



On-Line STUDENT HANDBOOK

Ma te Matauranga ka Mohio; Ma te Mohio ka Tutuki

With Knowledge Comes Understanding;
With Understanding Comes Application

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Message from NZIE's Managing Director - Rob Marks



Your passport to a world of opportunities.

Any form of learning is good in our book. But when you study at the New Zealand Institute of Education, you can expect things to be a little different. We want to connect every graduate with their real potential. To aim higher. Go further. And make a genuine difference, not just to New Zealand - but the world.

Learning takes time and effort - but it can still be enjoyable, and you'll love to study in our dynamic, practical and friendly on-line learning environment.

Every qualification we offer is co-created or shaped by employers and industry specialists and taught by dedicated experts. Our unique career guidance service gives you a kick-start to your career by opening doors to employers.

I look forward to meeting you as you begin your journey with us.

Rob Marks

Managing Director

THE STUDENT HANDBOOK

Welcome to New Zealand Institute of Education (referred to as NZIE in this handbook).

To help you gain the best results from your learning we have put together this Student Handbook. Within the Handbook are sections, which will take you through important rules and guidelines. Following these guidelines will ensure you have an amazing experience at NZIE.

THE NZIE TEAM



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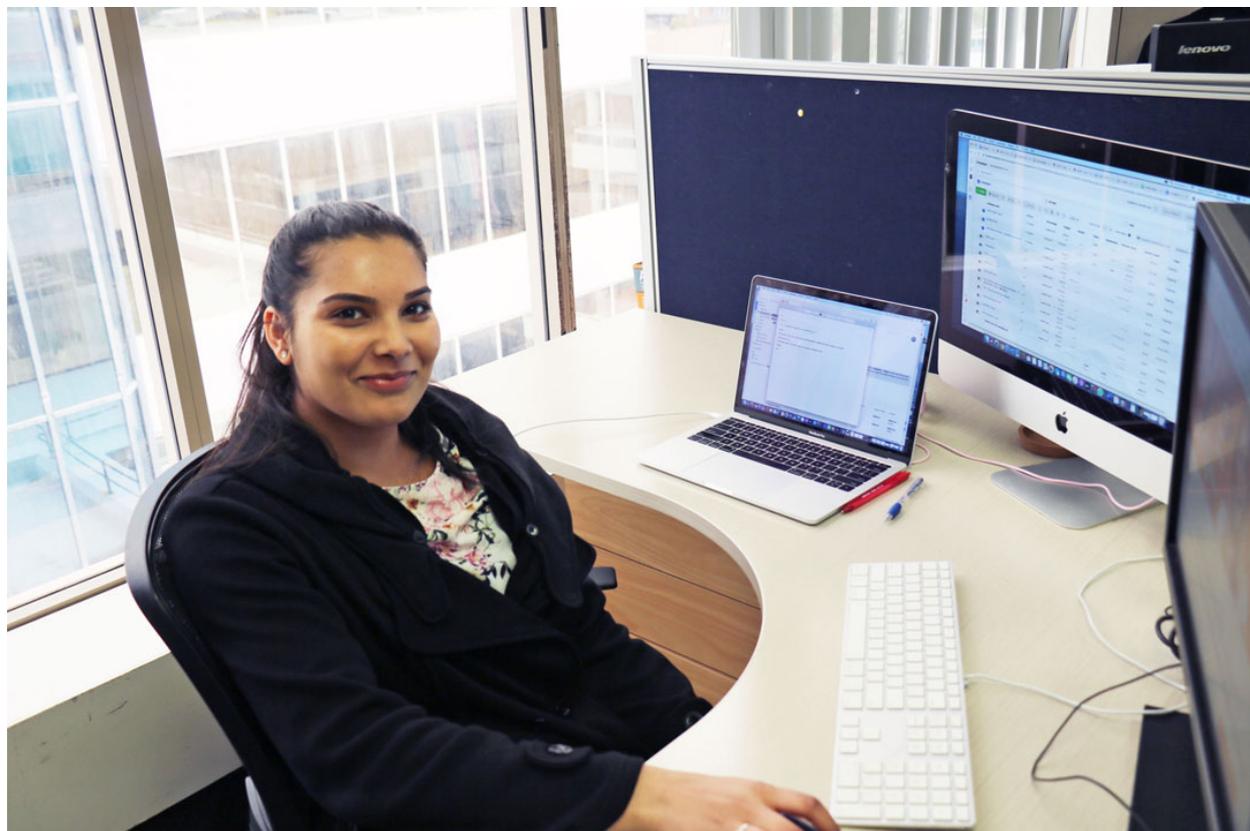
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WHO IS AN NZIE GRADUATE?

A Graduate is one who has successfully completed all requirements of the programme and are eligible to be awarded the qualification.



NZIE PROGRAMMES

- Diploma in Applied Business (Level 7)
- Diploma in Digital Marketing (Applied) (Level 7)
- Postgraduate Diploma in Applied Business (Level 8)
- New Zealand Certificate in English Language (Level 3)
- New Zealand Certificate in English Language (Level 4)
- New Zealand Certificate in English Language (Academic) (Level 4)
- General English (Elementary to Advanced)

NZIE reserves the right to close a programme if there are insufficient students enrolled for an intake.

NZIE AIMS AND OBJECTIVES

- To be the place for everyone to realise their potential
- To deliver the best quality teaching, service and facilities
- To provide all our students with a level of learning that matches their needs and aspirations
- To provide quality education to our students in their chosen field of study
- To liaise with industry to meet their industry training requirements
- To provide students with the skills, knowledge and attitudes required by their chosen industry to enhance employment prospects
- To provide students with honest assessment of their abilities, as they relate to workplace requirements
- To provide a pool of students capable of fitting in with employers at peak times, to help enhance students' workplace skills and confidence plus provide employment introductions and employment opportunities.

NZIE is fully committed to attaining and maintaining excellence in all education. Our staff are all highly skilled and experienced professionals in their respective industries.

The commitment of our tutors to their industry and to education is the lifeblood of the organisation, and is always maintained by education, support and the total support of administration.

Theoretical Framework

The underpinning framework of our programmes Ma te Matauranga ka Mohio; Ma te Mohio ka Tutuki (With Knowledge Comes Understanding; With Understanding Comes Application), is aimed at meeting the cultural, social, environmental and economic aspirations of Maori and Pasifika students, whilst being inclusive of international students, through Te Tiriti o Waitangi (Treaty of Waitangi).

Summary of the Treaty of Waitangi

The Treaty of Waitangi is the founding document of New Zealand. It is an agreement entered into by representatives of the Crown (government) and of Māori iwi (tribes) and hapū (sub-tribes). It is named after the place in the Bay of Islands where the Treaty was first signed, on 6 February 1840. The Treaty was not drafted as a constitution or a statute. It was a broad statement of principles upon which the British officials and Māori chiefs made a political compact or covenant. The Treaty became the founding document that built a nation state and the government in New Zealand to deal with pressing new circumstances. Like many treaties, it is an exchange of promises between the parties to it.

The Treaty of Waitangi is important because it governs the relationship between the indigenous people, Māori, and everyone else and ensures the rights of both Māori and Pakeha (non-Māori) are protected. It does that by:

- Accepting that Māori iwi have the right to organise themselves, protect their way of life and to control the resources they own
- Requiring the Government to act reasonably and in good faith with Māori
- Making the Government responsible for helping to address grievances
- Establishing equality and the principle that all New Zealanders are equal under the law

SUPPORTING YOU EVERY STEP OF THE WAY

NZIE has a motto that informs our decisions and defines our purpose which is that 'No Student is left behind'. This is our way of saying that we will support you in your studies every step on your journey through your programme. It is a simple statement, but one that NZIE holds strongly to. Of course, NZIE can only support you every step of your journey if you walk the journey with us.

If it is identified that a student is not achieving the outcomes of their course and programme, then NZIE identifies them as being at risk of not completing the programme. NZIE will then put together a plan to assist them back into learning. This plan will be the student's Personal Learning Plan.

Students identified as being at risk of not completing their programme will meet through an e-meeting with their Programme Leader and Tutor in order to develop and confirm a Personal Learning Plan. This plan will identify the learning support structures that will assist the student back into a learning mode that will enable them to refocus and then achieve successful outcomes in their programme.

The following indicators may indicate a student at risk of not completing their programme:

- A student is not engaging in any learning activity without reason for a week
- A student continually checks into live sessions late or leaves early
- A student fails two assessments in a course
- A student fails to pass all courses in a term
- A student's behaviour, attitude or engagement detracts themselves or others from learning.

If it is identified that a student's progress and performance is not improving through the Personal Learning Plan, then NZIE, with the support of the Academic Board, approve a Modified Programme of Study for the student that will enable them to successfully complete components of the programme and become re-engaged in their learning.

If a student does not respond to the NZIE Personal Learning Plans or the Academic Board's Modified Programme of Study, then the student may find that they complete the programme unsuccessfully. However, in such circumstances, NZIE will strive to enable the student to successfully complete as many components of the programme as possible.

CLIENT SUCCESS TEAM

Client Success Team provide support and guidance to all NZIE students both whilst studying and on graduation from NZIE.

This support includes:

- Pastoral care, support and guidance on non-academic related issues
- Internships and work experience opportunities
- Employment guidance for casual/part time work whilst studying and further guidance post-study
- Preparation for employment workshops including CV preparation, job seeking, preparing job applications, interview techniques.

Our team will contact students over the following calendar year after completing their programme for the purpose of gathering statistical information regarding continuing education or employment. NZIE is keen to follow our graduates and celebrate in their successes as their career develops. We will do this through personal communications, follow you on LinkedIn and the NZIE Facebook page and we also have our alumni page on our website to celebrate our student success.

Student Services will also organise off-campus and on-line student activities and we welcome student suggestions at any time.

Students are encouraged to approach the Client Success team if you need assistance. You can contact Janaina via email, zoom or phone by first emailing: janaina.aguiar@nzie.ac.nz to book a time. You may also contact her through the main programme page of our Learning Management System, Canvas at <https://onlinestudy.instructure.com/login/canvas>.

The Student and Programme Administrator is your first point of contact for any student or programme query you may have. If you:

- Are going to be late
- Have questions about accessing your on-line sessions or resources
- Need an appointment with an NZIE staff member
- Seek an appointment with the Academic Support Centre
- Or any other question relating to your studies or support.

Students must notify the Client Success Team immediately of any change in their personal contact details, or those of their parents, emergency contact/next of kin during their enrolment period. It is a requirement of the Code of Practice for the Pastoral Care of for both International and Domestic students that NZIE holds current and up to date contact details of its students, including their address. If a student changes address, please let NZIE know immediately. This is important for student safety.

Students may invite their next of kin to contact directly at +64 9 489 6205 and leave a message for them in cases of emergency when the student cannot be contacted.

STUDENT SURVEYS AND CONTINUOUS IMPROVEMENT

Survey are provided to students throughout their learning at NZIE. This is the opportunity for students to provide honest, anonymous feedback with regards to their experiences at NZIE. The evaluations include:

- A two-week survey to determine student's first impressions and feedback on support staff and orientation as well as the information received before commencing at NZIE
- An end of course survey to get feedback on the course tutor and content halfway through the course
- An end of programme survey to get feedback on the complete journey of our students.

Academic and Non-Academic issues that require immediate attention will be addressed by the Client Success Team or the Programme Leader as appropriate.

The Client Success Team or Programme Leader is responsible for giving feedback in a timely manner to students either one-on-one, or directly to the relevant class, or via the Student Representatives as appropriate.

ATTENDANCE

Punctuality

Students are expected to attend a minimum of 90 percent of their scheduled and directed simulated classroom learning environment learning time.

Be ready for their live on-line session at least 5-10 minutes prior to the start time.

If students cannot attend classes for any reason, such as sickness or family issues, they must contact their Tutor before the session starts. If the duration of the illness is longer than three days, the student will be requested to submit a doctor's certificate.

Absenteeism does not excuse late or incomplete assessments. Assessments must be completed and submitted on time, unless an approved extension is approved by your Programme Leader.

It is the student's responsibility to catch up on any work missed due to any absence from course.

Non-Attendance for Five Consecutive Days

When a student has not engaged in their on-line learning sessions and material for five consecutive days, with no notification, and NZIE has been unable to contact the student, NZIE may initiate a withdrawal process.

Deferment of Studies

In exceptional circumstances students may require a temporary suspension of studies for compassionate, or other reasons (e.g. for health reasons, to observe a religious festival, to attend a family funeral, etc.). All course deferrals are approved by the Academic Board.

Here's the steps for complete a deferment of enrolment at NZIE.

Request a consultation meeting with your Programme Leader. A decision to defer is based on extenuating circumstances which may preclude you from being able to complete your studies for the following term.

If you need to urgently defer your studies, then apply within 10 days of the start date of that term. Applications after 10 days of the term start date will be considered as a withdrawal.

Any application for a deferment should be supported with evidence. If it is a medical condition medical certificate must be presented.

If deferment is still an option after your consultation meeting, then you'll need to complete a 'request for deferment' form. This form along with a 'variation to your enrolment period' will need to be sent to the Academic Board for approval. The outcome of the Academic Board's decision will be provided in writing to you and will also include your new start and finish date and any conditions of your continued enrolment.

A maximum of one deferment is possible during the enrolment period for a maximum of 1 term until another timeframe is determined by the Academic Board.

If you defer after 10 working days from the start of a new term, then you'll will be withdrawn, and you'll need to pay a re-enrolment fee (see your Student Handbook for fees). If you withdraw before the start of the new course, then you'll will not have to pay a re-enrolment fee.

CODE OF CONDUCT

NZIE's goal is to create learning environment that will bring out the best in all our students. To achieve this, we all need to follow a few basic guidelines.

1. Behave in a manner that will not bring the good name of NZIE into disrepute.
2. Verbal, sexual or mental harassment is not acceptable or tolerated. Sexual Harassment' means unwanted sexual comment, jokes, touching or advances. If someone is making someone else feel uncomfortable in regard to sexuality, they do not have to put up with it.
3. Discrimination under the Human Rights Act is not acceptable or tolerated.
4. Tutors and student support staff will be treated as if they were the student's employers.
5. The following 8 points will be enforced:
 - No threats of violence
 - No drugs
 - No alcohol
 - No bad language
6. Students must not share material that is offensive, racist, pornographic or illegal on any NZIE platform or IT tool
7. Honesty is expected of all students

Dishonest Practices

Cheating, plagiarism and other dishonest academic practices have serious consequences and students who fail to comply with acceptable behaviour will be subject to severe penalties, which may include a fail grade on their student record or suspension from the programme. Students may be required to pay and re-enrol again. Refer to your Programme Handbook for further details.

EMERGENCY PROCEDURES

In the event of an earthquake, flood, snowstorm or other events that may make travel unsafe please check the NZIE web site www.nzie.ac.nz and/or our Facebook page www.facebook.com/nzieducation to see if classes are running or not.

Emergency Numbers

NZIE Student Contact Number - 022 489 6205

The NZIE emergency number 022 489 6205 may be used by any students in case of an emergency when they are off campus. An example of an emergency would be if a student were in an accident, hospitalised or arrested. If a student feels in immediate danger, they should contact the Police by dialling 111.

Ambulance – Dial 111

- Dial 111 and notify the operator you need an Ambulance.

Fire – Dial 111

- Dial 111 and notify the operator you need the Fire Brigade.

Police – Dial 111

- Students are not permitted to take home any course related items, i.e. books, manuals, tool kits, etc until they have paid their tuition fees and/or programme related costs.

Fees Protection

All fees paid to NZIE prior to programme commencement are placed into the Public Trust account until the programme commencement. The lesser of \$500 or 10% together with up to 15% of the programme fee may be paid to NZIE on the eighth day after course commencement. The balance of the course fee will be paid to NZIE fortnightly over the duration of the course.

Students will be required to sign the Public Trust's application form to establish their student fee trust account with NZIE when they enrol for their course with NZIE. This form includes a 'Payment Schedule' showing how their fees will be paid out to NZIE over the length of the course they are enrolled in. A copy of the form and a receipt from Public Trust will be given to students if requested.

In the unlikely event of insolvency, regulatory or voluntary closure, the Public Trust student fee protection process assures all NZIE students who paid fees of over \$500.00 receive the appropriate refund. This process meets the requirements of NZQA. Students can view further information or access refunds of fees by contacting The Public Trust by calling 0800 494 733 or visiting www.feeprotect.co.nz

Notices will be posted on the NZQA website (www.nzqa.govt.nz) regarding any meetings for students affected in the unlikely event of NZIE's closure. The student fee protection mechanism is in compliance with Section 236A of the Education Act 1989.

Consumer Protection Mechanisms

Student fees are protected upon enrolment and payment of programme fees. In the unlikely event of NZIE being forced into receivership or liquidation the tuition fees would be protected under the Student Fee Protection Trust Account. The Public Trust will reimburse to the students, the unused portion of tuition fees. Students would therefore not be a creditor to NZIE.

Bad Debts

Where money is due to NZIE and not paid as due, or arrangements made and adhered to, NZIE reserves the right to refer debts to a Debt Collection Agency. If this occurs all costs associated with debt collection will be added to the debt owed to NZIE.

ADDITIONAL FEES

Process / Service	Additional Cost
Credit Recognition Fee: For each application for a credit Recognition application against an NZIE course, NZIE will charge a fee to cover the costs of the assessment of evidence and administration fees.	\$75.00 per course
Assessment Mark Reconsideration: If a Student appeals an assessment result, NZIE will charge the Student a fee to cover the costs of the reconsideration of the marks. However, the fee is refundable if the application for a reconsideration is successful.	\$75.00 per assessment
Academic Appeal: If a student wishes to appeal a final decision form NZIE for an academic matter (such as the final grade for a course, an academic discipline outcome) then the Student may appeal to the Appeals Committee. However, the fee is refundable if the application for a reconsideration is successful.	\$75.00 per appeal application
Applications for a Resubmission: NZIE does not charge a Student a fee for a resubmission opportunity.	\$0.00
Re-Enrolment Fee: In cases where a Student fails to complete a course successfully and has to re-enrol again, an additional fee is required to be admitted into a new class.	\$800.00 per course
Replacement Academic Transcript and / Certificate: If you request a replacement Transcript or Certificate a fee will be charged to cover the costs of assessing the validity of the re-issue of the documents.	\$100.00 per application

END OF PROGRAMME PROCEDURE

At the end of each course/programme the following will take place:

- The final Transcript and Certificate will be available once all moderation activity is complete, a thorough check of results confirms that all components of the programme have been met, and the release of the final certification has been confirmed by the Quality Assurance Manager. This final stage is normally completed in 20 working days after the end of the student's final course.
- Completed work will be archived for NZQA moderation and monitoring purposes.
- Students will be invited to complete a end of programme survey.
- All students will be invited to write a testimonial and take part in NZIE's Exit Interview.

INTERNET USAGE POLICY

1. The display of any kind of sexually explicit, illegal or discriminatory image or document on any NZIE on-line system is a violation of our policy on harassment. In addition, any explicit material may not be viewed, archived, stored, distributed, edited or recorded using any NZIE on-line learning platform or tools.

HARASSMENT POLICY

Definition

Harassment may be of a physical, verbal, sexual, ethnical, psychological or hateful, and if staff, a student or visitor is offended, hurt or humiliated by the actions of others at NZIE then it can be deemed to be harassment.

Policy

NZIE define harassment as actions or statements that interfere with someone's ability to work or study in a positive and healthy environment, and actions or statements that disrespect the dignity of an individual or group. It includes harassment based on age, sex, gender, ethnicity, nationality, marital status, religious or political belief, sexual orientation or disability. It also includes any form of unwanted sexual attention through actions or statements or verbal or physical behaviour or any form of visual or written material.

Harassment of any form is a serious misconduct in the workplace and may result in the termination of employment. Studying (including on-line) or working at NZIE is considered the 'workplace'.

- Studying or working at NZIE includes any engagement on-line in any live or off-line activity that is related to NZIE study.
- Studying or working at NZIE includes any engagement with any other NZIE staff member or student, at any time of the day or night.

Behaviour that constitutes harassment includes any behaviour where it is unwelcome, whether or not the person harassed makes it clear or not. Behaviour that may constitute harassment may include but is not limited to:

- Personal and offensive remarks
- Jokes or innuendoes

- Comments or teasing about a person's private life, preferences, religious beliefs, sexual activities or preferences or gender,
- Offensive hand or body gestures
- Physical contact such as patting, pinching or touching another person's body
- Unwelcome social invitation or, comments via telephone calls or texts, or from any other messaging app, zoom or similar video communication app
- Presentation or displaying any offensive posters
- Sexual, physical, racial or hateful assaults or offences of any kind
- Any illegal activity that affects or impinges on others in any unwelcome form.

All complaints will be dealt with immediately. The Managing Director or delegate (as appropriate) will be responsible for investigating and resolving all complaints. The Managing Director may appoint an outside mediator to facilitate a resolution to the complaint.

As with any harassment complaint, the complainant is welcome to make a complaint directly through either the Police or the Human Rights Commission, as appropriate. In such cases, the NZIE investigations may continue in parallel with the external investigations.

If a student experiences any form of harassment and the behaviour continues, then the student should approach an NZIE staff member that they feel comfortable with to share the concerns. That NZIE staff member will then escalate the complaint to their direct manager, with the complainant's permission.

HUMAN RIGHTS

Under the Human Rights Act individuals cannot be discriminated against under any of the following categories:

- Ethnicity
- Colour
- Age
- Gender
- Marital status
- Employment status
- Cultural beliefs
- Political views
- Sexuality (including sexual preferences and orientation)
- HIV status
- Religious or ethnical beliefs

Where such a case exists, the person being discriminated against can take the case to the Human Rights Commission for a ruling that can involve fines and bad publicity.

Please ensure that staff or fellow pupils do not discriminate against others. Any claim or observation of discrimination, actual or intended must be reported to your Programme Leader or Managing Director (as appropriate).

For additional information refer to the Human Rights Commission website: www.hrc.co.nz

Equal Employment Opportunities Policy

NZIE selects both students and staff in a manner that complies with the Human Rights Act 1993.

Statement of Compliance with Legislation

It is our intention to have our premises, resources, courses and policies comply with all relevant current, governmental, legislation and local body by laws. All checks and requirements are met at all times.

PRIVACY ACT

NZIE collects and stores information from Application for Enrolment Forms, and other material supplied by students, to comply with the requirements of the Ministry of Education / Tertiary Education Commission (funding and statistical returns), New Zealand Qualifications Authority (Record of Learning registration and Unit Standard/papers outcomes), Industry Training Organisations (funding and academic outcomes), New Zealand Immigration Service (visas). The information is also used to select students for programmes, to manage internal administrative processes, and for internal reporting. Information about students may be supplied to, and sought from, other educational institutions for the purpose of verifying academic records.

In addition, when required by statute, NZIE releases information to Government agencies such as the New Zealand Police, Department of Justice, Work and Income New Zealand, Inland Revenue Department, New Zealand Immigration Service and the Accident Rehabilitation Compensation Corporation (ACC).

National Student Index and Authorised Information Matching

Students name, date of birth, and residency as entered on the NZIE enrolment application form will be included in the National Student Index (NSI), administered by the Ministry of Education. The personal data collected for the NSI will be used in an Authorised Information Matching Programme with the New Zealand Birth Register.

In signing the Application for Enrolment Form students authorise such disclosure on the understanding that NZIE will observe the conditions governing the release of personal information as set out in the Privacy Act 2020. Students may see any information held about them and amend any errors in that information. To see information held, students should contact the Student and Programme Administrator.

GRIEVANCE PROCEDURES

Responsibility

It is the responsibility of NZIE to provide a study environment for students, which is safe, free from harassment of any kind and conducive to the achievement of good learning outcomes.

Grievance definition and scope

There are many factors outside the control of NZIE that can adversely affect the wellbeing of students. While it is important for NZIE to be considerate, sympathetic and, where possible, helpful in their response to situations and events these can cause a sense of grievance or injustice., A grievance, therefore includes:

- Inappropriate policies and procedures to manage extraordinary events
- Failure to act in accordance with appropriate policies and procedures
- Actions by staff or students which cause upset to others

Terminology

- Complaint – expression of dissatisfaction
- Complainant – person making the complaint
- Subject – matter about which complaint is made
- Respondent – person(s) alleged to have committed the action, giving rise to the complaint
- Facilitator – person receiving the complaint who has the responsibility to facilitate a resolution

Principles

The following principles are important in dealing with grievances:

- Staff and students are given full information about the process through induction and orientation procedures (staff handbooks, student handbooks)
- Staff and students can raise issues of concern in an environment free from fear of retribution or breach of confidentiality. There will be times when the only way to deal with a complaint involves identifying the complainant to the respondent. Where this is deemed to be the case, the facilitator should secure the agreement of the complainant beforehand
- Attempts to solve problems should be focused at the level closest to the problem itself and should only be referred to a higher level if this fails
- The respondent has as much right to fair and just treatment as the complainant, honouring natural justice principles.
- Solutions should focus on conflict resolution or solving the problem rather than taking punitive action (although punitive action may sometimes be necessary)
- Possible outcomes may include: no further action required, mediation, referral to counselling, taking disciplinary action, revising policies, referral to the police, providing compensation.

Procedures

Informal Complaints

Examples of informal complaints might include the following:

- Minor classroom irritations (e.g. other students break concentration by talking in class, tutor fails to keep order)
- Concerns arising from miscommunication or misunderstanding
- Minor disagreements over academic matters (e.g. tutor didn't accept a late assignment, when the student felt they had a good excuse)
- Resource difficulties (e.g. internet connection keeps crashing)

- The complainant will be directed to the person best situated to address their complaint and facilitate a speedy resolution (i.e. facilitator). The facilitator should ensure that the complainant understands and is comfortable with the process. The following points are helpful in reaching a resolution:
 - The student should express their concerns
 - The complainant should focus on the subject rather than the respondent (unless the subject is the behaviour of the respondent)
 - What would be a satisfactory resolution?
 - Agree on a plan for resolution
 - NZIE will facilitate the implementation of the plan

Resolution of an informal complaint is achieved by the complainant verbally expressing satisfaction with the outcome, or at least verbally accepting the decision reached by the facilitator.

Informal complaints will normally be able to be dealt with at the lowest operational level relevant to the situation and result in a satisfactory outcome, or at least one which is acknowledged to be fair. If the outcome is unsatisfactory, the complainant is entitled to appeal the decision, at which time it should be put in writing and submitted to the internal appeals process of the institution. It then becomes a formal matter, which needs to be recorded in the complaints register.

Formal Complaints

Examples of formal complaints might include the following:

- Harassment by staff or other students
- Inappropriate treatment by staff or other students
- Unfairness in a formal assessment situation
- Unfairness of institutional policies
- Unsafe learning situation

The complainant will be directed to the person best situated to address their complaint and facilitate a speedy resolution.

The following points are helpful in reaching a resolution:

- Formal complaints should be made in writing
- The complainant may ask the facilitator for help in articulating their complaint in written form and in a manner, which is helpful to its satisfactory resolution. Where such help is given, the complainant should sign the complaint to indicate agreement with its final form
- A formal complaint will be entered into the complaints register and progress towards a resolution will be tracked. If complainants are uneasy about discussing a complaint with someone whom they see as an authoritative figure, they will be given the opportunity to bring a friend/colleague in support. Options for alternative facilitators may also be given if appropriate
- Meet with complainant and discuss nature of complaint
- Concerns to be explained
- The complainant to advise what they would regard as a satisfactory resolution
- Further steps to be explained in order to reach a decision. (This may often result in adjournment until the respondent has an opportunity to give their side, or until further evidence can be gathered)
- Agree on a plan for resolution
- Implementation of the plan to be facilitated
- An outcome statement to be prepared, which is communicated, to both complainant and respondent outlining the resolution

Resolution of a formal complaint is achieved by an outcome statement being prepared by the facilitator

which the complainant signs expressing satisfaction with the outcome, or at least accepting the decision reached by the facilitator. Notes should be kept by the facilitator throughout the process to facilitate effective follow-up. Once the outcome statement has been completed and signed, these should be destroyed. The outcome statement is the only documentation that needs to remain on file.

If the outcome is unsatisfactory, the complainant is entitled to appeal the decision, at which time it should be put in writing and submitted to the internal appeals process of the institution. It then becomes a formal matter, which needs to be recorded in the complaints register.

DISCIPLINARY PROCEDURES

General Disciplinary Matters

This is an escalation process:

1. Where a student is spoken to regarding any breach of the Code of Conduct or workplace ethics, this will be done in the first instance by their Tutor.
2. Should the student need to be spoken to again about the same matter or ongoing general disciplinary matters, the Programme Leader will do this in conjunction with the Tutor.
3. A diary note will be made and held in the student's record of any discussions with any Tutor or Programme Leader.
4. The student may upon request to see his or her own file.
5. A third interview will result in a contract being issued, either:
 - a) Laying out the specific terms of continued enrolment on the course i.e. to avoid withdrawal, or
 - b) Clearly stating NZIE's responsibilities and the student's responsibilities in terms of reaching the required academic outcomes.
6. The student will be immediately withdrawn from the programme. There will be no refund of course fees. If it is an international student, New Zealand Immigration Service will also be notified.

Note: 'Code of Conduct' means the Code of Conduct as accepted at the time of enrolment and as stated in this Student Handbook.

Serious Disciplinary Matters

NZIE has a Disciplinary Process in place for unacceptable behaviour.

Students may be immediately dismissed in cases of serious misconduct where any of the following are proven:

1. Misrepresentation and/or lying to other students, tutors, NZIE staff, or the general public when acting as a student of NZIE.
2. Theft, (including pirating software or course material) of NZIE's property or another student or staff's property.

3. Violence or threat of violence to other persons within the NZIE Learning Management System (Canvas) or outside the premises whilst acting as a student of NZIE (for example during work-based training, or on an organised trip or activity).
4. Acts of negligence that seriously affects safety, security or in some way endanger other students and staff.
5. Harassment, of other students, staff or any other NZIE stakeholders such as homestay families, whether it is in verbal, written or any other form.
6. Use of obscene language or insulting behaviour within the NZIE Learning Management System (Canvas)
7. Gambling or betting on NZIE premises or whilst representing NZIE (for example at a place of work-based training).
8. Other behaviour that is deemed by the Academic Board to warrant dismissal.

The student will be immediately withdrawn from the programme and the police may be called. There will be no refund of course fees

Notification

All dismissals will be made in writing to the students, with parents/guardians and relevant governmental agencies being informed of NZIE's decision.

Dismissal after Notice Period

Students who behave in an unacceptable manner not deemed to be serious misconduct may be issued a verbal warning and provided with support and guidance on remedial action required.

Students who do not respond to a verbal warning will be issued with a formal written warning. Students who do not respond to support and guidance sessions, or warnings, and who fail to meet NZIE's Code of Conduct requirements may be dismissed.

ACADEMIC APPEAL

A Student can ask the Tutor to review the mark, or grade awarded as a result of some glaring error, or omission. This might arise because of the discovery of unmarked pages, incorrect addition of marks, or so forth. For such matters, the students may approach the Tutor during the hand-back session for an immediate resolution.

If, however, a student believes any aspect of their work should have received more marks, but the Tutor does not agree, then the student has the option to complete and submit a 'Reconsideration Form' available from the Student Services office.

In completing a 'Reconsideration Form', the student needs to state their specific concerns regarding their mark (or grade) by making clear reference to the relevant parts of the marking schedule.

For more details please see your Programme Handbook.

Formal Appeal

If the complainant is still dissatisfied with the decision made by the Programme Leader or the Academic

Board they have the right to appeal the decision to the NZIE Appeals Committee by emailing the issues to appealscommittee@nzie.ac.nz. The Academic Appeals Committee will convene to meet the requirements of appeals as they arrive. Membership of the Appeals Committee will not include any NZIE staff member who has been involved with the previous decisions. The outcome of the Appeals Committee is final.

Where the complainant is still dissatisfied with the decision of the NZIE Appeals Committee, then they have the opportunity to raise their concerns directly with NZQA. NZQA is a government organisation who can provide an independent assessment of complaints and will either investigate the concerns or advise what the student can do next. If the complaint is not resolved – contact NZQA.

If the education provider (NZIE) has not resolved the complaint, and the student still wish to have it resolved, then they can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of the complaint and will either investigate the concerns or advise the student what to do next.

Students can submit their complaint query on the NZQA website, or send an email to:

qadrisk@nzqa.govt.nz

If a student needs more information on the complaints process, contact NZQA on:

0800 697 296

Information from NZQA on how to make a complaint

This procedure can be found directly on the NZQA website at: <http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint-updated.pdf>

Documentation

NZIE will maintain a complaint register, and all formal appeals and complaints will be entered in the register. For each appeal and complaint, the register will include such information as is necessary to allow for easy identification of the documents relating to the complaint and will be cross-referenced to the original document containing the written formal complaint and the outcome statement. The complaints procedures are explained in both student and staff handbooks.

ASSESSMENT POLICIES AND PROCEDURES

Students should refer to the relevant Programme Handbook for Guidelines on Assessment Policies and Procedures.

STUDENT WELFARE AND SUPPORT PROVISIONS

Students who are having any difficulties should feel free to discuss their concerns with the staff member that they feel most comfortable talking to, including their Tutor. It is NZIE's hope to assist all students as much as possible, so that the student can enjoy and benefit from their studies at NZIE.

Each Programme has teaching and student support staff, all of which are available to offer guidance and

support to students.

Student support staff can assist students in matters relating to enrolment, StudyLink, allowances, student visas, and insurance, concerns related to the Code of Practice for the Pastoral Care of Domestic and International Students.

Medical and Counselling Service

Facilities are available for students to be referred to medical and/or counselling centres.

All staff are available for support and guidance relating to both academic progress and other issues students wish to discuss. Students may also raise concerns with their Tutor. Referral to outside agencies for specialist support will be arranged where appropriate.

New Zealand's Health and Disability Services

Health and disability services in New Zealand may work quite differently to other health systems in other countries where a student may have lived. Students can look at the health system in two parts: primary and secondary health care.

Primary health care includes the family doctor, dentist, pharmacist, allied health – such as physiotherapists, podiatrists, counselling and other services.

Secondary health care is that found within the hospital system which can be either public or private.

A family doctor or general practitioner (GP) is a part of the primary health sector and looks after the health of all the family. This is the most important person a student should see for health concerns in New Zealand. A family doctor is the first person a student should visit.

Students should see their Family Doctor FIRST. Hospital emergency care is for EMERGENCIES ONLY.

Where to find a Doctor/GP and other medical services:

1. Search the Health Point website to find a GP close to home: <http://www.healthpoint.co.nz>
2. Phone the Local Citizens Advice Bureau (CAB) near to home, study or work
3. Ask friends or family or ethnic association for help
4. If a student is still unsure about their health or their family's health or where to go, call the Healthline number: **0800 611 116**
5. Oral health – to find a private dentist, search www.dentalcouncil.org.nz

Students should present their Student ID card when they go to the appointment. The cost of a Doctor/GP visit (even though they may be eligible for cheaper fees) and other private services will need to be paid at the time of the appointment then a claim made to the insurer for reimbursement. Each private clinic charges differently.

Counselling Services

Counsellors can advise and help students on a wide range of matters including emotional issues, relationships, studies, immigration, health, money, work, accommodation – in fact almost anything. Counselling also helps students to address acute emotional crises, longstanding difficulties, and other personal crises, that impact on studies. Together with their counsellor, students can clarify their goals, and develop new skills and strategies to deal with the difficulties they face.

Learning Assistance

Our learning support Tutor can provide learning assistance on a one to one, or one to small group, for students requiring help in academic skills related to their course.

Specific help related to the course is given when the need is seen or requested. All tutors make themselves available for extra assistance, within reason and the Learning Support Centre is available online 5 days a week for assistance with grammar and writing. Please make an appointment first:

Sophia.zhang@nzie.ac.nz

Cultural Integration

Whilst on the course, students will be mixing with and studying with people from many different cultures and ethnicities. This is part of any workplace and we expect all cultures to be accepted and respected.

Emergency Contacts

If you or someone you know is in immediate danger **dial emergency services on 111.**

SUPPORT SERVICES

	Information about?	Who to contact?
ACCOMMODATION	Flating and tenancy	New Zealand Tenancy Services 0800 737 666 – Bond Enquiries 0800 836 262 – Tenancy Advice www.tenancy.govt.nz www.minhousing.govt.nz
EMPLOYMENT RELATIONS	Your rights while working in New Zealand	Employment Relations Infoline 0800 800 863
TAX	General tax matters	Inland Revenue Department 0800 257 777 – Automated Services www.ird.govt.nz
POLICE	For non-urgent or life-threatening situations	New Zealand Police For non-emergencies phone 105, or search www.police.nz for the local police number
POLICE, FIRE OR AMBULANCE	Emergencies involving safety and wellbeing	111 – Emergency Services ONLY The Operator will ask you for the service you need. Your response is Police or Fire or Ambulance. The Operator will put you through to that service
VICTIM SUPPORT	What to do if you have been a victim of a crime	Victim Support 0800 VICTIM (0800 442 846) www.victimsupport.org.nz
SUPPORT and WELLBEING	Confidential help with a personal crisis or suicidal feeling	Lifeline 0800 111 777 www.lifeline.co.nz
SUPPORT and WELLBEING (Chinese speaking students)	Confidential help with a personal crisis or suicidal feeling	Chinese Lifeline 0800 888 880 www.lifeline.co.nz
PROBLEM GAMBLING	Help with problem gambling	Problem Gambling Helpline 0800 654 655 www.gamblingproblem.co.nz
PROBLEM GAMBLING	Help with problem gambling	Problem Gambling Foundation 0800 862 342, www.pgfnz.co.nz
SEXUAL HEALTH and WELLBEING	Contraception and sexual health services	Family Planning Association (04) 384 4349 www.familyplanning.org.nz
	Information about?	Who to contact?
ALCOHOL and DRUG ADDICTION	Individual and family counselling on alcohol and	Alcohol and Drug Abuse 0800 787 797 www.adanz.org.nz

	Information about?	Who to contact?
	drug issues	
ADVICE and COUNSELLING (Youth)	Counselling and free advice to youth	Youthline 0800 376 633 www.youthline.co.nz
DOMESTIC VIOLENCE SUPPORT	Support for survivors of domestic violence	Are you OK? 0800 456 450 www.areyouok.org.nz
COUNSELLING and ADVICE (Gay and Lesbians)	Counselling and free advice to Gay and Lesbians	Gay and Lesbian Support Group 0800 688 5463 www.gayline.gen.nz
MENTAL HEALTH SUPPORT	Counselling and free advice on mental health	Mental Health Foundation 0800 611 116 www.mentalhealth.org.nz
DISCRIMINATION SUPPORT	Advice and legal protection against discrimination	Human Rights Commission 0800 496 877 www.hrc.co.nz
SUPPORT FOR WOMEN and CHILDREN	Support for women and children	Women's Refuge 0800 REFUGE www.womensrefuge.org.nz
GENERAL ADVICE ON LIVING IN NZ	(General advice) housing, financial, vehicle and legal issues	Citizens' Advice Bureau (CAB) 0800 FOR CAB (0800 367 222) (09) 625 8831 – DAB in Mandarin www.cab.govt.nz
WORK RIGHTS	Your rights whilst working in New Zealand	New Zealand Department of Labour – Employment Relations Service 0800 227 774 www.ers.govt.nz

INFORMATION FOR DOMESTIC STUDENTS

Payment of Programme Fees

Most of NZIE's course fees have two parts; tuition fees and course related costs. Prior to programme commencement, arrangements must be made to pay the total programme fees by either private means or by Student Loan.

- If a student is paying fees by way of a Student Loan, then the application must be completed with all supporting information supplied prior to programme commencement.
- If a student is not using a Student Loan to pay the fees, the programme fees must be paid one week prior to course commencement to confirm one's place or alternative arrangements need to be made before the programme commences.

Any outstanding amount of fees, which is not covered by Student Loans, must be paid prior to programme

commencement. If this applies, talk to our Admissions Team.

Programme Related Costs

NZIE will provide a statement with a breakdown of the programme -related costs.

When using the Programme -Related Costs portion of the Student Loan to pay the programme -related costs, payment to NZIE must be paid immediately on receipt of the funds from StudyLink.

StudyLink

StudyLink is a service of the Ministry of Social Development and is responsible for Student Allowances and Student Loans. They can provide help and information about how to finance one's studies based on one's individual circumstances.

For the latest information about Student Allowances and Student Loans check the StudyLink website at www.studylink.govt.nz or call 0800 88 99 00.

Student Loans

The Student Loan is there to help with study costs and must be paid back.

Before a student takes out a Student Loan, they need to think about other ways they may be able to pay for their study such as help from parents or part-time work. If a student decides they still really need a loan, they need to remember they have to pay it back, so must only borrow what they need.

There are 3 parts to the Student Loan:

- **Compulsory fees** – pays the compulsory fees for the programme and paid directly to the Public Trust account (this is set up at the time of enrolment at NZIE)
- **Programme -related costs** – helps with costs related to studies, like buying books, equipment or stationery and is paid directly to the student's bank account
- **Living costs** – helps with living costs, especially if a student doesn't qualify for the full amount of Student Allowance and is paid directly to the student's bank account. If a student decides to apply for a Student Loan, we suggest they do so as soon as possible.

The quickest way to apply is online at www.studylink.govt.nz or call 0800 88 99 00. Ensure to reply promptly to any requests for further information!

We ask that, having taken on this commitment, students should aim to put their best and on-going effort into their education with NZIE to ensure they achieve their goals in education and employment.

NZIE is committed to giving value for this investment in a student's future.

Student Allowances

This is a weekly payment for full time students to help with day-to-day living costs and does not have to be paid back. This is a means-tested allowance and eligibility criteria apply. Contact StudyLink for details.

Applications for Allowances must be submitted to StudyLink by the end of the first week of the course or some payments will be missed. Payments will not be back paid if the application is late. We suggest students apply for the allowance six weeks before the course starts.

The quickest way to apply is online at www.studylink.govt.nz or call 0800 88 99 00. Reply promptly to any requests for further information

Fees Free Scheme

Fees-Free is a funding scheme provided by the Tertiary Education Commission (TEC), which can allow you to get one year of tertiary study or two year's training up to the value of \$12,000.

You are eligible for Fees-Free if you are:

- A New Zealander or ordinarily resident in New Zealand; and
- A recent secondary school leaver or;
- Not a recent secondary school leaver but has undertaken less than half a year of tertiary study or training.
- Enrolled into one of our programmes*

*Conditions apply – our Course Advisors can help and advise you on your options

To check if you meet the requirements, visit the New Zealand Government's Fees-Free website and enter your National Student Number (NSN). If you do not have an NSN, contact our team to find out how you can get one.

You are only eligible for Fees-Free if you haven't previously undertaken more than 60 credits (half a year of equivalent full-time tertiary education, 0.5 EFTS) at Level 3 or above on the NZQF – New Zealand Qualifications Framework.

Withdrawal and Refund Policy

The effective date for processing of any withdrawal or any request for refund will be the date the fully completed withdrawal application on the appropriate form is received by Admissions.

Exceptional circumstance refunds require the approval of the Academic Board.

Where appropriate, NZIE will contact any relevant New Zealand Government organisations regarding a student withdrawal in accordance with their individual policies. This includes StudyLink, Tertiary Education Commission, Immigration New Zealand (for International students), Work and Income New Zealand and Inland Revenue.

All refunds due will be processed within fourteen days of notice of withdrawal.

Course Length	Withdrawal Period	Refund Amount
Programmes of 2 days or less	None	Any refund is at NZIE's discretion
Programmes of more than 2 days but under 5 weeks	Up to the end of 2 calendar days of the programme commencing	A minimum of 50% of the amount the student paid in respect of the programme
Programmes of 5 weeks or more but less than 3 months	Up to the end of 5 calendar days of the programme commencing	A minimum of 75% of the amount the student paid in respect of the programme
Programmes of 3 months or more	Up to the end of the eighth day after the start of a programme.	A full refund will be made less \$500.00 or 10%, whichever is the lesser amount, provided that all course material is

		returned in perfect condition within this time frame. Student withdrawals after eight days shall NOT be eligible for any refund of fees
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Note: If fees have not been paid this money is due to be paid to NZIE. You will be invoiced for the amount due.

EXTERNAL QUALITY OUTCOMES

Approval to deliver Programmes

The programmes delivered by NZIE are approved by the New Zealand Qualifications Authority under section 249 of the Education Act 1989, and the New Zealand Institute of Education is accredited to deliver these under section 250 of the same act.

External Evaluation and Ratings

In October 2018 the New Zealand Qualifications Authority conducted the External Evaluation and Review. As a result of the process, “*NZQA is Confident in the educational performance of New Zealand Institute of Education*” and that “*NZQA is Confident in the capability in self-assessment of New Zealand Institute of Education*”. As a result of the External Evaluation and Review, NZIE is a Category 2 provider of tertiary education in New Zealand. The final External Evaluation and Review can be found at <https://www.nzqa.govt.nz>.

Statutory Actions and Compliance Requirements

NZIE has no imposed Statutory Actions or Compliance Requirements.

Code of Practice for the Pastoral Care for International Students

NZIE is a Signatory to the Code of Practice for the Pastoral Care of International Students

Interim Code of Practice for the Pastoral Care for Domestic Students

NZIE is a Signatory to the Interim Code of Practice for the Pastoral Care of Domestic Students

POTENTIAL CONFLICT OF INTEREST

As per NZQA requirements, the following potential conflicts of interest are declared:

Robert Marks, Judith Marks and Dougal Marks as Directors and Operators of New Zealand Institute of Education also own another Private Training Establishment; specifically, MSL Training Group Limited in

Auckland.

There are no other conflicts of interest.

DISCLAIMER

The information contained in this handbook replaces all information contained in any previous handbooks and is intended as a guide only.

NZIE is committed to innovation and continuous improvement and reserves the right to change any aspect(s) of the Programme, which may affect the currency of the information contained in this handbook.

NZIE complies with operational requirements of the New Zealand Qualifications Authority, Ministry of Education and Tertiary Education Commission in the areas of policies, procedures, reporting, financial management, statistics and record keeping, academic standards and staff conditions.

STUDENT NOTES

**“Education is not preparation for life,
Education is life itself”**

John Dewey