



# On-Line STUDENT HANDBOOK

**Ma te Maturanga ka Mohio ; Ma te Mohio ka Tutuki**

With Knowledge Comes Understanding;  
With Understanding Comes Application

© 2022 New Zealand Institute of Education

All rights reserved. No part of this book may be reproduced or utilised in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, without permission from the publisher.

# TABLE OF CONTENTS

TABLE OF CONTENTS .....	2
Message from NZIE’s Managing Director - Rob Marks .....	4
THE STUDENT HANDBOOK.....	5
THE NZIE CLIENT SUCCESS TEAM.....	6
WHO IS AN NZIE GRADUATE? .....	7
NZIE PROGRAMMES .....	7
NZIE AIMS AND OBJECTIVES .....	8
Theoretical Framework.....	8
Summary of the Treaty of Waitangi .....	8
SUPPORTING YOU EVERY STEP OF THE WAY .....	9
CLIENT SUCCESS TEAM.....	9
STUDENT SURVEYS AND CONTINUOUS IMPROVEMENT .....	10
ATTENDANCE.....	10
Deferment of Studies .....	11
CODE OF CONDUCT .....	12
Dishonest Practices .....	12
HEALTH AND SAFETY (OHS) .....	12
Health and Safety Representatives .....	13
Emergency Numbers .....	13
PROGRAMME FEES .....	13
Fees Protection .....	13
Consumer Protection Mechanisms .....	14
Bad Debts.....	14
ADDITIONAL FEES .....	14
INTERNET USAGE POLICY .....	16
HARASSMENT POLICY.....	16
Definition .....	16
Policy .....	16
HUMAN RIGHTS.....	17
Equal Employment Opportunities Policy.....	17
Statement of Compliance with Legislation.....	17
PRIVACY ACT .....	17
National Student Index and Authorised Information Matching .....	18
GRIEVANCE PROCEDURES.....	18
Responsibility.....	18
Grievance definition and scope.....	18
Terminology .....	18
Principles.....	19
Procedures .....	19
Informal Complaints .....	19
Formal Complaints .....	20
DISCIPLINARY PROCEDURES .....	20
General Disciplinary Matters .....	20
Serious Disciplinary Matters .....	21
Notification .....	21
ACADEMIC APPEAL .....	21
Formal Appeal .....	22
Documentation .....	22
ASSESSMENT POLICIES AND PROCEDURES.....	22
STUDENT WELFARE AND SUPPORT PROVISIONS.....	23
Medical and Counselling Service.....	23
SUPPORT SERVICES.....	25

<b>INFORMATION FOR DOMESTIC STUDENTS.....</b>	<b>27</b>
<b>Payment of Programme Fees.....</b>	<b>27</b>
<b>StudyLink .....</b>	<b>27</b>
<b>Withdrawal and Refund Policy .....</b>	<b>28</b>
<b>EXTERNAL QUALITY OUTCOMES .....</b>	<b>30</b>
<b>POTENTIAL CONFLICT OF INTEREST .....</b>	<b>30</b>
<b>DISCLAIMER.....</b>	<b>31</b>



## Message from NZIE's Managing Director - Rob Marks

**Your passport to a world of opportunities.**

Kia ora koutou katoa!

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.

Ngā mihi nui,

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 CLIENT SUCCESS TEAM



**Janaina Chaves Aguiar**  
Client Success Advisor  
[janaina.aguiar@nzie.ac.nz](mailto:janaina.aguiar@nzie.ac.nz)



**Miriam Seifert**  
Programme Leader  
[miriam.seifert@nzie.ac.nz](mailto:miriam.seifert@nzie.ac.nz)



**Shirley Wood**  
Wellbeing Coach  
Programme Leader – English Programmes  
[shirley.wood@nzie.ac.nz](mailto:shirley.wood@nzie.ac.nz)



**Terehia Walker**  
Kaitohutohu - Cultural Support  
Coach  
[terehia.walker@nzie.ac.nz](mailto:terehia.walker@nzie.ac.nz)

## 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.



Image credit Blackjet Marketing, Wellington NZ. <https://www.blackjet.co.nz/>

## NZIE PROGRAMMES

- 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)
- Certificate in Social Media Marketing Strategy (Micro-credential) (Level 5)
- Certificate in Search Engine Optimisation (Micro-credential) (Level 5)

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 and service to our students
- 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.
- 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.

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 Māori and Pasifika students, whilst being inclusive of 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 Study Support Plan.

Students identified as being at risk of not completing their programme will meet through an e-meeting with their Programme Leader, Tutor and Client Success Advisor in order to develop and confirm a Study Support 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 are not improving through the Study Support 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 Study Support 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

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

This support includes:

- Wellbeing and Cultural 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.

The Client Success team will also organise 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](mailto: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 Client Success Team is your first point of contact for any student or programme query you may have. If you:

- Have questions about accessing your on-line sessions or resources
- Need an appointment with an NZIE staff member
- Cultural Support: contact the Client Success Team first to make an appointment with Terehia Walker
- 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 emergency contact or next of kin during their enrolment period. If a student changes address, please let NZIE know immediately. This enables NZIE to communicate effectively throughout your learning journey with NZIE and enables us to send your results to you when you complete.

## 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
- A mid 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

NZIE has a policy regarding capturing the attendance of students in their on-line course and who are engaging in their learning. During Pre-Class activity, NZIE will capture a student's attendance through their engagement with the learning material. During live classes and tutorials, NZIE will record attendance of students who are present. Where NZIE identify that attendance in classes or with learning material demonstrate a disengagement, such as no attendance or engagement in leaning material for 5 consecutive scheduled sessions, then we will consider this as being 'low attendance'.

When there are expectations for attendance and learning engagement, such as for international student visa conditions or for the continuation of the StudyLink support, then NZIE are obliged to inform Immigration New Zealand or the Ministry of Education (as appropriate) when attendance is considered low. If you are unwell, or are looking after others who are unwell, please let your tutor or Programme Leader know, so that an absence can be recorded as justified. When justified, the low attendance triggers may not be activated. NZIE will support you as we can.

Attendance in on-line classes, means that you are present and are actively engaged in the learning activity. Normally, we ask that your camera is on, and you are present in front of it. We understand that this is not always possible. However, we still need to be able to see that you are actively engaged in activities, group work sessions and during question-and-answer sessions as well as any lecture or tutorial sessions. If the tutor does not recognise learning activity during on-line live class sessions when a camera is inactive, then they may record your attendance as absent.

A full copy of the Attendance Policy is available from the Learning Hub.

## **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 deferment is still an option after your consultation meeting, then you'll need to complete a 'request for deferment' form. The Client Success Team will consider the application and let you know the outcome. Once approved, the Client Success Team will work with you to ensure that your rescheduled learning journey with NZIE continues as smoothly as possible to give you the best opportunity to complete your studies successfully

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 may not be approved. Therefore, your scheduled courses for the coming term will proceed with or without your engagement.

A maximum of one deferment is possible during your enrolment period for a maximum of 1 term (10 weeks).

Please note that an approved deferment does not guarantee that the course will be offered at the rescheduled time. Every course is dependent on student numbers, delivery planning and programme changes. If a course is not available for you during the rescheduled timeframes, then NZIE will work with you to ensure the best possible study plan is available.

For further information on the deferral process, please visit the Learning Hub to access the Deferment Policy.

## **END OF PROGRAMME PROCEDURE**

At the end of each 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 Team. This final stage is normally completed in 25 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.

## 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 4 points will be enforced:
  - No threats of violence
  - No drugs
  - No alcohol
  - No offensive 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.

## HEALTH AND SAFETY (OHS)

It is the responsibility of NZIE at the time of induction and orientation to ensure each student understands NZIE's Health and Safety policy and has had the site-specific hazards explained. It is the responsibility of all staff and students to reduce the risk of accidents and injuries by eliminating or isolating, hazards that may cause personal injury, occupational illness or property damage.

Some important things NZIE students can do to create a safer study environment at home:

- Always have a tidy working area
- Do not leave cables or cords trailing across the floor for someone to trip over
- Ensure heavy items are stored on lower shelves
- Learn how to use equipment correctly
- Follow the instructions carefully
- Keep sharp objects such as hobby knives and scissors in a safe place

Any potential hazard identified by a student must be brought to the attention of their Tutor, the Programme Leader or the Health and Safety Representative. The member of staff will then follow the



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](http://www.feeprotect.co.nz)

Notices will be posted on the NZQA website ([www.nzqa.govt.nz](http://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 355, 357, 361, and Section 452 rules of the Education and Training Act2020.

## 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
<b>Credit Recognition Fee:</b> 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
<b>Assessment Mark Reconsideration:</b> 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
<b>Academic Appeal:</b> 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

<p><b>Re-Enrolment Fee:</b> 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.</p>	<p>\$800.00 per course</p>
<p><b>Replacement Academic Transcript and Certificate:</b> 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.</p>	<p>\$100.00 per application</p>

## 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. 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 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 images
- 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 through a natural justice process. 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](http://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), and the 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.

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), the TEC and NZQA.

## **National Student Index and Authorised Information Matching**

Student 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 and the Student Contract, 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.

## **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.

## **Notification**

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

## **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 Client Success Team.

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](mailto: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's Tertiary Education Disputes Resolution or the Quality Commission.

The **Tertiary Education Disputes Resolution** is the NZQA appointed body to resolve issues between a student and an education provider. The **Tertiary Education Disputes Resolution** is the NZQA-appointed body to resolve student complaints with tertiary education providers. Students can submit their complaint or query directly to the Tertiary Education Disputes Resolution at <https://tedr.org.nz/>

The **Quality Commission** is an independent body established within the Independent Tertiary Education New Zealand (ITENZ) who can provide an independent assessment of complaints and will either investigate the concerns or advise what the student can do next. Students can contact the Quality Commission through the ITENZ website at <http://www.itenz.co.nz/quality-commission/services/> and complete and submit the Complaints form.

For further information, students may call NZQA on 0800 697 296 or email at [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz).

## 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 or the Client Success Team. It is NZIE's hope to assist all students as much as possible, so that they can enjoy and benefit from their studies at NZIE.

Client Success team 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.



**Did you know that wellbeing and safety supports your learning?**

The Code of Pastoral Care has been put together to make sure you have the best possible support system.

This means that while you're learning, you should be:

- safe – physically and mentally
- respected for who you are
- supported in your learning and wellbeing
- connected with your social and cultural networks and
- able to have your say in decisions about services.

If you want to find out more, or if something isn't working for you, talk to your learning provider first or if you need to, you can talk to NZQA.

For more information visit:  
[www.nzqa.govt.nz/know-the-code](http://www.nzqa.govt.nz/know-the-code)

 #knowthecode

**NZQA**  
NEW ZEALAND QUALITY ASSURANCE  
PUNA TOHU, HIRANGAIA & AROHAKA  
QUALITY FOR THE FUTURE WORLD  
KIA HIRANGAIA HIRANGAIA KI TO ARAKAI ARO

### 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 the Client Success Team. Referral to outside agencies for specialist support can be arranged where appropriate.

### New Zealand's Health and Disability Services

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](http://www.dentalcouncil.org.nz)

#### **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 Client Success Team 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. Tutors make themselves available for extra assistance. Please make an appointment first with your tutor or reach out to: [Janaina.aguiar@nzie.ac.nz](mailto:Janaina.aguiar@nzie.ac.nz)



## SUPPORT SERVICES

	Information about?	Who to contact?
<b>ACCOMMODATION</b>	Flatting and tenancy	<b>New Zealand Tenancy Services</b> 0800 737 666 – Bond Enquiries 0800 836 262 – Tenancy Advice <a href="http://www.tenancy.govt.nz">www.tenancy.govt.nz</a> <a href="http://www.minhousing.govt.nz">www.minhousing.govt.nz</a>
<b>EMPLOYMENT RELATIONS</b>	Your rights while working in New Zealand	<b>Employment Relations Infoline</b> 0800 800 863
<b>TAX</b>	General tax matters	<b>Inland Revenue Department</b> 0800 257 777 – Automated Services <a href="http://www.ird.govt.nz">www.ird.govt.nz</a>
<b>POLICE</b>	For non-urgent or life-threatening situations	<b>New Zealand Police</b> For non-emergencies phone 105, or search <a href="http://www.police.nz">www.police.nz</a> for the local police number
<b>POLICE, FIRE OR AMBULANCE</b>	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
<b>VICTIM SUPPORT</b>	What to do if you have been a victim of a crime	<b>Victim Support</b> 0800 VICTIM (0800 442 846) <a href="http://www.victimsupport.org.nz">www.victimsupport.org.nz</a>
<b>SUPPORT and WELLBEING</b>	Confidential help with a personal crisis or suicidal feeling	<b>Lifeline</b> 0800 111 777 <a href="http://www.lifeline.co.nz">www.lifeline.co.nz</a>
<b>SUPPORT and WELLBEING</b> (Chinese speaking students)	Confidential help with a personal crisis or suicidal feeling	<b>Chinese Lifeline</b> 0800 888 880 <a href="http://www.lifeline.co.nz">www.lifeline.co.nz</a>
<b>PROBLEM GAMBLING</b>	Help with problem gambling	<b>Problem Gambling Helpline</b> 0800 654 655 <a href="http://www.gamblingproblem.co.nz">www.gamblingproblem.co.nz</a>
<b>PROBLEM GAMBLING</b>	Help with problem gambling	<b>Problem Gambling Foundation</b> 0800 862 342, <a href="http://www.pgfnz.co.nz">www.pgfnz.co.nz</a>
<b>SEXUAL HEALTH and WELLBEING</b>	Contraception and sexual health services	<b>Family Planning Association</b> ( <a href="http://www.familyplanning.org.nz">www.familyplanning.org.nz</a> )
<b>ALCOHOL and DRUG ADDICTION</b>	Individual and family counselling on alcohol and drug issues	<b>Alcohol and Drug Abuse</b> 0800 787 797 <a href="http://www.adanz.org.nz">www.adanz.org.nz</a>
<b>ADVICE and</b>	Counselling and	<b>Youthline</b>

	<b>Information about?</b>	<b>Who to contact?</b>
<b>COUNSELLING</b> (Youth)	free advice to youth	0800 376 633 <a href="http://www.youthline.co.nz">www.youthline.co.nz</a>
<b>Gender and Sexual Identity Support</b>	Gender identity and sexual orientation (LGBT) Support group	<b>Rainbow Youth</b> <a href="https://ry.org.nz/">https://ry.org.nz/</a> <b>OutLine</b> <a href="https://outline.org.nz">https://outline.org.nz</a>
<b>DOMESTIC VIOLENCE SUPPORT</b>	Support for survivors of domestic violence	<b>Are you OK?</b> 0800 456 450 <a href="http://www.areyouok.org.nz">www.areyouok.org.nz</a>
<b>MENTAL HEALTH SUPPORT</b>	Counselling and free advice on mental health	<b>Mental Health Foundation</b> 0800 611 116 <a href="http://www.mentalhealth.org.nz">www.mentalhealth.org.nz</a>
<b>DISCRIMINATION SUPPORT</b>	Advice and legal protection against discrimination	<b>Human Rights Commission</b> 0800 496 877 <a href="http://www.hrc.co.nz">www.hrc.co.nz</a>
<b>SUPPORT FOR WOMEN and CHILDREN</b>	Support for women and children	<b>Women's Refuge</b> 0800 REFUGE <a href="http://www.womensrefuge.org.nz">www.womensrefuge.org.nz</a>
<b>GENERAL ADVICE ON LIVING IN NZ</b>	(General advice) housing, financial, vehicle and legal issues	<b>Citizens' Advice Bureau (CAB)</b> 0800 FOR CAB (0800 367 222) (09) 625 8831 – DAB in Mandarin. <a href="http://www.cab.govt.nz">www.cab.govt.nz</a>
<b>WORK RIGHTS</b>	Your rights whilst working in New Zealand	<b>New Zealand Department of Labour – Employment Relations Service</b> 0800 227 774 <a href="http://www.ers.govt.nz">www.ers.govt.nz</a>

# INFORMATION FOR DOMESTIC STUDENTS

## Payment of Programme Fees

to programme commencement, arrangements must be made to pay the total programme fees by either private means or through the Student Loan or Fees-Free schemes.

- If a student is paying fees by way of a Student Loan or through the Fees-Free scheme, 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 prior to course commencement to confirm one's place or alternative arrangements need to be made before the programme commences. Please talk to our Admissions team if you require alternative arrangements.

## 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](http://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, also consider other ways to pay for their study such as help from parents or part-time work. If a student decides they still need a loan, loans need to be repaid. Student loan repayments are managed by the Inland Revenue Department, and deducted off any pay you receive in future jobs and employment.

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](http://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](http://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 Client Success Team 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 Client Success 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	Up to the end of 2 calendar days	A minimum of 50% of the

days but under 5 weeks	of the programme commencing	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

**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 sections 260 and 282 of the Education and Training Act 2020, 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 2022 the New Zealand Qualifications Authority conducted the External Evaluation and Review. As a result of the process, “NZQA is Highly Confident in the educational performance of New Zealand Institute of Education” and that “NZQA is Highly 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 1 provider of tertiary education in New Zealand. The final External Evaluation and Review can be found at <https://www.nzqa.govt.nz/providers/details.do?providerId=785027001&site=1>

### Statutory Actions and Compliance Requirements

NZIE has no imposed Statutory Actions or Compliance Requirements.

### Code of Practice for the Pastoral Care for Domestic and International Students

NZIE is a Signatory to the the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

## 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.

**“Poipoia te kakano, kia puawai”**  
*Nurture the seed and it will blossom*  
*(NZIE’s Whakatauki)*