skills and Education College



NZSE COLLEGE

Student Handbook

nzse.ac.nz

0800 99 88 11 | study@nzse.ac.nz

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

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Tena koutou and welcome



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

Whether studying on campus or enrolled in an online programme, your Student Handbook is a handy guide to everything you need to know as an NZSE College student. It contains essential information about our schools,

services, health and wellness, academic information, student support services and our policies. We encourage you to read the information carefully, as it will help you settle in well, plan your life as a student and succeed in your academic journey.

It is important that you keep this handbook as a reference guide throughout your studies.

At NZSE College, we focus on creating a stimulating and active learning environment.

Our digital learning platform offers blended learning opportunities,

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



providing students with increased flexibility and learning options.

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.

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 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 and registered as a Private Training Establishment with the New Zealand Qualifications Authority (NZQA) in 2004. NZSE College currently holds NZQA Category Two provider status and is funded by the Tertiary Education Commission (TEC). Our NZQA External Evaluation and Review (EER) can be found on our website: www.nzse.ac.nz/about

encourage and support you towards a rewarding and fulfilling study experience.

During the year, we coordinate fun activities (such as cultural events, field trips, shared lunches, etc.), providing you with opportunities to socialize with other students and to make life-long friends. If you are an online student, you can expect to participate in online social activities organised especially for you.

Our programmes are designed to provide you with recognised qualifications and clear pathways to higher study, university degree study or employment. We have strategic partnerships with several businesses, and we help our students find part- or full-time work and 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.

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 Learner Success Support Team, will guide,

Our Schools



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 other

students, have their breaks, relax, and access information relating to student life that is on display. 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

Te Tiriti o Waitangi (Treaty of Waitangi)

Te Tiriti o Waitangi is an important partnership agreement signed on 6th February 1840 by representatives of the British Crown and Māori tribal leaders for the purpose of enabling the British settlers and the Māori (tangata whenua or indigenous people of the land) to live together in Aotearoa 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 Aotearoa New Zealand and continues to provide a framework for Māori and non-Māori to live together in this land. The Treaty also reaffirms Māori rights to protect their way of life. Te Tiriti is named after Waitangi in the Bay of Islands, where the treaty was originally signed.

The Waitangi Treaty Grounds houses the story of the two parties coming together under the treaty's dictates. The original documents of Te Tiriti are at the National Library in Wellington.

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 differ in their understanding of the partnership, and this has been a subject of debate. Since the 1970s, there has been growing awareness and affirmative action to uphold the spirit of the principles of the treaty.

Today, the Te Tiriti continues to act as a promise of partnership and the basis of national unity and understanding between cultures. Aotearoa proudly commemorates and celebrates the signing of the Te Tiriti Waitangi / Treaty of Waitangi every year on the 6th of February, which is a designated public holiday named Waitangi Day.

For further information on the Treaty of Waitangi:

www.waitangi-tribunal.govt.nz

www.nzhistory.net.nz

www.treatyofwaitangi.net.nz

NZSE College Māori Strategy

NZSE College's student centered Strategic Objectives and Goals are founded on the principle of respect. They acknowledge Aotearoa's biculturalism and

Māori, as tangata whenua (the people of the land), having 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 has 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:
www2.nzqa.govt.nz/tertiary/the-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 at the centre 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 with respect to the

education of any person or group of people. 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 [All: 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 wellbeing 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. You will meet your tutor and the 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 year old students to the Orientation.

In a fun-filled and engaging manner, the Learner Success 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
- Enrolment 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
- 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.

Enrolment Paperwork

We will ensure that all administration related to your enrolment 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 documents, ID and clearances as necessary (Domestic). When you sign the enrolment 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 let your tutor or the Learner Success Support Team know 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.

All incidents, injuries and near misses must be reported to the Learner Success Support Team. This ensures all incidents are investigated, recorded, and reported, and first aid can be given if required. First aid kits are available and details about the trained first aiders are displayed around all campuses.

Finding a Doctor

To find a General Practitioner or Doctor who practices close to where you live, you can check online at www.adhb.health.nz

Alternatively, you can talk to a Learner Success Support Advisor 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 that provides support, information, and advocacy for gender diverse people and intersex youth in Aotearoa New Zealand.

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

If you want 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 the team will guide you to safety. Emergency exits are marked, and evacuation plans are on display at 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.

Emergency Contacts for Offshore International Students

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 the Learner Success Support Team 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 proactively in the administration of NZSE College. The committee provides input 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 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 issue 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 if they believe the standards of teaching or other services offered under their programme 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 39](#) for Resolution of Complaints)

Attendance and Absences

Successful study requires regular attendance. It is a course requirement and your responsibility to attend all classes.

Students' attendance is recorded and monitored. If you are absent from your regular class and have not notified NZSE College, our Learner Success Support Team will contact you. So, if you are going to be late or absent from class, please inform your tutor or Learner Success Support Advisor.

If you need leave for exceptional personal circumstances, please contact your tutor at the earliest opportunity. Learner Success 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](tel: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](tel: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](tel: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 Learner Success 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 ATC

Offshore International Students

Additional Information

Some of NZSE’s programmes are offered offshore to our international students, without a visa, who study online to gain their qualifications.

Policies

Our Student Code of Conduct and all related policies and processes 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 Learner Success 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 online in a virtual learning environment. This provides offshore students with a more flexible way to schedule classes and manage their 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 provide guidance and support. Students can get in touch with academic staff and the Learner Success Support Team at any time.

Contact: Online Learning and IT support

It is important that you prepare yourself to start your online learning journey. You will receive 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 to access online resources.

Email: techdesk@nzse.ac.nz

Contact: Learner Success Support Team

Your Learner Success 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

Attendance

As an offshore student, you will be expected to attend 'virtual classes' and be present in them as per the timetable provided to you by the tutor. Your tutor will inform you about the guidelines and conditions surrounding your attendance and will record your attendance for the full online session. NZSE's Attendance Policy will also apply to the virtual classrooms.

Online Events

Virtual events and activities will be organised for our online students to participate and stay connected. Our Learner Success 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 a framework to support the wellbeing of all our learners, including those offshore. The outcomes of the Code also apply to our offshore students who will participate and have representation in our Learner Voice Committee, and their feedback will be captured through our Surveys.

"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 Tech

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 at our campuses. Unauthorised vehicles parked in staff parking areas may be wheel clamped or towed. Please check the 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 pages, email and other forms of electronic messaging, are logged and monitored. Filters are in place to protect all users of the 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 the use of computer resource services required to support student learning needs. When students use the services for non-NZSE College related activities, the service may 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 Learner Success 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
- 8GB RAM
- Hard drive with 150GB of free space
- Windows 10 Pro (minimum) OR Apple Mac 12 (Monteray minimum)
- Intel i3 processor minimum
- Up-to-date Anti-virus software
- Wireless capable

Laptop (IT and Business Technologies students)

- Windows 10 Pro or Win 11 Pro 64 bit
- Intel i7 11 Gen or AMD Ryzen 7, equivalent or higher
- 256GB SSD or higher
- WiFi (802.11a/b/g/n capable)
- At least a 14-inch screen or larger
- Built-in webcam, speaker and microphone (good quality headset)
- An updated anti-malware solution needs to be used at all times

Tablet

- 10-inch screen or larger
- Keyboard accessory
- Android v12 minimum, Windows 8, iOS v14 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 through: Reception, Canvas LMS and the website (www.nzse.ac.nz). Please check with the Learner Success 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 designed to make the academic and student journey a smooth and hassle free one. All students will be given a detailed orientation on this system

so that they can have 24/7 access to their learning resources and receive important notices/communications.

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 are offered online and some are approved for offshore delivery. 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 Learner Success Support Team are available online to provide support and guidance to our students throughout their learning journey. Tutors help our students to familiarise themselves with the online learning tools, and the Academic team provides additional learning support. Bring Your Own Device Information is available on [page 27](#).

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.

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 corruption 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 materials 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 interruptions 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 assessment deadline. If your tutor approves your request for an extension, 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 Test

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 assessments. It also details the process to be followed when misconduct is suspected and the possible outcomes. All cases of misconduct will be investigated. Misconduct may also be dealt with under [A04: Misconduct Policy](#).

Plagiarism

We take plagiarism and cheating seriously. Plagiarism is 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. This applies whether you have quoted or copied exactly or paraphrased the source in your own words.

NZSE College views plagiarism and "ghostwriting" (getting another person to write an assessment for you) as a form of cheating, and significant penalties may apply. Ghostwriting 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. You may be required to use plagiarism detection software to check the originality of assessments. Avoid copying others' work and 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.

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 Tech

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 Learner Success Support Team. For all other types of assistance or problems affecting your ability to study or with your general well-being please see the Learner Success Support Team.

Learner Success Support Team

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 Learner Success Support Team are available to help you succeed in your educational and personal goals.

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. For students who have work placement or internships as part of their programme and tutors 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 Learner Success Support Team will assist and guide you with the enrolment process for your further studies.

Numeracy, Literacy and Language Support

Numeracy and literacy support are embedded in NZSE College's 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. Guidance, support, and access to resources will be made available to help with 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 Learner Success 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 the Learner Success Support Team for assistance.

Māori and Pasifika Learner Success Support

Our Māori and Pasifika Learner Success 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 cultural 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

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 the Learner Success Support Team. 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



If your complaint has not been resolved

If your concerns remain unresolved after following NZSE College's internal process, you can escalate them to the New Zealand Qualifications Authority (NZQA). NZQA are 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 in 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](tel:0800697296).

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](tel:0800006675) for assistance.

Resolution of Complaints

NZSE College recognises students' right to raise a complaint, either verbally or in writing if they are not satisfied with something or have issues that they would like to see resolved. NZSE College has an all-organisation approach to identifying and resolving formal or informal complaints or any dissatisfaction experienced by students. Students 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 an NZSE College process or service, and the relevant Head of School agrees, they will 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 the right to 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 it quickly.

(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 endeavour 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: www.naumainz.studywithnewzealand.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 Tāmaki Makaurau is Aotearoa 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 Learner Success Support 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 the Learner Success Support Team. 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. 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

In Aotearoa New Zealand 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.

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 (Kirikiriroa) enjoys a hospitable climate year-round with warm, humid summers, cool to mild winters and moderate rainfall. It is inland and home to the Waikato River.

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 homestay 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 usually have a room with a bed and study desk, laundry facilities, cleaning services, and utilities such as internet and phone. Normally, breakfast and evening meals are provided from Monday to Friday, and other meals are by arrangement. The minimum time in any one homestay is two weeks.

NZSE College can organise a homestay for you. Two weeks' notice and a completed Accommodation Application Form is required for bookings.

A minimum of two 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.

For international students who hold a full overseas driver's licence from their country, the licence is valid for one year from the date of arrival in New Zealand (conditions may apply). Thereafter, you must obtain a New Zealand driver's 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. Book a driver (e.g. Uber), 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 while 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 are 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 with 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 Learner Success 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 journey. Disclaimer: The information contained in this Handbook is aimed at giving you an overview of what to expect as a student at 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/student-hub/student-support/student-handbook/

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	<p>Total fee paid (however if the student transfers to another programme, the refund will be applied to the alternative programme)</p> <p>OR</p> <p>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.</p>

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

[continued on next page](#)

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 (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		

Auckland CBD Campus
Level 7 and 8, 238-242 Queen Street
Auckland CBD, Auckland

West Auckland Campus
3033 Great North Road
New Lynn, Auckland

South Auckland Campus
20A Amersham Way
Manukau, Auckland

Hamilton Campus
850 Victoria Street
Hamilton Central, Hamilton

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0800 99 88 11 | study@nzse.ac.nz

A01: Student Admission and Withdrawal Policy

1.0 Purpose

The purpose of this policy is to:

Provide a system of admission and withdrawal of students enrolled in programmes including the setting, collection and refund of fees.

2.0 Policy

2.1 Student Entry and Selection

- 2.1.1** Before enrolling domestic students into a programme of study (including online), the Course Advisor will verify a copy of a formally approved New Zealand identification document to ensure the student is a valid enrolment. The Course Advisor will sign a copy of the documents and retain in the student's file. The Enrolment Officer will check that verification has taken place before scanning the document and saving it in the Student Management System.
- 2.1.2** Before enrolling international students into an onshore programme of study NZSEG will ensure that the student has authorised entry into Aotearoa New Zealand.
- 2.1.3** Before enrolling international students into an offshore programme of study (including online) NZSEG will ensure that the student provides the authentic documentation required for study.
- 2.1.4** A credit transfer policy will be maintained which is consistent with the New Zealand Qualifications Framework, which preserves the integrity of its own local programmes and has an effective system for informing students of the policy and process for applications.
- 2.1.5** Student entry requirements and selection criteria will be approved as part of the programme approval and accreditation process and any subsequent changes will be discussed at a senior academic level and approved by the Academic Board, before submission to NZQA.
- 2.1.6** NZSEG will abide by the student entry requirements established by external authorities who have jurisdiction over the programmes offered by NZSEG.
- 2.1.7** NZSEG will consider students for special admission who do not satisfy the standard academic entry requirements of a programme but who in the opinion of the Head of School/ Director of Studies are capable of achieving the programme outcomes.
- 2.1.8** Late enrolment to a course/programme may only be granted within the first two weeks of a course/programme's commencement date. An exception may occur if approval has been granted by the Head of School/ Director of Studies.

2.2 Setting Fees

- 2.2.1** NZSEG shall review and approve student tuition fee and other fees and charges annually.
- 2.2.2** NZSEG will publish fees including course related costs for all programmes. All fees quoted will include tuition fees, course related costs and GST.

- 2.2.3** NZSEG will publish its withdrawal / refund of fees policy.
- 2.2.4** When a student signs the enrolment form, they are signing a legally binding agreement.
- 2.2.5** Where an administrative error results in an incorrect fee being published or quoted, NZSEG reserves the right to correct the error. The student will be liable to pay the correct fee.
- 2.2.6** NZSEG reserves the right to vary any of the conditions of this policy and procedures to meet exceptional circumstances.

2.3 Payment of Fees

- 2.3.1** For domestic students, all fees must be received by NZSEG no later than the end of the eighth day after the course/programme start date.
- 2.3.2** For international students all agreed fees must be received by the programme start date.
- 2.3.3** For NZSE international students on a payment by instalment agreement arrangement, the Outstanding Fee Agreement Form must hold signatures of the student and NZSE Recruitment staff prior to the start of the course/programme.

2.4 Unpaid Fees

- 2.4.1** No student will obtain any final assessment results, transcripts, certificates or be permitted to enrol in any further course/programme until all outstanding fees are paid or a satisfactory arrangement for payment has been made with NZSEG.

2.5 Cancellation of Enrolment by NZSEG

- 2.5.1** NZSEG reserves the right to cancel a course/programme if there are insufficient student enrolments or resources or in other unforeseen circumstances.
- 2.5.2** NZSEG may refuse to permit, or cancel the enrolment of students who:
 - Are not of good character including, but not limited to, having a bad debt history, a criminal conviction, or a history of breaching NZSEG policies or regulations
 - Have been guilty of misconduct or breach of discipline (see Misconduct Policy)
 - Are enrolled in a full-time programme in another institution or secondary school
 - Have made insufficient academic progress in their studies (see 2.14).
- 2.5.3** Where subsequent to enrolment students are found to have falsified evidence or not disclosed required information relevant to the entry criteria, this will be treated as misconduct. This is likely to result in the cancellation of a student's enrolment without refund of fees.
- 2.5.4** NZSEG will cancel the enrolment of domestic students if the full fees are not received by the end of the eighth day after the programme start date.

- 2.5.5** NZSEG will cancel the enrolment of international students if all agreed fees are not received by the programme start date.

2.6 Student Initiated Cancellation of Enrolment

- 2.6.1** 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 minus any administration fees.

2.7 Early Withdrawal of Students

- 2.7.1** Unsatisfactory attendance, lack of participation, failure to engage in courses (including online) and behavioural issues may lead to early withdrawal of a student by NZSEG

- 2.7.2** Students may make a written request for early withdrawal from a course/programme. The reasons for the withdrawal need not be provided by the student.

2.7.3 Domestic Students

- Early withdrawal may occur any time from the programme start date until the end of the eighth calendar day after the programme start date
- Domestic students will be refunded any fees paid less an administration charge of \$500.

2.7.4 International students in enrolments twelve weeks or longer

- Early withdrawal may occur any time from the programme start date until the end of the tenth working day after the student is required to attend
- Students will be refunded any fees paid less an administration charge of up to 25% of the fees.

2.7.4 International students in enrolments five weeks or longer but shorter than twelve weeks (Seafield only):

- Early withdrawal may occur any time from the programme start date until the end of the fifth day after the student is required to attend
- Students will be refunded any fees paid less a deduction of 25% of fees.

2.7.5 International students in enrolments four weeks or fewer (Seafield only):

- Early withdrawal must occur before the end of the second day after the enrolment start date.
- Students will be refunded any fees less a deduction of 50% of the fees.

- 2.7.6** In all cases of student-initiated withdrawal, the date of withdrawal will be the date the written notice of withdrawal is received by NZSEG.

2.8 Late Withdrawal of Students

- 2.8.1** Unsatisfactory attendance, lack of participation, failure to make satisfactory academic progress, failure to engage in courses (including online) and outstanding fees may lead to the late withdrawal of a student by NZSEG.

- 2.8.2** Students may make a written request to their tutor/teacher for a request for a late withdrawal from a course/programme.
- 2.8.3** There will be no refund of fees for a late withdrawal.
- 2.8.4** In exceptional circumstances a student may apply to the Directors of NZSEG for a refund of fees following a late withdrawal. The amount refunded, if any, will be at the Directors' discretion and their decision will be final.
- 2.8.5** StudyLink will be informed of domestic student withdrawals and this may lead to the termination of student loans and allowances.
- 2.8.6** Immigration New Zealand will be informed of onshore international student withdrawals and this may lead to the termination of a student's visa.
- 2.8.7** In all cases of student-initiated withdrawal, the date of withdrawal will be the date the written notice of withdrawal is received by NZSEG.

2.9 Agent Fees and Commission

- 2.9.1** NZSEG is not liable to compensate the student or repay any student any commission of fees the student paid any agent. Any fees the student has paid a recruitment agent will have to be claimed by the student from the agent.

2.10 Refund Arrangements

NZSEG will pay refunds directly to international students or to a third party authorised by the student. Refunds may be sent to the account holder who paid the fees in their country of origin, on receipt of a letter authorising payment from the student. A refund may take up to three weeks to be processed, except in the case of exceptional circumstances which may take longer.

2.11 Permanent Residency

An international student who gains permanent residency is entitled to be treated as a domestic student. They will not receive a refund of fees for the semester/term during which the Permanent Residency is granted. However, the student will be entitled to pay domestic fees for any subsequent semesters/terms and will be refunded international fees for those semesters/terms.

2.12 Deferral of Enrolment

- 2.12.1** In exceptional circumstances a student enrolled in a programme or a course of study may apply in writing to their tutor/teacher to have their enrolment deferred to a subsequent offering of the course/programme of study. Deferrals are usually made close to the beginning of a course/programme of study.
- 2.12.2** Students should submit documentation of the exceptional circumstances with their application to support their reasons for deferral.
- 2.12.3** Exceptional circumstances may include serious illness, injury, loss or bereavement, hardship or trauma or other critical circumstance.
- 2.12.4** Deferments will only be approved:
 - For the immediately following offering of the course/programme and
 - If places are available in the relevant programme or course.

- 2.12.5** A decision on the deferral will be made by the Head of School/Director of Studies within five working days of receipt of the application from the student.
- 2.12.6** Students will be responsible for the payment of any additional fees or direct costs (such as equipment) incurred by NZSEG as a result of their deferment.
- 2.12.7** If the application for deferral is declined the student's original enrolment will proceed, including the dates for the refund periods.
- 2.12.8** If the application is approved, the student's current enrolment is withdrawn and a new enrolment approved with a subsequent start date. The student will be made aware of any implications with Immigration New Zealand or StudyLink.

2.13 Enrolment Extensions

- 2.13.1** In exceptional circumstances the end date for a course/programme or study may be extended for a student in order for the student to complete assessment requirements.
- 2.13.2** Exceptional circumstances may include serious illness, injury, loss or bereavement, hardship or trauma or other critical circumstance usually beyond the student's control that have resulted in the student being unable to submit assessment/s before the scheduled end date.
- 2.13.3** A decision on the extension will be made by the Head of School within five working days of receipt of the application.
- 2.13.4** If the application is declined the original end date will apply.
- 2.13.5** If the application is approved the end date for the course/programme will be extended. The student will be informed of any implications with Immigration New Zealand and StudyLink.

2.14 Insufficient Academic Progress

- 2.14.1** Students who fail 50% of their enrolled credits in any delivery period may not automatically re-enrol in that course/programme or any other course/programme at NZSEG. The decision on whether to accept a re-enrolment will be based on the likelihood of student success.
 - The decision to accept a re-enrolment after failure to make sufficient academic progress once will be made by the Head of School/Director of Studies.
 - The decision to accept a re-enrolment after failure to make sufficient academic progress a second time will be made by the Head of School/Director of Studies.
 - The decision to accept a re-enrolment after more than two failures to make sufficient academic progress will be made by the Academic Director.
- 2.14.2** Students who have had their re-enrolment accepted following a failure to make satisfactory academic progress will be provided with appropriate student support and academic advice.

2.15 Re-Enrolment

2.15.1 If a student fails a course/programme and has approval to enrol again they should complete a re-enrolment application. They will be required to pay the applicable fees in full.

2.15.2 Before re-enrolling in a course/programme of study, students will be informed of the consequences for pre or co-requisites for other courses/programmes, and any implications for StudyLink and Immigration New Zealand.

2.16 Failure to engage in online courses

2.16.1 Where a programme is delivered fully online, students must meet the minimum requirements of the programme for on-line contact with their tutor and for completing online activities on a regular basis.

3.0 Definitions

<i>SMS</i>	The electronic systems used to store all information pertaining to students, programmes and courses of the New Zealand Skills and Education Group.
<i>SMS Codes</i>	Enrolled - student is confirmed and has paid fees in full. EFTS claimed. Deferred - student has been deferred to a later date. Cancelled - application has been cancelled. Transfer - student has transferred to different programme of study/ course/campus. Withdrawn - student has either formally or informally withdrawn from course. Study Link and INZ informed.
<i>Programme</i>	All possible courses available to students leading to a particular qualification together with supporting regulatory and management information.
<i>Qualification</i>	Official award in recognition of the successful completion of a programme of study, and which has been quality assured by a recognised quality assurance agency. The programme of study may consist of either locally developed courses and/or a combination of unit standards.

4.0 Accountabilities

4.1 Monitoring and Evaluation:

The Academic Board is responsible for monitoring and evaluating this policy. The Executive Management Team has the overall responsibility for the QMS and its implementation.

Version	Type of Change	Reference	Approval Date	Effective from
1	Development of Policy	AB Action Items 27, 28 and 29	26 May 2015	26 May 2015
2	Minor Review and Re-format of Policy	Approved by AB	20 Oct 2015	20 Oct 2015
3	Minor Review and Re-format of section 2.1 Student Entry and Selection. 2.1.1 has been added.	Approved by EMT	19 Sep 2016	19 Sep 2016

4	Inclusion to NZSEG QMS and Policies.	Approved by EMT	16 Jan 2017	31 Jan2017
4.1	Small grammatical changes and title changes	Approved by AB	20 Sep 2018	20 Sep 2018
5	Addition of 2.3.3 The Outstanding Fee Agreement Form	Approved by EMT	04 Dec2018	04 Dec 2018
6	Addition of 2.16 Failure to engage in online courses	Approved by EMT	12 Aug 2019	12 Aug 2019
6.1	Amended titles, grammar corrections, full annual review by all relevant departments. Formatting and branding updated	Approved by AB	22 July 2020	22 July 2020

A02: Assessment of Prior Learning Policy

1.0 Purpose

The purpose of this policy is to:

Ensure students are able to gain academic credits towards the completion of NZSEG programmes of study/qualifications based on previous experience and learning, whether formal or non-formal.

2.0 Policy Objectives

The objective of this policy is to ensure that academic credit is awarded as enrolment with advanced standing, where course outcomes can be demonstrably met, whether through cross credit, the transfer of credit from previous study or through recognition of prior learning (RPL).

This policy ensures that the processes used are fair, equitable, transparent and academically sound. Through this policy NZSEG seeks to ensure:

- Student's formal and non-formal learning and experience is recognised for credit towards a programme of study/qualification;
- The processes used are academically sound, transparent and documented;
- Credit transfer and provision of enrolment with advanced standing is equitable and consistently applied; and
- The quality, integrity and reputation of NZSEG qualifications are maintained.

3.0 Policy

3.1 Award of credit through the assessment of prior learning (RPL)

Unless otherwise stated in Programme/Qualification Regulations there will be no limit on the amount of credit that may be awarded through the assessment of prior learning towards the award of a New Zealand or NZSEG certificate or diploma qualification.

Where such credit is awarded against specified courses as either a cross credit or an exemption, students will only be required to complete the outstanding courses of the programme of study to gain the associated qualification.

Credit recognition will not normally be granted for course or programmes completed more than five years prior to application unless there is evidence of continued relevance of these courses/programmes for the programme for which credit is sought.

3.2 Establishing recognised credit

Enrolment with Advanced Standing through cross credits and credit transfer will apply to whole courses only:

- Detailed curriculum mapping to support the final decision – either in an Articulation agreement or in a one-off assessment; or
- Sufficient evidence demonstrating comparability and equivalency of learning outcomes, volume of learning, content and learning and assessment approaches

Application requiring curriculum mapping to determine the type and amount of credit to be awarded will be carried out by the relevant Head of School/Group Academic Director, in accordance with established guidelines and procedures.

Once such curriculum mapping has been completed this will be documented on a Standard Exemption List and used to ensure consistency of decision making for all future applications based in that programme/qualification.

Where the application for credit recognition contains non-formal education or experiences, these will be referred to the relevant Head of School/ Group Academic Director to be assessed as RPL.

3.3 Assessing Prior Learning

Recognition for Prior Learning (RPL) is always undertaken on a case-by-case basis taking into account the work, life and previous study experience of the applicant.

RPL may be awarded for one or more courses of a qualification. The decision to award credit will be based on the evidence presented by the student that demonstrates how the outcomes for courses/qualifications have been met. Applicants will usually be expected to submit a portfolio of evidence with a breakdown of how each of the outcomes have been met, and that includes but is not limited to:

- A summary of work and/or life experience
- Descriptions of non-formal courses/qualifications completed
- Employer attestations
- Photos, videos and/or demonstrations of performance
- Publications, reports or other written documents prepared by the applicant

Award of credit through RPL will be recorded on the student's transcript as either RPL or as appropriate.

3.4 Managing Potential Conflicts of Interest

NZSEG recognises that there may be a potential for conflict of interest where staff may have responsibility for assessing advanced standing where students are:

- NZSEG staff
- Family members or close personal friends

Where a potential conflict of interest exists, any credit recognition agreement including assessment by RPL, should be validated by another assessor and approved by the Academic Director.

3.5 Student Information and Advice

Information and advice on the assessment of prior learning will be provided in marketing material and to students when they apply for admission into a programme; however, applications will only be assessed and processed once the student's enrolment contract is completed.

For International students, enrolment with advanced standing may affect the programme duration, and thus their Student Visa status. International students should be advised of this implication prior to them submitting their Application for Assessment of Prior Learning.

Assessment of prior learning for NZSEG programmes may impact on the credit recognition provided under articulation arrangements between NZSEG and its University partners. Students should be informed of such implications during their application and by letter informing students on the outcomes of their application.

Eligibility for credit recognition does not guarantee an applicant a place in a programme or course. Regardless of the nature or amount of credit recognition granted, any specific requirements of a programme must be fulfilled.

If a student transfers from one programme to another, the credit approved in the original programme will not be automatically transferred.

3.6 Applications

Students who apply for assessment of prior learning must be made on the approved form and include all necessary documentation including:

- Certified copies of qualifications, academic transcripts and course outlines for the initial formal studies;
- Evidence portfolios for students seeking RPL.

To ensure completion of assessment of Credit Recognition students should submit their applications no later than TWO weeks before the commencement of the programme. This will enable applications to be assessed and reported. Students will be advised of the result within ten days of receipt of the application. Students will be required to pay a fee for all RPL applications.

3.7 Assessment and Approval

All applications should be assessed in a timely manner. Staff conducting the assessment must have detailed knowledge of the course for which the applicant is seeking credit and expertise in, or access to advice regarding assessment methods for RPL.

3.8 Notification of Outcome

Students should be notified of the outcome of their application for credit recognition in writing and a copy of the letter must be kept on the student’s file in the student management system.

4.0 Definitions:

<i>Advanced Standing</i>	The process of enrolling students in courses/programmes based on the recognition of credits for studies or experience gained elsewhere. Enrolment with advanced standing means that the student does not need to study all courses in the programme, only the ones where they have not already substantively met the learning outcomes.
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<p><i>Articulation Agreement</i></p>	<p>Refers to the formal credit transfer arrangement between NZSEG and a partner institution. The agreement pre-defines the studies/courses which a student needs to successfully complete to gain entry and/or credit recognition for a programme/qualification.</p>
<p><i>Credit Recognition</i></p>	<p>The provision of credit in a course based on Cross Credit, Credit Transfer or Recognition of Prior Learning.</p>
<p><i>Cross Credit</i></p>	<p>The process of giving recognition for a course, unit standard, programme or qualification an individual has achieved (through formal learning) to claim credit towards a NZSEG programme/qualification. Credit recognition based on Cross credit is determined by assessing the extent to which the prior achievement is equivalent to the required learning outcomes in a NZSEG course/s.</p>
<p><i>Credit Transfer</i></p>	<p>The granting of credit towards a programme/qualification based on credit gained for a similar course/s in another programme/qualification at NZSEG or another institution, conditional on the length of time since completion of the course/s. Credit Transfer apply to whole courses.</p>
<p><i>Formal Learning</i></p>	<p>Learning that has occurred in programmes recognised by NZQA or programmes leading to qualifications on the New Zealand Qualifications Framework (NZQF) or in other formal programmes of study recognised as leading to a qualification, the standing of which can be assessed by NZSEG. These qualifications may be international qualifications.</p>
<p><i>Non-formal learning</i></p>	<p>Is learning that has occurred in either;</p> <ul style="list-style-type: none"> ▪ Programmes that are not recognised as leading to qualifications recognised by NZQA or listed on the NZQF, or ▪ Programmes of study not recognised by NZQA or as leading to a qualification, the standing of which can be assessed by NZSEG; and/or ▪ Learning that has occurred outside courses of study, eg. Work experience, life experience.

<i>NZQF</i>	New Zealand Qualifications Framework.
<i>RPL</i>	Recognition of prior learning is given credit for non-formal education and/or life/work skills and experience. Please refer to: https://www.nzqa.govt.nz/studying-in-new-zealand/tertiary-education/recognising-learning/

5.0 Document Control

5.1 Monitoring and Evaluation:

The Academic Board/Senior Academic Team is responsible for monitoring and evaluating this policy. The Executive Management Team has the overall responsibility for the QMS and its implementation.

Version	Type of Change	AB Reference	Approval Date	Effective from
1	Development of Policy	AB Action Items 27, 28 and 29	26 May 2015	26 May 2015
2	Minor Review and Re Format of Policy	Approved by AB	20 October 2015	20 October 2015
3	Inclusion to NZSEG QMS and Policies.	Approved by the Executive Management Team	16 January 2017	31 January 2017
4	Policy Review and Formatting	Approved by EMT	23 September 2020	23 September 2020

A03: Student Code of Conduct Policy

1.0 Purpose

The NZSEG student code of conduct is concerned with the conduct of students in non-academic matters; academic conduct is dealt with under other policies.

2.0 Objective

To ensure all students are informed of the standard of behaviour expected at NZSEG.

3.0 Safety on Campus

NZSEG is committed to providing and maintaining a safe and healthy working and study environment for all staff, students and visitors in compliance with the Health and Safety at Work Act 2015.

- 3.1** Students must comply with any safety instruction/s given by any NZSEG staff member
- 3.2** In the event of fire or other emergency, students will follow evacuation procedures.
- 3.3** Students must provide relevant information of any personal disability/s that may endanger the student, other students or staff in any given situation.
- 3.4** Smoking is prohibited within any building or on any campus. Refer to HR05 – Smoke Free Policy.
- 3.5** Students must at all times act in a manner which does not jeopardize their safety or the safety of others.

4.0 Alcohol, Prohibited Drugs and Substances

- 4.1** NZSEG does not tolerate the use, making, sale, purchase, transfer, distribution, consumption or possession of drugs (with the exception of prescribed medications) or alcohol on NZSEG property.
- 4.2** All individuals working, studying or visiting NZSEG are expected to carry out work and/or study safely and be free from the influence of drugs and/or alcohol or any other harmful substance.
- 4.3** NZSEG reserves the right to undertake an investigation including action to establish facts, and to search for drugs or alcohol on NZSEG's property.
- 4.4** Random or pre-employment/study testing for drugs or alcohol is not a part of this policy; however, informed consent testing may be requested where there is reasonable cause to suspect the use of such substances.
- 4.5** Within NZSEG campuses, liquor advertising (including promotional activities, posters, flyers and other material) is prohibited.

5.0 Behaviour

- 5.1 Students shall respect the rights of other students, staff and members of the public.
- 5.2 Students shall respect the environment of NZSEG (including its virtual spaces) and property of NZSEG and the property of others.
- 5.3 Students should observe directions pertaining to conduct given by any staff member.
- 5.4 Students cannot bring to class, without prior permission, any other person, including a child, who is not enrolled in the programme.
- 5.5 No animals other than assistance dogs will be brought onto NZSEG premises.
- 5.6 Students driving vehicles on campus grounds must be licensed to drive the vehicle they are driving.
- 5.7 Students are expected to drive carefully and considerately on campus.
- 5.8 Students should not seek or be in possession of information copied or gained by unauthorised access/entry to, or use of, NZSEG information systems.
- 5.9 Students should not harass other students or staff at any time, or any member of the public while engaged in NZSEG activity/s. Refer to Policy A06 - Bullying, Harassment and Discrimination Prevention

6.0 Computer Regulations

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

- 6.1 No student shall 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 utilisation of computing resources by NZSEG.
- 6.2 Copying of software is theft and NZSEG will treat it as such.
- 6.3 No student shall:
 - Attempt to gain unauthorised access to NZSEG systems (LMS, SMS, IT Servers, Wifi etc)
 - Allow access to NZSEG systems 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 any software provided by NZSEG, without prior written consent of the IT Support Manager
 - Attempt to use the system so as to cause costs to be incurred by:
 - NZSEG
 - Any other person or organisation
 - Attempt to access any other computer system, whether elsewhere or overseas.
 - 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, wilfully impeding the operation of the system or any other user and any restrictions on use.

- 6.4** Students may be withdrawn if the student is found to be accessing, receiving, processing or sending objectionable material using the internet or email services. (Definition of ‘Objectionable’. This term is used as set out in Section 3 of the Films, Videos and Publication Classification Act 1993).

Refer to the link <https://www.dia.govt.nz/Censorship-Objectionable-and-Restricted-Material>

- 6.5** Students using social media must abide by the relevant media platform Terms and Conditions, these include but not limited to:

- Facebook: <https://www.facebook.com/terms.php>
- Twitter: <http://twitter.com/tos>
- Flickr: http://www.flickr.com/atos/pro/http://www.flickr.com/utos_detect.gne and <http://www.flickr.com/guidelines.gne>
- YouTube: <http://www.youtube.com/static?gl=US7template=terms>

7.0 Breaches of the Student Code of Conduct

Breaches of the Student Code of Conduct in the first instance will be referred to the Head of School or Senior Teacher; if it is unresolved it will be referred to the Group Academic Director or Deputy Academic Director.

8.0 Document Control

8.1 Monitoring and Evaluation:

The Academic Board is responsible for monitoring and evaluating this policy.

Version	Type of Change	Reference	Approval Date	Effective from
1	Development of Policy	AB Action Items 27, 28 and 29	26 May 2015	26 May 2015
2	Minor Review and Re Format of Policy	Approved by AB	20 Oct 2015	20 Oct 2015
3	Inclusion to NZSEG QMS and Policies.	Approved by the EMT	16 Jan 2017	31 Jan 2017
3.1	Amended titles, grammar corrections, full annual review by all relevant departments – formatting and branding updated	Approved by AB	22 July 2020	22 July 2020

A04: Misconduct Policy

1.0 Objectives

This policy provides for the consistent interpretation and application of processes to manage student misconduct. Student misconduct in assessment is dealt with under Policy A08 Misconduct in Assessment.

2.0 Policy

2.1 Students are to respect:

- The rights of other NZSEG students and staff;
- The environment and property of the New Zealand Skills and Education Group (NZSEG).

Students will adhere to the Student Code of Conduct as outlined in Policy A03 and observe the directions pertaining to conduct during a course as made by Staff members.

NZSEG will address with any student, behaviour or attitudes which are potentially unsafe, illegal or detrimental to the learning of others, or to the ability of staff members to perform their duties. All allegations will be dealt with in a prompt, equitable, considerate and consistent manner. Any student that breaches any New Zealand legislation, rules or regulations, so as to commit an offence under the laws of New Zealand may be referred to the Police and/or other appropriate authorities.

Principles of promptness, natural justice, impartiality, consistency and non-punitiveness are applied by NZSEG in the event of a breach or suspected breach of the Student Code of Conduct.

The Head of School or Senior Teacher will hear and adjudicate on allegations of serious student misconduct or breach of discipline. If unresolved it will be escalated to the Group Academic Director.

In cases of serious alleged misconduct, a student may be stood down from class/campus, for a period of three working days, where on reasonable grounds it is considered necessary to maintain order, safety or an effective learning environment.

A student subject to disciplinary action may lodge an appeal. The CEO will consider the appeal and make a decision as outlined in A10 – Academic Appeals Policy.

3.0 Procedures

3.1 Urgent action in the event of misconduct

Students who have been stood down from class/campus: The Head of School/Group Academic Director may dismiss students from attending class or campus and if appropriate, have their access to NZSEG computer systems suspended for a period not exceeding three working days;

Where students have been stood down from class/campus under section 3 the alleged incident shall immediately be referred for full investigation in accordance with section 3.3.

3.2 Suspension

In serious cases of alleged misconduct, the Group Academic Director may suspend students from attending classes and/or the campus and access to NZSEG computer systems, to allow an investigation to take place, where it is determined that:

- Students should not be allowed to attend classes until a decision on expulsion has been made;
- There is likely to be harm to staff or other students.

3.3 Investigation

All alleged incidents of misconduct should be investigated within three working days of the incident or becoming known by NZSEG.

All cases shall be referred to the Head of School/Senior Teacher for investigation. Should the Head of School/Senior Teacher be absent, have a conflict of interest or the alleged incident is such that it is not appropriate for the Head of School/Senior Teacher to deal with, the Group Academic Director shall assume responsibility.

When an alleged incident of misconduct is to be investigated, students shall be:

- Advised in writing of the substance of the alleged incident of misconduct and the support services available to them.
- Requested to attend a meeting to provide an explanation or any other relevant information, pertaining to the incident.
- Advised of their right to bring a support person to the meeting, if they so wish;
- Provided with information regarding the alleged incident of misconduct before the meeting (being aware of any privacy rights and responsibilities), including a copy of relevant NZSEG's Policy, information on NZSEG's process for dealing with such incidents and the likely timeframe for the investigation; and
- Provided with a reasonable opportunity to respond to the allegation at the meeting.

The Head of School/Senior Teacher shall outline the timeline and steps of the investigation process at the meeting. Should the student/s fail to attend the meeting, this will not prevent a decision being made.

The Head of School/Senior Teacher shall give due consideration to all the information presented and any explanations/extra information presented by the student/s, before a making a decision.

Students will be advised in writing within five working days following the meeting of the outcome of the investigation, including any penalties imposed where misconduct has been proven. Where a penalty has been imposed, students will be notified of appeal procedures as outlined in A10 – Academic Appeals Policy.

Should a student/s fail to attend the meeting, then the outcome will be forwarded to them in writing. All written communication shall be sent by post to the last recorded address on the student management system, or handed to the student personally and receipt of such recorded.

3.4 Penalties

NZSEG shall impose penalties for proven instances of misconduct in a considerate and consistent manner, taking into account all circumstances of the incident.

When making a decision of penalties, in respect of misconduct, the Academic Director shall take into account:

- The seriousness of the misconduct;
- Any previous incidents of misconduct;
- The welfare and possible re-engagement of the student concerned;
- The broader implications of the behaviour and proposed penalty on other students; and
- Any factors mitigating the student's actions such as expressions of contrition, payment of full restitution, a willingness to seek medical treatment or other professional counselling.

Penalties that may be imposed by the Group Academic Director for misconduct are:

- A written warning detailing further penalty to be applied should the student re-offend;
- The sum or action required for reasonable restitution for damage caused;

Second or subsequent incidents of misconduct may be referred to the CEO for consideration. Penalties that may be imposed by the CEO for misconduct are:

- Any of the above penalties;
- Suspension from attendance at the institute or any of its classes for a period the CEO sees fit;
- Refusal of enrolment for a period of time, as seen fit by CEO;
- Cancellation of enrolment for a period as CEO sees fit.

3.5 Appeal of Misconduct Decisions

Students who believe they have been unjustly treated, may appeal the decision to the CEO.

Grounds for appeal include, but are not limited to:

- The procedures used for investigating or resolving the misconduct were unfair;
- New evidence has become available;
- That all relevant factors were not taken into account; and
- The penalty imposed was out of proportion to the nature of the misconduct and the circumstances of the case.
- Appeals must be made within ten working days of the date the misconduct decision was communicated, inclusive of an outline for grounds of the appeal.

Students will be able to appear personally, accompanied by a support person if so wished, to submit any further explanations, reasons or facts relevant to the appeal.

Every appeal will be heard and considered on its merits. When determining the outcome of an appeal, decision makers may:

- Uphold the appeal;
- Dismiss the appeal and either confirm the penalty imposed or imposed any other penalty that is authorised under this policy.

Decisions made by the Executive Management Team will be final, with no further right of appeal.

3.6 Records

When students are found to have committed misconduct, the decision, penalties imposed shall be kept on their student file. If the allegation has not been proven or is overturned through the appeal process, no records are to be kept.

4.0 Document Control

4.1 Monitoring and Evaluation:

The Academic Board is responsible for monitoring and evaluating this policy.

Version	Type of Change	AB Reference	Approval Date	Effective from (Day/month/Year)
1	Development of Policy	AB Action Items 27, 28 and 29	26 May 2015	26 May 2015
2	Minor Review and Re Format of Policy	Approved by AB	20 Oct 2015	20 Oct 2015
3	Inclusion to NZSEG QMS and Policies.	Approved by the Executive Management Team	16 Jan 2017	31 Jan 2017
3.1	Small grammatical changes and title changes	Approved by AB	20 Sept 2018	20 Sept 2018
4	Changes in Hierarchy throughout the for resolution of alleged misconduct, Formatting, Branding and full review, and to include online/and distance learning,	Approved by AB	21 July 2020	21 July 2020

A05: Student Attendance Policy

1.0 Purpose

The purpose of this policy is to define the system used to determine that all courses which have minimum attendance requirements have clear policies and procedures in place for recording student attendance and addressing the issue of students who are not meeting course attendance.

2.0 Policy

- 2.1** All students attending must meet the attendance requirements as set out in the Course Outline/Programme Outline for the programme in which the student is enrolled.
 - 2.1.1** “Attendance” in face-to-face and blended mode of delivery is the punctual arrival, active participation and engagement in class activities.
 - 2.1.2** “Attendance” in an online mode of delivery is the completion of set asynchronous tasks and punctual and engaged participation in all scheduled learning activities as measured by analytics on the Learning Management System.
- 2.2** Students may be absent from time to time for legitimate reasons.
 - 2.2.1** Students who are unable to attend a face-to-face class for any genuine medical or personal reason, e.g. bereavement, should advise the Front Office Administrator and/or tutor/teacher at the earliest possible opportunity. If absent from class students must provide a certificate from a registered medical practitioner. The Front Office Administrator/Teacher/Tutor will advise of any absence for follow up by all necessary parties.
 - 2.2.2** Students who are unable to attend scheduled online activities for any genuine or personal reason must advise their tutor in writing (i.e. a formal e-mail). Students must provide documentary evidence for the basis of leave for prolonged absence or a lack of online activity.
- 2.3** Students may apply to their Tutor/Teacher for ‘approved leave’ for extended absences due to medical or personal reasons. Applications for approved leave due to medical reasons must be accompanied by a medical certificate. Before leave is granted a study agreement or plan must be in place to assist students remain current with their studies and assessments. Students who have been granted ‘approved leave’ should be transcribed in the SMS as ‘approved leave – inclusive of dates’. Approved leave will protect students against negative attendance results.

3.0 Procedure

- 3.1** Tutors/Teachers will record attendance for face-to-face and blended classes daily, within 30 minutes of the class start time. If a class has a break of 30 minutes or more attendance will be taken again after the break. Tutors/Teachers will record any notes relating to individual student attendance in the relevant SMS.
- 3.2** Tutors/Teachers will notify the Student Support team a list of students whose attendance is of concern in a timely manner.
- 3.3** Students who are absent from class without prior notice will be contacted by an Administrator or Student Support team member. An outcome will be recorded in the relevant SMS. The Student Support team will investigate the reasons for the absence

and assist the student in their return to study. The student should be informed of the consequences of failing to return to study. An outcome will be recorded in the relevant SMS.

- 3.4** For onshore programmes delivered face-to-face, International students falling below 95% attendance and domestic students falling below 90% attendance will receive an email, phone call, or text from Student Support asking how they can be assisted in their re-engagement and improve attendance. A written summary will be entered into the relevant SMS.

International students falling below 90% attendance and domestic students falling below 80% attendance will receive an email, phone call or text requiring them to meet with the Tutor/Student Support/the Recruitment Team. A written summary of the meeting will be entered into the relevant SMS. Should attendance fall below 80% for international students or 70% for domestic students, an appointment will be made by Student Support made for the student to meet with the Head of School/Group Academic Director. A written summary of the meeting and the decisions and actions resulting from it will be entered into the relevant SMS.

- 3.5** For programmes delivered online, students whose attendance falls below expectations as defined by the programme document will receive an e-mail or call from Student Support asking how they can be assisted in their re-engagement and improve attendance. A written summary will be entered into the relevant SMS. Students whose attendance falls below to an unsatisfactory level will have an appointment scheduled with the Head of School/Group Academic Director. A written summary of the meeting and the decisions and actions resulting from it will be entered into the relevant SMS.

3.5.1 Following the meeting the Head of School/Group Academic Director, in consultation with Student Support and/or the Recruitment team, will decide whether to terminate the enrolment.

3.5.2 Students who do not contact NZSEG following the email, phone call or text, or who fail to attend the interview, may be assumed to have abandoned their studies which may lead to immediate withdrawal from their programme. A home visit to discuss support and an action plan to help students re-engage and attend classes may be made before withdrawal is finalised.

3.5.3 The Recruitment team will inform StudyLink of domestic student withdrawals and this may lead to the termination of loans and allowances.

3.5.4 The Enrolment team will inform Immigration New Zealand of international student withdrawals and this may lead to the termination of a student's visa, where applicable to the programme delivery.

- 3.6** Students on courses two weeks or shorter who are absent without prior notice on two occasions will be asked to meet with the Head of School /Group Academic Director to explain the reasons for their absence. Students who are repeatedly absent without prior notice and/or who have not provided evidence to support their absence may be asked to sign a Student Study Agreement.

3.6.1 Students who fail to attend the meeting will be contacted to check on their well-being.

3.6.2 The Head of School/Group Academic Director, in consultation with Student Support and/or the Recruitment Team, will decide whether to terminate the enrolment. A home visit to discuss support and an action plan to help students re-engage and attend classes may be made before withdrawal is finalised.

3.6.3 Immigration New Zealand will be informed of international student withdrawals and this may lead to the termination of the student’s visa, where applicable to the programme delivery.

3.7 All communication with the student must be recorded in the SMS.

4.0 Document Control

4.1 Monitoring and Evaluation:

The Academic Board is responsible for monitoring and evaluating this policy.

Version	Type of Change	AB Reference	Approval Date	Effective from
1	Development of Policy	AB Action Items 27, 28 and 29	26 May 2015	26 May 2015
2	Minor Review and Re Format of Policy	Approved by AB	20 Oct 2015	20 Oct 2015
3	Minor update of role	Approved by AB	29 Mar 2016	29 Mar 2016
4	Inclusion to NZSEG QMS and Policies.	Approved by the Executive Management Team	16 Jan 2017	31 Jan 2017
5	Update to ownership of procedures and introduction of domestic % in sections 3.5– 3.7.	Approved by AB	26 May 2017	29 May 2017
5.1	Small grammatical changes and title changes	Approved by AB	20 Sep 2018	20 Sep 2018
5.2	Full review, small changes titles	Approved by AB	22 July 2020	22 July 2020

A06: Bullying, Harassment and Discrimination Prevention Policy

1.0 Purpose

The New Zealand Skills and Education Group is committed to providing a secure, supportive and harmonious environment for all, one which:

- Recognises and values the diversity, potential and contribution of all people
- Is free from all forms of bullying, harassment and discrimination.

NZSEG regards bullying, harassment and discrimination of any kind as unacceptable and acknowledges that it seriously undermines the atmosphere of trust and respect that is essential to a healthy work and study environment.

NZSEG expects that employees and students will not engage in any form of conduct that involves bullying, harassment or discrimination.

2.0 Policy

2.1 Harassment and Discrimination are unlawful under both Employment Relations Act 2000 and the Human Rights Act 1993. Individuals who harass or discriminate, may be legally liable if harassment or discrimination occurs. In addition, many of the things that constitute harassment are also offences or crimes.

2.2 Bullying is unlawful under the Health and Safety at Work Act 2015 and its amendments which imposes a statutory duty on employers to provide a safe working environment.

2.3 NZSEG will:

2.3.1 Ensure that this policy is implemented through procedures that are timely, fair and equitable to all parties;

2.3.2 Maintain a pro-active approach to the provision of a safe work and study environment;

2.3.3 View all allegations and false allegations of bullying, harassment and discrimination seriously;

2.3.4 Apply processes and have policy and procedures in place that are seen to be fair and impartial and undertake to investigate formal complaints appropriately;

2.3.5 Have an adequate and pro-active support network in place.

2.3.6 Seek to redress issues of bullying, harassment and discrimination and will endeavour to ensure that no detrimental consequences result for the person who was bullied, harassed or discriminated against, nor that any person who has made a complaint of bullying, harassment or discrimination in good faith is victimised.

2.3.7 Take reasonable steps to prevent repetition of proven bullying, harassment or discrimination.

2.3.8 Satisfy its legal obligations under New Zealand human rights, employment and education legislation in respect to harassment.

3.0 Procedure

- 3.1 New employees will be informed of NZSEG’s policy on bullying, harassment and discrimination and will receive relevant information in the Staff Handbook.
- 3.2 Students will be provided information of NZSEG’s policy on bullying, harassment and discrimination in the Student Handbook.
- 3.3 Student complaints of bullying harassment and discrimination will be dealt with using the procedures described in A09 Student Feedback and Complaints Policy.
- 3.4 Managers will recognise their responsibility to implement this policy and programme by modelling appropriate behaviour, monitoring the workplace and intervening in any potential bullying, harassment or discrimination situation of which they become aware.

4.0 Definitions

<i>Discrimination</i>	Under the Human Rights Act 1993, it is unlawful to discriminate on the following grounds: sex, marital status, religious and ethical belief, colour or race, ethnic or national origins, disability, age, political opinion, employment status, family status, sexual orientation and the presence of health affecting organisms in the body. This includes intentional and unintentional discrimination.
<i>Racial Harassment</i>	Under section 63 of the Human Rights Act 1993 Racial Harassment covers the use of language (whether written or spoken or nonverbal), or visual material, or behaviour that expresses hostility against, or brings into contempt or ridicule, any other person/s on the ground of colour, race or ethnic origins which is hurtful or offensive (whether or not it is conveyed to that person) or has a detrimental effect.
<i>Sexual Harassment</i>	Under section 62 of the Human Rights Act 1993 Sexual harassment covers any unsolicited, unwelcome behaviour or visual material which causes a verbal or physical affront of a sexual nature. It includes actions (spoken, written or gestures) that refer to sexual intercourse or any other form of sexual activity.
<i>Bullying</i>	Repeated, unreasonable behaviour (including online/digital behaviour) directed toward a person, or a group of people, that creates a risk to the mental or physical health of the person. Bullying can be overt or covert. In order for bullying to be confirmed it requires words and actions to be carried out repeatedly, for the purpose of gaining power or dominance over another person and with the intention of causing the victim to feel humiliated or feel fear, and to undermine the person, and it has a detrimental effect upon that person’s dignity, safety and wellbeing.

5.0 Document Control

5.1 Monitoring and Evaluation:

The Academic Board is responsible for monitoring and evaluating this policy.

Version	Type of Change	Reference	Approval Date	Effective from
1	Development of Policy	AB Action Item 54	23 June 2015	23 June 2015
2	Minor Review and Re-format of Policy	Approved by AB	20 October 2015	20 October 2015
3	Inclusion to NZSEG QMS and Policies.	Approved by the Executive Management Team	16 January 2017	31 January 2017
3.1	Review no changes made	Approved by AB	20 September 2018	20 September 2018
3.2	Minor Review and wording changes	Approved by AB	22 July 2020	22 July 2020

A07: Assessment and Moderation Policy

1.0 Purpose

The purpose of this policy is to provide a framework which ensures formative and/or summative assessment methods are fair, valid, sufficient, reliable and consistent, and that moderation contributes to a supportive positive learning and environment. The policy and procedures aim to ensure compliance with the requirements of the Education Act 1989 and NZQA Rules for assessment and moderation.

2.0 Objectives

This policy applies to all academic programmes of study, micro credential or short courses across all funding types, that include any form of assessment of learning and covers the development, pre/post moderation of assessments, assessment conditions and regulations and consistency of graduate outcomes.

3.0 Principles

3.1 The principles that underpin this policy are:

- 3.1.1** The purpose of assessment is to engage students in a transformative process which fosters an understanding of why they are being assessed, what it is they need to be learning and have learnt and the most effective way to learn it. Academic staff need to place a strong emphasis on the need to balance assessment for and assessment of learning, through feedback and feed forward processes to meet both formative and summative requirements.
- 3.1.2** Assessment is viewed as learner responsive, involving inclusive activity, the purpose being to empower students to become independent, responsible individuals through active engagement in the learning process.
- 3.1.3** Quality assessment practice is effective assessment design which is: valid and reliable; avoids over-assessment; balances formative and summative tasks; provides timely and effective feedback to students; ensures teaching and assessments match the learning outcomes; and leads to the student achieving the Graduate Profile Outcomes; is at the correct level of learning; and develops and implements innovative assessment techniques.
- 3.1.4** Assessment organisation and resulting occurs within a context where the highest levels of accuracy and accountability possible are expected and applied.
- 3.1.5** At the beginning of their programme students may request to have summative assessments conducted and marked in Te Reo Māori.

4.0 Procedure

4.1 Assessment

- 4.1.1** All NZSEG programmes will have in place an approved assessment schedule that assures validity, reliability and fairness in all assessment activities.
- 4.1.2** Online programmes conduct exam-condition assessments with rigorous procedures to establish identity, invigilate closely and assure validity, fairness and reliability.

4.1.3 Minor changes to assessment, assessment number and/or weightings must be approved by the Programme Committee/Results Committee prior to the start of the course/programme. These Type 1 changes must be reported to the Academic Board. The Programme Approval and Accreditation document must be updated and a revised version sent to NZQA Approvals and Accreditation.

4.2 Communication with Students

- 4.2.1** At the start of a programme/course, students will be provided with written information about the programme assessment requirements inclusive of:
- Assessment schedule and types and assessment weightings
 - Conditions for appropriate student behaviour during assessments
 - Any special conditions or characteristics which may apply to particular assessments.
- 4.2.2** Students will be required to provide assurance about the authenticity of any work submitted in their names for assessment. Plagiarism detection software or other means may be used to confirm an assessment is a student's own work.

4.3 Marking Responsibilities

- 4.3.1** Course results must be processed as soon as assessments are marked and moderated.
- 4.3.2** Assessment feedback and results will be made available to students no later than ten working days after the due date of the assessment.
- 4.3.3** Any exceptions to the feedback time above must be approved by the Head of School/ Group Academic Director and included in their monthly report.

4.4 Passes and Grades

- 4.4.1** Mark ranges and grade tables for each programme are specified in the regulations for the programme. Programme regulations state whether aegrotat passes, conceded passes or restricted passes apply.

4.5 Examinations

- 4.5.1** Examination scripts will be marked within ten working days.
- 4.5.2** Examination scripts will not be returned to students. Students will be given the opportunity to view their examination scripts, within ten working days of the examination result. Recounts will be considered only within ten working days of scripts being available to students. Students may request a recount which is a check that all questions have been marked and that the additions of marks is correct. Students may not apply for a re-mark.

4.6 Final Results

- 4.6.1** Results are provisional until final course results are issued within ten working days of the final course completion date.
- 4.6.2** Transcripts and Certificates will be issued ten working days after the course completion date.

5.0 Moderation

Moderation is the process used to ensure that:

- assessment methods are appropriate, fair, set at the correct level, integrated and manageable
- assessment evidence is valid, direct, authentic and sufficient; and
- assessment judgements/ outcomes are consistent, systematic and transparent.

Moderation ensure that tutors make appropriate, fair, valid and consistent judgements about student performance and that all learning outcomes and evidence requirements have been appropriately covered. Tutors who plan, design, develop, deliver and assess the courses or programmes across the organisation, practice internal moderation.

5.1 Moderation Process

- The whole programme/course team including tutors, Head of School/Group Academic Director and the Moderation Team Lead are involved in the moderation process.
- All assessments are pre-moderated prior to delivery.
- A minimum of 10% or five samples (whichever is greater) from each assessment are post-moderated each delivery.
- Where a course has two or more streams, taught by different tutors, post-moderation of a mix of those cohorts must be completed.
- As part of the process, copies of work submitted for summative assessment may be viewed by moderators other than course tutors.
- In the moderation of assessments every reasonable effort should be made to ensure student confidentiality is maintained.
- Moderation reports are discussed and followed up by Programme Committee/Results Committee meetings and Moderation Meetings and the results are reported from the Moderation Committee to Academic Board.

5.2 Moderation Planning

- NZSEG will adhere to external moderation requirements including those detailed in the New Zealand Qualifications Framework Consent and Moderation Requirements (CMRs).
- NZSEG requires that all assessment activities are moderated internally and externally at least once in a three-year cycle according to a programme moderation plan.
- Assessment may be moderated more frequently and/or use larger sample sizes where:
 - assessments have been significantly changed
 - feedback suggests concerns about a course
 - courses are compulsory
 - courses are new
 - courses are taught by a new tutor

- Moderation planning should ensure a sampling of all staff assessment decisions.

5.3 Moderation Action

- 5.3.1 Staff undertaking moderation are required to possess some content knowledge specific to the assessment.
- 5.3.2 Staff with assessment expertise may provide general comment for improvement of assessments.

6.0 Assessment Extensions

- 6.1 All course assessment design must ensure all assessments can be completed by the due date.
- 6.2 Extensions of time to complete an assessment are only given in exceptional circumstances. Assessment extensions may only be granted up to the course end date. For extensions beyond course end date please refer to A01 Admissions and Withdrawals Policy.
- 6.3 Students who anticipate difficulty in meeting the due dates to submit assessments and/or sit tests or examinations, and/or attempt any missed practical assessment activity which may have been timetabled to occur once only during the programme, may request an extension. The request must be made prior to the due date and usually no later than three working days before the due date.
- 6.4 The extension date is to be negotiated between the student and Tutor. At this time the conditions, including any additional assistance or costs which may be incurred and the grade to be awarded in the event of non-submission will be documented.
- 6.5 Non completion of the assessment by the due date of the extension will result in a DNS or equivalent.

7.0 Reassessments (Resits)

- 7.1 Programmes will have their reassessment processes approved and documented in their programme documentation.
- 7.2 Programmes must clearly identify any restrictions that may be placed on the award of credit for work that has been reassessed.
- 7.3 Any reassessment of student performance must maintain the validity and reliability of overall assessment outcomes.
- 7.4 A new assessment task must be used for a reassessment of a student.

8.0 Definitions

<i>Graded Assessment</i>	An assessment process where a final grade or mark is allocated.
<i>Assessment</i>	Process of collecting and interpreting evidence of competence or achievement and the allocation of credit/units of learning completed by students.
<i>Achieved</i>	An assessment process where the student must meet competence in a prescribed standard in order to gain a credit.

<i>New Zealand Qualifications Framework (NZQF)</i>	Collectively all nationally registered and listed qualifications and any registered unit standards from which they may be derived.
<i>Reassessment</i>	The entitlement, in accordance with specified programme regulations, for a student to reattempt or resubmit a required item of assessment, or part thereof, within a stipulated date. A reassessment is also known as a resit.

9.0 Document Control

9.1 Monitoring and Evaluation:

The Academic Board is responsible for monitoring and evaluating this policy.

Version	Type of Change	AB Reference	Approval Date	Effective from
1	Development of Policy	AB Action Item 54	23 June 2015	23 June 2015
2	Minor Review and Re-format of Policy	Approved by AB	20 October 2015	20 October 2015
3	Minor Review of Section 5: Moderation	Agenda Item 6.5	30 August 2016	30 August 2016
4	5.3.3 has been removed from the policy & Inclusion to NZSEGG QMS and Policies.	Approved by the Executive Management Team	16 January 2017	31 January 2017
4.1	Minor review and addition of 7.4	Approved by AB	22 April 2020	22 April 2020

A08: Misconduct in Assessment Policy

1.0 Purpose

NZSEG is committed to ensuring that assessment is fair, valid, reliable and authentic. Within the academic year there are instances where there may be doubt about the authenticity of work submitted for assessment or suggestions of misconduct during examinations. The purpose of this policy is to ensure that processes are in place to detect and prevent academic misconduct in assessment.

2.0 Objectives

This policy provides for the consistent interpretation and application of processes to detect and manage academic misconduct in assessment.

Specifically this policy covers:

- Provision of information to students
- Guidance and training in appropriate academic conduct
- Management of assessment submissions
- Detection of academic misconduct
- Management of suspected academic misconduct.

3.0 Principles

- 3.1** Students will receive guidance in appropriate academic conduct to ensure they understand the need for honesty and integrity when completing assessments.
- 3.2** Students are expected to follow the principles of academic integrity in all assessment activities and are expected to submit assessments for marking on the basis that they are their own work, or a group's work, and that the assignment was prepared with integrity.
- 3.3** Students will be required to provide assurance about the authenticity of any work submitted in their names for assessment. Students must ensure that any work that is not their own is acknowledged in the accepted manner for tertiary education.
- 3.4** Academic staff will support students to reference sources appropriately, providing formative learning opportunities and materials to assist understanding of all aspects of correct referencing to ensure integrity of the work.
- 3.5** Heads of School/Directors of Studies are responsible for ensuring that students are provided with guidelines regarding authenticity, referencing, plagiarism, copying, cheating and copyright infringements. Academic staff will remain up-to-date with variants of cheating that emerge with technology and changing student context.
- 3.6** Instances of assessment misconduct will be managed following the principles of promptness, natural justice, impartiality, consistency, non-punitiveness and fairness.
- 3.7** Instances where a student freely acknowledges assessment misconduct will be managed by the Head of School/Group Academic Director.
- 3.8** Instances of serious or unacknowledged misconduct will be referred to the Head of School/ Group Academic Director and managed through the student discipline process.

- 3.9** Students will be expected to receive academic counselling when plagiarism is unintended such as using unacknowledged references.
- 3.10** Academic staff will follow the process detailed in this policy when they have doubts about the authorship of student work, on the basis of observed copying or illicit exchange of information, absent referencing, differences in level of language, recognition of previously published text, or any other indicator. For instances of serious cheating or repeated plagiarism see section 4.2.5 of this policy.
- 3.11** Electronic plagiarism detection software (such as Turnitin) and associated training and guidelines will be available to both academic staff and students to assist with preventing and detecting plagiarism.

4.0 Procedures

4.1 Student Information and Guidance

- 4.1.1** At the start of each programme/course students will be provided with information and guidance about what constitutes academic misconduct, cheating and plagiarism, expectations that students do not engage in any activity that constitutes academic misconduct and the consequences and penalties that apply to those found to be engaged in this activity.
- 4.1.2** Information and resources will include:
- How to reference and acknowledge sources and resources
 - Providing information about research and how to write assignments
 - Explaining to students the measures used to identify plagiarism including the need to submit assignments through plagiarism detection software
- 4.1.2** Information and guidance will be provided in the Student Handbook, Academic Policies, Course Outlines/Programme Outlines, in the academic orientation sessions provided to students at the start of their course, when assessment tasks are set and discussed, and during the discussion of ethics and expectations of the vocational sector students will be entering.
- 4.1.3** All students will be required to sign a declaration for each piece of work submitted, that the work is original to the student, authentic and free of plagiarism.

4.2 Assessment Design

Well-designed assessments reduce opportunities for students to cheat. The principles of assessment design for each course and programme will be documented by the Programme Committee. These may include:

- Using unique data, contexts or case studies that are as specific as possible
- Changing all or at least aspects of the assessment from semester to semester
- Using online testing with built in safe-guards such as reordering of questions
- Designing assessments to cross-check that students actually understand the content e.g. by including live presentations, questioning, requiring working portfolios to be submitted, requiring checkpoints and formative feedback

4.3 Detection of Misconduct

Practices to detect misconduct include looking for irregularities in students' performance. These may include:

- Where possible using an invigilated in-house assessment to benchmark students' other assessment work against
- Having one tutor mark all assessments or all responses to each particular question
- Comparing students results and language across assessments and courses within their programme
- Comparing students' oral responses with their written ones
- Keep a file of formative assessments as well as summative ones
- Tutor familiarity with students writing and responses/performance as well as attendance
- Using plagiarism-detection software to detect overuse of resources beyond the limit stated in the assessment information
- Paying attention to instances where the student responses do not align with the questions asked
- Requiring students to submit planning notes, keep a journal or portfolio recording their activities and thinking as they work through an assessment.

The identification of practices to detect misconduct are documented within the Programme Approval and Accreditation Document.

4.4 Investigation and Outcomes of Misconduct

All cases of misconduct will be investigated. Where students are suspected of assessment misconduct the following process will be followed:

- 4.4.1** The tutor will assess the level/amount of suspected assessment misconduct, prepare evidence and discuss with the relevant Head of School/Group Academic Director.
- 4.4.2** Where doubt persists, a meeting is to be arranged with the student/s support person, relevant tutor and Head of School/Group Academic Director to present the allegation, evidence and to provide the student with an opportunity to discuss the matter. Where the Head of School/Group Academic Director and tutor are one and the same, another Head of School/Group Academic Director within the Institute may be asked to participate. Written documentation is to be placed on the student/s file/s in the SMS.
- 4.4.3** Where assessment misconduct is established and acknowledged by the student/s, the student/s may be instructed to resubmit the assessment as a second attempt if allowed by the programme regulations. Other actions can include awarding a reduced grade or awarding a fail mark/grade. A letter is to be written stating the decision that has been made.
- 4.4.4** All cases of misconduct in assessment and their outcomes/consequences will be tabled at the programme committee, reported by the Head of School/Group Academic Director and placed on the student's academic record.

4.4.5 Student/s appeal rights can be found in A04 Misconduct Policy and A10 Academic Appeals Policy.

5.0 Definitions

<i>Cheating</i>	Defined as a misconduct response whatsoever by students to any item of assessment, including any action that may otherwise defeat the purpose of the assessment. This also includes accessing any non-approved sources of information such as the internet. This can include actions such as another person completing some or all of the assignment, paying for assignment answers, copying someone else's assignment with or without their permission, taking notes into a test or examination or receiving notes by cellphone.
<i>Deception</i>	The attempt by a student to deceive or misrepresent their circumstances to an assessor in order to achieve an unfair advantage e.g. obtaining an extension by faking an illness. The act of taking and using another's work as one's own without proper acknowledgement and includes: copying the works of another student; directly copying any part of another author's work; summarising another's work.
<i>Plagiarism</i>	Plagiarism can be intentional (you mean to copy without acknowledgement) or unintentional (you are unaware you were copying without acknowledgement). Unintentional plagiarism is not seen as a defence against plagiarism but if misconduct is found it will be taken into account in formulating the outcomes.
<i>Other misconduct</i>	The submission of work for an assessment that has previously been submitted elsewhere.
<i>Serious misconduct</i>	Repeated or blatant instances of assessment misconduct and especially cheating within examinations.
<i>Turnitin</i>	A version of software used to detect plagiarism that is used at NZSEG.

6.0 Document Control

6.1 Monitoring and Evaluation:

The Academic Board is responsible for monitoring and evaluating this policy.

Version	Type of Change	AB Reference	Approval Date	Effective from
1	Development of Policy	AB Action Item 54	23 June 2015	23 June 2015
2	Minor Review and Re-format of Policy	Approved by AB	20 October 2015	20 October 2015
3	Inclusion to NZSEG QMS and Policies.	Approved by the Executive Management Team	16 January 2017	31 January 2017
4	Revisions to sections 3 and 4 to address issues around plagiarism	Approved by the Executive Management Team	4 September 2017	18 September 2017

A09: Student Feedback and Complaints Policy

1.0 Purpose

NZSEG is committed to using evidence-based continuous improvement practices to ensure a high-quality experience for students.

NZSEG analyses the information provided through student survey feedback systems using it to develop action plans to support continuous improvement in teaching, student guidance and support, and facilitation of successful learning.

This policy requires that students are kept informed of developments resulting from their feedback.

2.0 Objectives

This policy ensures that the NZSEG has in place coherent and consistent processes for gathering regular and timely feedback from students to inform the decisions it makes to improve the learning experience for students.

It ensures that NZSEG uses a range of structured and informed, in person and online methods including:

- Student surveys;
- Evaluations of teaching;
- Small group instructional diagnostic meetings (SGIDs)
- Student representative meetings;
- Formal and informal complaints and concerns mechanisms;

It further ensures that feedback is provided to students on how the feedback provided has been used to inform continuous improvement. The policy applies to all staff and students.

3.0 Principles

3.1 Right to provide feedback:

All students and stakeholders have the right to provide feedback, both positive and negative, about any aspect of their experience with NZSEG and/or raise concerns where they believe standards in teaching, learning, guidance and support or pastoral care have not been met.

3.2 Ethical, honest and transparent practice:

When receiving feedback from students NZSEG shall ensure:

- Procedures are fair, ethical, transparent, equitable and timely and result in appropriate action;
- People are dealt with respectfully and ethically;
- Information collected, analysed and used, protects affected person's privacy and confidentiality (where necessary);
- The learning resulting from the feedback is used to inform continuous improvement;
- Communication on actions taken as a result of feedback is provided to students.

A10: Academic Appeals Policy

1.0 Purpose

The purpose of this policy is to provide a framework for student appeals on any academic matter relating to a programme of study.

2.0 Policy

A student may appeal to the Group Academic Director on any decision, action or omission in respect to academic matters relating to their programme of study.

3.0 Procedures

- 3.1 The academic matter is discussed with the tutor and if the student is not satisfied the matter is referred in writing to the Head of School/Director of Studies/ Group Academic Director/Deputy Academic Director for a written response.
- 3.2 If the matter is still unresolved after seven days, a written appeal is lodged with the Head of School/ Director of Studies /Group Academic Director. If still unresolved the matter will be dealt with by the Academic Director and reported to the Executive Management Team.
- 3.3 Should a matter not be resolved to the satisfaction of the complainant, they will have the right to bring the matter to the attention of the Complaint Officer quality assurance division PO Box 160 Wellington 6140 or PH 0800687296.
- 3.4 Should a matter not be resolved to the satisfaction of the complainant where the complainant is an international student, they will have the Complaints Officer International Education Appeals Authority, Private Bag 32001, Wellington 6011.6.0 Records
- 3.5 All communication should be kept on the student's record in the relevant Student Management System (SMS).

4.0 Document Control

4.1 Monitoring and Evaluation:

The Academic Board/ is responsible for monitoring and evaluating this policy.

Version	Type of Change	AB Reference	Approval Date	Effective from
1	Development of Policy	AB Action Item 54	23 June 2015	23 June 2015
2	Minor Review and Re-format of Policy	Approved by AB	20 October 2015	20 October 2015
3	Inclusion to NZSEG QMS and Policies.	Approved by the Executive Management Team	16 January 2017	31 January 2017
3.1	Minor changes	Approved by AB	21 July 2020	21 July 2020

A11: Equal Educational Opportunities Policy

1.0 Purpose

NZSEG 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.

2.0 Policy

- 2.1** NZSEG is committed to the provision of Equal Educational Opportunities (EEoO) in all programmes for all person and opposes all forms of unfair discrimination.
- 2.2** NZSEG recognises the value of diversity and in line with the Human Rights Act 1993, seeks to serve its community, and each student as an individual of dignity and worth, inclusive of their ethnicity and cultural background, values, political and religious beliefs, lifestyle, gender, sexual orientation, age, occupation, appearance, physical and intellectual ability, economic, marital and social status.
- 2.3** NZSEG will work to identify and promptly remove the causes of unfair discrimination, direct and indirect.
- 2.4** NZSEG encourages the greatest possible participation by our community. NZSEG will give particular emphasis to eliminating barriers that cause under representation in areas such as people with disabilities and Māori and Pacific Islands people.
- 2.5** NZSEG affirms and will give effect to the articles of Te Tiriti o Waitangi in its activities related to Equal Educational Opportunities through partnership with Māori.
- 2.6** NZSEG will provide education programmes with curricula, which are gender inclusive, acknowledge and respect the bicultural and multi-cultural diversity and the varying life experiences of the student community, and use teaching and learning methods appropriate to the student group.
- 2.7** NZSEG will provide a harassment-free learning environment which affords each student an equitable opportunity to achieve their educational goals, and which enhances self-esteem.
- 2.8** NZSEG will promote education as a partnership between the students and all staff and encourage students to participate in the evaluation of their education programmes and their delivery.
- 2.9** NZSEG will apply fair, appropriate and transparent admissions criteria which are free from discrimination based on the grounds of personal or group characteristics irrelevant to the applicant's potential to achieve the planned learning outcomes of a programme. Admission criteria will include a process for assessment of prior learning.
- 2.10** NZSEG will ensure recruitment and enrolment processes are student centred. Where there are more than sufficient applicants who meet all academic and other requirements for the programme than places available, NZSEG will seek to fulfil its commitment to Equal Educational Opportunities, (EEoO).
- 2.11** NZSEG will provide a physical environment and the resources required for students to pursue the stated learning outcomes, including the provision of support services to meet students specified learning needs.

2.12 NZSEG will ensure fair and equitable assessment processes appropriate to the stated learning outcomes of the programme.

2.12.1 NZSEG will monitor student retention, completion and success and seek ways to improve these factors.

2.12.2 NZSEG will report on the identification and elimination of barriers to student progress in accordance with any requirements under the Human Rights Commission Act and The Education Act, 1989.

3.0 Document Control

3.1 Monitoring and Evaluation

The Academic Board is responsible for monitoring and evaluating this policy.

Version	Type of Change	AB Reference	Approval Date	Effective from
1	Development of Policy	Approved by AB	23 February 2016	23 February 2016
1.1	Review, formatting, and branding changes	Approved by AB	21 July 2020	21 July 2020