



2019 student handbook

The professional hospitality academy

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Haere mai, Talofa lava, Kia orana,
Fakaalofa lahi atu, Ni hao, Taloha ni,
Bula vinaka, Malo e lelei, Namasti,
Annyeong haseyo - Welcome!

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

We understand that every student has different needs – that's why we have smaller classes so we can give you greater attention and assistance, by highly qualified and experienced tutors and lecturers who are dedicated to seeing you achieve your goals. Your time at NSIA will be exciting, challenging and rewarding. Your commitment and hard work will be the key to your success.

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

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

Best wishes

Mark Arthur-Worsop
Chief Executive, NSIA

NEW WORLD

NEW BEGINNINGS

NEW OPPORTUNITIES

New Education Group, has dynamic campuses, each specialising in training for distinct, high-demand industries. Our practical programmes are developed with industry consultation, to ensure students graduate with the skills today's employers want. Our tutors come direct from the industries they teach, classes are small, and the learning environment is fun and supportive. Each of our fit-for-purpose campuses features niche authentic training environments, enabling students to master practical skills for their chosen professions.

Sustainable employment is the ultimate goal. Employment skills are embedded into our programmes and many courses include work experience opportunities or internships. Our Careers teams and campus staff provide free employment support to students and graduates, and we have an extensive network of industry partnerships. Our students gain the right skills and the most industry-relevant qualifications – and we place eighty percent of them into careers each year!

At New Education Group we empower our students to carve their own paths in today's rapidly changing world.

New Education Group operates six Category 1, registered Private Training Establishments (PTEs). Each of the six PTEs awards its own qualifications. The PTEs have a number of colleges which operate in the marketplace, and qualifications from each college are awarded as follows:

NZMA is a Category 1 provider, and as the registered PTE, awards all of the qualifications offered by NZMA and Academy New Zealand

NSIA is a Category 1 provider, and as the registered PTE, awards all of the qualifications offered by NSIA

New Zealand College of Massage (NZCM) is a Category 1 provider, and as the registered PTE, awards all of the qualifications offered by NZCM

New Zealand Institute of Sport (NZIS) is a Category 1 provider, and as the registered PTE, awards all of the qualifications offered by NZIS

New Zealand School of Tourism (NZST) is a Category 1 provider, and as the registered PTE, awards all of the qualifications offered by NZST, Cut Above Academy and Elite School of Beauty & Spa

Animation College New Zealand is a Category 1 provider, and as the registered PTE, awards all of the qualifications offered by Yobee School of Design, AMES – The Institute of IT, D&A and South Seas Film & Television School

Work-ready.
World-ready.



NSIA
The Professional Hospitality Academy


**NEW
EDUCATION
GROUP**

Our Values

INNOVATION

We encourage each other to think outside the box, collaborate, and be creative. Stakeholder-driven, we are innovators and leaders in our approach to vocational education

PASSION

We believe in our students and in what we do, which inspires a commitment to achieve excellence

QUALITY

We have a shared commitment to achieve the highest standards through clear communication, regular self-assessment, and a focus on maximising our value to our students and other stakeholders

RESPECT

We believe in, and value, individual and cultural diversity to encourage collaboration and teamwork

INTEGRITY

We deliver on our promises.
We are honest, responsible, accountable, and transparent.
We do the right thing by all of our stakeholders

About this handbook

The Student Handbook is published each year with current information about our rules and regulations. This is a good place to start if you have questions throughout your studies and should be read in conjunction with your Programme Handbook for specific programme and academic information. Please take some time to read through the handbook and refer back to it whenever you have a question about how things work at NSIA.

If you need more information about anything here, or you would like to know more about our qualifications and programmes. Please see the back of this handbook for our campus contact details.

Join the community

nsia.co.nz

facebook.com/northshoreinternationalacademy

instagram.com/nsianz

our campuses and facilities

Symonds Street Campus

100 Symonds Street, Auckland City, Auckland, NZ

Telephone: 09 442 3456

Fax: 09 441 6089

Postal address: PO Box 101147, NSMC,
Auckland, NZ

24 Hours Emergency Contact:

021 900 706 or 027 228 5581

If you are in need of assistance, but not sure where to take your query, please check with the receptionist who will refer you to the right person.

NSIA has a multi-resource environment to facilitate students' learning. We are committed to providing superior facilities to enhance the success of our students.

You are able to access the following facilities once you are enrolled in a programme of study at NSIA:

Computer lab and wifi: There is a computer lab and free standing computers at Symonds St campus, where free high-speed internet and wifi are available to all of our students. (Please refer to Appendix 4)

Training Kitchens: These kitchens are purpose-built for our training programmes and are of a high standard. They are spacious and multi-purpose, taking into consideration the current and classic industry themes.

Restaurant and Café (Symonds St Campus): The onsite Training Restaurant and Café are designed to give you real world industry experience and are used by students to practice their skills. It is a great place for students to buy coffee, food and beverages during

their breaks.

Changing Room: The changing room is located on Level 5 Symonds St Campus. The changing room is the only area where students are allowed to change their uniforms. Students must **not** get changed in the toilets, washrooms and/or stairways.

Rules for the use of Changing Room:

1. Changing rooms are for the purpose of changing into your chefs uniform or other clothes only.
2. No student may use this area as a lounge or resting place.
3. After changing into your uniform or after class, you must leave the changing room straight away.
4. Warning letters will be issued to any students who use these rooms inappropriately or for any other purposes than for changing.
5. No food or beverages may be consumed in the changing rooms.
6. Students may not cause any damage to any furniture or fittings in the changing rooms.
7. You will be responsible for the costs if anything has been damaged due to inappropriate use of the changing rooms.

Student Areas: The student lounge and common area is located on level 1.

Parking: Please park in designated public parking areas only, which have to be paid for. Wheels may be clamped if you choose to park in staff parking areas and a \$50 fine will be payable.

Please note that these facilities are available to NSIA students only with exception of the Restaurant and Cafe. This is the only place where you are allowed to bring family and friends to share your experience. Family and friends are not allowed in kitchens, classrooms, student areas,

changing rooms or computer labs.

Students are responsible for looking after their personal possessions. NSIA accepts no responsibility for personal property and students should consider taking out comprehensive insurance to cover any loss or damage to personal property.



general policies and practices

English: English is the ONLY language in which all studies at NSIA are based. English is the ONLY language to be used within the classroom and kitchen environments during your training and studies.

Record of Learning: Results are sent out approximately 1 month after each term end date via your NSIA email. Students must check their Record of Learning and communicate with a Student Services Officer regarding any Redo arrangements needed.

Change of Personal Details: Students must notify NSIA of any change in contact details, including emergency contact in both New Zealand and your home country, phone number, email address and residential address.

SMS & Email: NSIA communicates with students through SMS and/or email. It's the students' responsibility to check their phone and email account regularly. **NSIA considers students to have received, agreed upon and understood the content once the information is sent out to the registered student's contact details.**

Attendance requirement: All students are required to attend no less than 100% of scheduled class time unless there are genuine reasons for the absence and sufficient evidence is provided for their absence, e.g. medical certificate. Failure to meet this requirement may result in the student's enrolment with NSIA being terminated. For International students, NSIA will notify Immigration New Zealand of any termination. For domestic students, NSIA will notify Study Link of any termination. All students are expected to attend classes punctually and regularly. Attending class means being in class at the specified start time of the day's tuition and remaining there for the full period of the tuition, except for scheduled breaks. Disciplinary procedures will apply if the student's attendance is below 90%.

Students must:

- Attend all learning and teaching sessions associated with the programme of study as required
- Notify respective tutors/Student Support Officers in advance (e.g. in person, by phone or email) of the expected absence from the scheduled classes
- Notify respective tutors/Student Support Officers (e.g. in person, by phone or email) in respect of unplanned or unforeseen absences from classes within 24 hours

- In case of planned leave, fill in an Explained Absence Form and submit it well in time
- Students who take holidays without permission during the scheduled classes will be marked absent
- If a student is late without any justified explanation, the tutor will refuse the student entry into the class and will mark the student as absent
- A student who has not attended classes is expected to “catch-up” by themselves; tutors will not re-teach work in subsequent classes
- A student’s attendance may be considered when making decisions regarding matters such as (and not limited to) missed assessments, impaired performance, applications for special consideration, and fees refund in the case of withdrawal.



NSIA cell phone and electronic devices in class policy

All students’ cell phones and electronic devices must be put on silent or turned off in class. Use of a cell phone and/or electronic devices for incoming or outgoing calls or text messages, or other purposes which are not related to the study during the class will result in the cell phone being confiscated by the tutor. Cell phones and any electronic devices must not be anywhere on person whilst assessment material is being used for any purposes. Students must place them in their bags and leave them at the front of the classroom. If you arrive without a bag, the phone must be handed to the tutor.

The use of cell phones or any other electronic devices used to take images of assessment material is strictly prohibited. Any student found either taking photographic images or holding photographic images of assessment material will be required to submit their phone or device with access codes for file deletion, and will incur an automatic reassessment. There will be subsequent reassessment fees for all assessment papers for which images have been found.

Failure to submit the device for inspection when requested will be considered as an admission of guilt and will result in suspension of all assessments leading to credit, for the student’s current block. A formal warning letter will be issued to the student, with the infringement recorded on their file. Any subsequent occurrences will be treated as purposeful non-compliance and will be considered as gross misconduct leading to expulsion from NSIA.

All records of non-compliance will be kept on record for the duration of the student’s study at NSIA.

Photography and recording: Photographs and recordings (whether visual or voice recordings) may only be made by students on any school site in accordance with this policy. Students may take a recording of a lesson for the purposes of their own self-reflection, only if the tutor, and any other person to be recorded, has given the specific consent to the student to do so in advance. If a recording is made, then the student making the recording is responsible for ensuring that the recording:

- Is only used for the purpose that was consented to;
- Is stored securely, not duplicated, shared or uploaded to the internet; and
- Is disposed of securely when the purpose for which it was made no longer applies.

Any breach of this policy may result in disciplinary action up to and including termination of enrolment.

No eating or drinking is allowed in classrooms and in the computer lab, except for bottled water. The chewing of gum is not permitted.

Smoking is not permitted on the campus except in the **designated smoking areas**. Please remove chef jackets, aprons, hats etc. when smoking. Smoking is a serious health hazard.

Students must be free from alcohol, drug and gambling addictions, and lead a non-violent lifestyle.

Students may not drink alcohol on the premises unless approved by your tutor during a training related subject. Students may not possess any illegal item or substance, or be on the premises whilst under the influence of **alcohol, illegal substances or non-prescribed drugs**.

Students must not engage in any form of harassment or discrimination, whether of a sexual, cultural, religious or ethnic nature.

Students must not run in the corridors, shout, or damage any of the Academy's property.

Property: NSIA property is for the use of all students and tutors. Students must keep the facilities clean. Students are responsible for NSIA equipment and ensuring it is returned to tutors when it has been finished with. Damaged or broken property or equipment should be reported to your tutor. Removal of NSIA property, other resource material or equipment from the premises without prior permission constitutes theft and may result in immediate expulsion of the offender, and possible police action.

Stealing: Students found stealing resources or the property belonging to others (school, staff or fellow students) will face immediate dismissal from NSIA.

Students must not supply false information or knowingly fail to supply information in respect of liability for fees or status as defined by the Education Act 1989 (as amended), or any other information as required by law.

Uniform: Student's uniform must be in a clean and tidy condition at all times. This means that uniforms must be **washed and ironed** with no creases.

- For practical classes, students must be in full chef uniform, and wear black non-slip closed shoes. Students may not wear their chef uniform on the way to school. They must change at school in the designated changing rooms, not in the toilets.
- Students are required to remove **ALL** jewelry in the practical classes.
- For theory classes, students must be in full theory uniform including a white ironed long sleeve shirt, NSIA black waistcoat, NSIA badge, black tie. A jacket may be worn over the uniform but it must be formal and black or navy in colour. No hoodies allowed.
- No underlay under the chef uniform.
- No casual shirts, pants, tights or jeans are allowed.

- Students will not be allowed into class if they do not meet the required NSIA uniform standards. There will be a cost to purchase or hire a new set of uniforms.
- While you are on the campus, please remove caps, hats or any kinds of head gear unless previously arranged for religious reasons. When wearing headdress for cultural or religious purposes it must be either black, navy blue or white in colour. Please remove sunglasses when you are inside the campus building.
- Where your programme does not have a uniform you are welcome to wear clean, comfortable clothing that is campus appropriate. Appropriate footwear is to be worn at all times as this is an OSH requirement.

Students will be required to handle, prepare and taste all food types including beef, pork, fish and seafood; and cook with, taste and serve alcohol, according to the programme requirements.

Student ID card: It is required by NSIA that students must carry the NSIA student ID card at all times. It is helpful to identify yourself to NSIA staff, and for safety reasons. If something serious happens to you and you need medical help, it is essential that police and paramedics are able to identify you. The student ID card is a good option to carry with you for various identification purposes. We encourage you not to carry your passport with you. You should keep your passport safe at home and only carry it with you if absolutely necessary.

Social Networking: Offensive, defamatory, or otherwise illegal statements, information or images published on social networking and/or any website which refers to or identifies NSIA or any of its students, staff or stakeholders may be treated as serious misconduct. This includes publication in either private or public setting. Any such occurrence may trigger a disciplinary investigation by NSIA, and/or referral to the Police.

Visitors, Friends and Family: No visitors are allowed on the premises especially after the normal working hours. All visitors must sign in at the reception. Disciplinary procedures will apply to the students who allow a member of the public access to NSIA without prior permission.

Code of Conduct: NSIA will treat all staff and students with honesty and respect as individuals, as well as members of other cultures or groups. NSIA will expect all staff and students to treat each other with similar honesty and respect, and to seek to understand the different perspectives that all people have due to differences of life experience and cultural background.



Privacy Act: NSIA collects and stores information and during your period of study to manage the business of NSIA (including internal reporting, administrative process and selection of scholarship and prize winner), comply with the requirements of the Education Act 1989 and other legislation relating to maintenance of official records and accountability for public funding and supply information to government agencies and other organisations including the Ministry of Education, the New Zealand Qualification Authority, the Tertiary Education Commission, the Ministry of Social Development (in relation to student loans and allowances), Immigration New Zealand (a branch of the Ministry of Business, Innovation and Employment for those who are not New Zealand Citizens or permanent residents), Industry Training Organisations; Inland Revenue Department; agency who support particular student through scholarships and prizes, payment of fees or other awards (if you are recipient of one of these awards), and other educational organisations for the purpose of verifying academic records.

NSIA may add your personal details (name, date of birth and residency) to the National Student index, which is managed by the Ministry of Education.

Government agencies use the data supplied by tertiary education organisations to administer the tertiary education system, including funding and student loans, develop policy advise for government and conduct statistical analysis and research.

The Ministry of Education may supply data collected on this form to Statistics New Zealand for the purposes of integrating data with the data collected by other government agencies, subject to the provisions of the Statistics Act 1975. Integrated data is used for the production of official statistics, to inform policy advice to government and for research purposes. When required or permitted by law, NSIA releases information to government agencies such as the New Zealand Police, Department of Justice, Ministry of Social Development, and the Accident Compensation Corporation.

In signing this enrolment form you authorise such disclosure on the understanding that NSIA will observe the conditions governing the release of information, as set out in the Privacy Act 1993, the Education Act 1989 and other relevant legislation.

You may request to see any information held about you and request that any errors in that information be amended or noted, in accordance with the Privacy Act 1993, which describes when information may be withheld. To do so, contact the NSIA Campus Manager.

If you withhold information or provide incomplete, false or misleading information NSIA may decline or cancel your enrolment.

If you are an international student under the age of 18, we will communicate with your parents, legal guardian or next of kin; or if you are an international student over the age of 18 and we consider that you are at risk in any way, we may communicate with your parents, legal guardian or next of kin in each case disclosing personal information in order to comply with the Code of Practice for the Pastoral Care of International Students.

Personal information about you will be given to homestay provider agencies and homestay families, if you have applied for placement in homestay accommodation.

Certificates: Will be ready at least 2 weeks after students successfully completed the programme.

The NSIA Graduation Ceremony: Final graduation details will be sent out two months prior to the NSIA Graduation Ceremony. Students can also check the NSIA website and/or the NSIA Facebook page for dates.

student guidance and support

NSIA has robust guidance and support systems in place to ensure that you are supported to achieve your expected programme outcomes.

Student Support

Student support is available on issues involving cultural adaptation, learning and communication difficulties and educational guidance, as well as internal and external appeal/grievance procedures. Student Support Officers will provide advice on welfare facilities, including: personal health services, mental health services, drug education, counselling and problem gambling. Student counselling is available on request regarding: homesickness, cultural adaption, physical, mental, moral or emotional support.

Discrimination, harassment & bullying

We welcome diversity on our campus. Any discriminatory behavior, bullying or harassment based on gender, sexual orientation, social status, culture, ethnicity or religion against any person or group of people is unacceptable and in breach of the Human Rights Act hrc.co.nz

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

Student confidentiality will be maintained as much as possible, depending on the circumstances. If appropriate the student will be referred to a support agency best suited for the student (e.g. medical or mental health services).

For any further information please refer to
Appendix 10 Support and Guidance Directory.

Administrative Support

Administrative support staff will assist you with enquires regarding your enrolment details, student records, academic progress, certificates and study schedule arrangements.

Accommodation Arrangements

Accommodation placements in homestays may be available to international students. Students wishing to live with a homestay family must complete the Homestay Booking Form. NSIA will pass on the student's details and requirements to our homestay provider who will endeavour to find a homestay family that meets the student's requirements as stated in the application form within 10 working days. All homestay families in the NSIA homestay programme are carefully selected by our homestay provider. The homestay families will be given the information which students have supplied on the Homestay Booking Form. Students staying in a homestay are required to exhibit appropriate behaviour. Please check with the Student Services Officer for "Homestay information for students".

NSIA charges a non-refundable homestay placement fee when we place a student in a homestay.

We cannot guarantee that students will like their homestay placement. NSIA's responsibility for any placement is limited to allowing students to request one alternative placement, but two weeks' notice will be required.

The accommodation placement service includes:

- > Careful selection of the homestay family.
- > Arrange airport pick-up if requested (additional fee will apply).
- > Helping the student and the homestay caregivers to reach a Homestay Agreement.

For students under the age of 18, NSIA will also:

- > Manage the student's homestay fees as requested.
- > Regularly monitor that the homestay placement is satisfactory
- > Consider student holiday and travel arrangements within New Zealand

Please see our Student Support Officers for more details.

NSIA accepts no liability for loss or injury as a result of homestay arrangements that students find unsuitable.

Childcare

For students who have children or childcare obligations please ensure you have arranged childcare as soon as possible to avoid missing out on study time.

If you are a Domestic student and a Work and Income client you may be eligible for an OSCAR childcare subsidy. Please contact your nearest Work and Income centre on 0800 559 009 or visit workandincome.govt.nz for more information.

Connect - Career Services

Career services are available to all current enrolled diploma students and recent graduates (conditions apply). This service provides advice and assistance regarding course-related job search, CV editing and employment. Job information is displayed on the Job Search Board and is updated daily. Job search workshops are conducted regularly. Please refer to Appendix 6 for further details.

Programme Changes

- > If a student changes from one programme to another within NSIA before the programme start date, all fees paid for the first programme can be transferred to the other without any additional charge incurred.
- > If a student changes from one programme to another within NSIA after the programme start date, the application is subject to class availability.

Policy and procedure

- > Student needs to:
 - Provide relevant evidence to support the Changing Programme Application.
 - Fill out a 'Course Withdrawal' Form for the current programme and also
 - Complete a new enrolment form for the new course.
- > A NZ\$200 Credit Recognition and Transfer (CRT) application fee may be charged if the student applies to cross credit any credits to the new programme, and additional tuition fees may apply upon the cross credit outcome.
- > Approval of the application is solely at the discretion of NSIA.
- > Refund policy will apply accordingly to the current programme.
- > Student will be informed of the final decision within 5 working days.
- > It is the student's responsibility to update his/her visa to suit the new programme once the application is approved.

Policy on Changing of Class

- > If you wish to change class for the following block, you need to submit the 'Changing Class' Application to the Student Support Officers 2 weeks before the current block finishes.
- > Approval of the application is subject to the availability of class space.
- > There will be no class changes approved during the block of study, or once your class roll has been finalised.
- > Class timetable for the second year is not guaranteed and NSIA reserves the right to change your class time as and when required.

At NSIA we endeavour to keep your class times the same throughout your studies, however this is not guaranteed. If, due to unforeseen circumstances there is a change in your class time, we will notify you as soon as possible.

New class timing changes and suitability will take into account your overall academic performance for the year as well as your attendance. Based on this information, further decisions will be made.



Policy on Leave Applications

All students are required to attend scheduled class at all time unless there are genuine reasons for the absence and sufficient evidence is provided e.g. medical certificate. Failure to meet this requirement may result in the student's enrolment with NSIA being terminated. Immigration New Zealand will be notified for International Students. Study Link will be notified for Domestic Students.

NSIA reserves the right to refuse and/or decline an application if a justified reason and sufficient evidence cannot be provided.

There are two possible outcomes for your application.

- > **Approved** – Leave is approved, redo fee may apply
- > **Declined** – Attendance affected, redo fee will apply.

General rules on making decisions for your leave applications:

- > If absent for 2 consecutive days or less, sufficient medical certificate(s) must be provided otherwise the leave application will be declined.
- > If absent for 3 consecutive days or more, even if one of these days falls on a public holiday or weekend, sufficient medical certificate(s) must be provided and further in-depth information may be required. Otherwise the leave application will be declined.
- > Any leave applications for non-medical reasons, sufficient evidence(s) must be provided otherwise the leave application will be declined.

Acceptable Evidence

- > Medical certificates stating that the student is unfit to attend the class according to the GP's recommendation
- > A note from an Acupuncture Clinic stating that the student has a physical injury with evidence of referral from a GP
- > Evidence that the student was in an accident and the injuries restrict their ability to attend class
- > Evidence that the student has been summoned to a court of law.

Unacceptable Evidence

- > Medical certificate stating that the student informed the GP that he/she was unfit to attend school
- > A note from an Acupuncture Clinic stating that the student has any illness other than a physical injury
- > A note from an Acupuncture Clinic stating that the student has a physical injury without referral from a doctor
- > NSIA does not accept any medial notes that are backdated for the period that you were not seen by a GP
- > Medical notes that do not have the date of examination and/or the signature of a GP.



If students have to take long term leave due to any special circumstances, students must notify their Tutor and a Student Support Officer immediately before the leave takes place. If students cannot return to their studies on time, they must inform the Student Support Officer. The standard disciplinary policy will apply if you fail to do this.

It is the student's responsibility to see a Student Support Officer for any reassessment arrangement that may occur due to the absence.

Any leave of more than 2 weeks during the scheduled study period must be notified to Immigration New Zealand. Immigration New Zealand reserves the right of the cancellation of student visa/permit. It's students' responsibility to communicate with Immigration New Zealand in regards and maintain a valid student visa/permit to study at NSIA.

NSIA will also notify Study Link if a domestic student takes a long period of leave during the scheduled study time.

NSIA will take no responsibility for any NZQA approved version change or any other uncontrollable issue.

NSIA Online Student Visa Application Service

NSIA online visa application is available to you for lodging your student visa application to Immigration New Zealand through the online system. NSIA serves as a student online partner of Immigration New Zealand. In general, the online visa application process will be faster than the manual application (conditions apply). (Please refer to Appendix 2)

Fee Protection, Withdrawal and Refunds

NSIA uses the Public Trust for fee protection. This ensures the fees are available in the unlikely event of insolvency, regulatory closure or withdrawal of accreditation of the school. This is an NZQA approved method of fee protection. For further information see www.publictrust.co.nz (Please refer to Appendix 8)

Fees

All fee information can be downloaded from NSIA website at <http://www.nsia.co.nz>. In signing the enrolment form students undertake to pay all fees as they become due and to pay any late fees and collection charges associated with debt recovery. All outstanding accounts have to be settled before any results or certificates are issued.

Student Loans and Allowances

New Zealand citizens and eligible permanent residents are able to apply for student loans and allowances to study at NSIA. Assistance with applications for a student loan and allowance through StudyLink is available through the NSIA Domestic Recruitment Team.

Complete the application without delay, to avoid any problems regarding finance. You should allow for a four to ten week processing time. Ensure that you have filled in all the details correctly and have all the documentation required. You must provide verified copies of your New Zealand passport/birth certificate, citizenship certificate (Permanent Resident), bank account details and IRD number.

If you are a Permanent Resident it is important you contact StudyLink directly to establish your eligibility to access loans and allowances. The Verification of Study will be sent electronically to StudyLink at their request, based on your completed application. For further information see <http://www.studylink.govt.nz>

General Disciplinary Procedures

- > A verbal warning from the Student Services Officer is the **first** formal step. This warning will be recorded on the student's file.
- > A first formal written warning is the **second** step. If you are unable to receive a warning because you are absent from the course, then the warning is considered to have been received if sent by email to your NSIA email account and/or personal email account.
- > A second formal written warning is the **third** step. If you are unable to receive a warning because you are absent from the course, then the warning is considered to have been received if sent by email to your NSIA email account and/or personal email account.
- > A third formal written warning is the **final** step. If you are unable to receive a warning because you are absent from the course, then the warning is considered to have been received if sent by email to your NSIA email account and/or personal email account. You will be required to attend a meeting within three working days after the third formal written warning is issued. You may bring a support person to attend this meeting.
- > The final stage is being expelled from NSIA.

Circumstances in which NSIA may terminate tuition

- > If a student's does not maintain the minimum attendance requirement and absenteeism is continued and unexplained
- > Any breach of disciplinary regulations
- > If student provides false or misleading

information on enrolment

- > If NSIA is unable to guarantee accommodation due to a student's behaviour (students under the age of 18)
- > In the event of disruptive or criminal behaviour by the student (including such behaviour outside the premises)
- > Inadequate progress by the student within the required time frames.
- > **In the event of serious/gross misconduct** the student may be expelled from NSIA instantly. Serious/Gross misconduct may include verbal and/or physical abuse or threats to other students or staff, theft or damage to property, sexual harassment, bringing alcohol or drugs on to the premises or arriving to class under the influence of alcohol or drugs. It also applies if the student's gross misconduct is also likely to hurt the student himself/herself.
- > All decisions to terminate enrolment will be based on evidence and the normal appeals procedure applies
- > No refund will be given when a student's enrollment is terminated
- > If an international student has been expelled, NSIA will notify Immigration New Zealand and parents (if the student is under the age of 18) accordingly
- > If a domestic student has been expelled, NSIA will notify Study Link
- > Fee Protection, Withdrawal and Refund: Please refer to Appendix 9.

health and safety

It is recommended that you register with a local doctor and advise NSIA of the details. This ensures that the information is available should you become sick or have an accident while on the campus. Existing medical conditions must be noted in the NSIA Enrolment Form and any new medical conditions must be reported to a Student Services Officer.

NSIA promotes safe practices and a safe environment. In New Zealand, it is a mandatory requirement by law that all injuries and accidents are reported. In doing so, the institution (in this case NSIA) can take steps to prevent these from happening again. First Aid kits are kept on the campus to treat minor injuries and you can go to the receptionist for assistance. No medication will be provided, including pain relief.

A fire drill will also be conducted regularly to ensure fire safety. Please ask our staff for more information on safety and refer to Appendix 6.

Medical Condition: Students must declare any pre-existing medical conditions to NSIA, such as allergy, heart and blood conditions, breathing related conditions e.g. asthma, mental illness, learning difficulties, hearing problems, etc. Due to the nature of the programme, students are not allowed to attend class if they have any medical condition that is contagious such as TB, chicken pox etc.

Sexual Health

In New Zealand the age of sexual consent is 16 and it is illegal to have sexual contact with persons under this age even if he or she consents. If you choose to have sexual relationships you need to protect yourself from both unwanted pregnancy and from sexually transmitted infections (STIs). For more information on STIs and contraception visit familyplanning.org.nz or seek advice from a health professional.

First Aid

Please bear in mind that if an accident has happened in class that caused injury, your tutor is the FIRST person that you should approach and report the accident to. It is very important that you report every incident (no matter how minor the incident is) to your tutor because they have been trained in first aid and they can decide whether you need further treatment or not.

The reporting procedure for incidents are:

1. Report to tutor as soon as possible once an incident has happened.
2. Your tutor will decide whether you need further treatment or not.
3. Your tutor has to fill out the incident report form and report this to reception.

information for international students

Life in New Zealand

New Zealanders are famously hospitable people with a lively interest in other cultures. An education here is frequently the beginning of lifelong friendships. New Zealand has a rich mix of cultures – including Maori, Pakeha (European descent), Asian and Pasifika.

An increasing number of African and Latin American people also call New Zealand home. Beyond the warm welcome, you'll find a place where safety and security are valued. New Zealand has strong guidelines for education and for home stay providers to ensure international students are always well looked after.

New Zealanders are known as the world's greatest travellers. We love to experience new cultures and we know what it's like to be new in another country. We like to feel welcome when we are overseas - and we return the favour to our international students.

Health Services

Most international students are not entitled to publicly-funded health services while in New Zealand, so may be liable for the full costs of any treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at www.moh.govt.nz

ACC (Accident Compensation Corporation)

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at www.acc.co.nz

Student Visa/Permit and Medical & Travel Insurance

Student Visa/Permit: All international students must hold a valid student visa/permit while studying at NSIA. For more information please see the Immigration New Zealand website at <https://www.immigration.govt.nz>

Medical & Travel Insurance: The medical & travel insurance must cover from the date that the student travels to New Zealand as well as the period of the student visa/permit. For more information please see the Southern Cross website at <https://www.southerncross.co.nz>

It is the student's responsibility to renew the visa and insurance prior to the expiring date and provide a latest copy to NSIA. NSIA reserves the right to remove any students who do not have a valid student visa/ permit and/or medical & travel insurance from the class at any time. Student will be fully responsible for any consequences arise due to this matter.

Laws and Traditions

You may find that laws are differently enforced in New Zealand than in your home country. You must obey the country's laws and respect its customs. It is important that you understand the laws, rules and customs that you may encounter.

- > No one under the age of 18 in New Zealand may buy or drink alcohol, including beer and wine. It is against the law to buy alcohol for someone you know is under the age of 18.
- > Driving under the influence of alcohol is a very serious crime and police make regular random checks.
- > Buying, selling and using drugs is illegal.
- > You are not permitted to smoke indoors anywhere in New Zealand.

Local traditions are an accepted way of behavior in our country. You need to know these traditions of New Zealand to help you feel comfortable with people. Some important customs to know include:

- > **Women:** Women in New Zealand are equal to men and should always be treated fairly. Men and women share equally in household work and childcare.
- > **Queues:** Always stand in line and wait for your turn when buying tickets, in a bank, post office or waiting for a bus. Keep to the left when standing on escalators and walking up stairs.
- > **Friendliness:** New Zealanders frequently talk to strangers in public areas. This is a great way for you to practice English, but caution should

be taken. You should not give out your address and telephone number, or accept inappropriate invitations. Although most people are friendly, some may be reluctant to speak with strangers.

- > **Please and Thank you:** These are very important words! Always use them if you ask someone to do something for you.

Legal Requirements

- > **Driving safety:** Don't drive a vehicle without an appropriate licence. Although you can use your overseas driving licence for up to a year, we strongly recommend that you learn the NZ road rules and obtain a NZ driver's licence. All the information regarding driving in New Zealand can be found on the AA website www.aa.co.nz
- > **Cycling safety:** It is mandatory to wear a helmet while cycling.
- > **Buying a car:** Be cautious when buying a car. Ask for advice, and get full car insurance.
- > **Pedestrian safety:** When walking across the road, look right, look left, and then right again for traffic before crossing. Always walk on the pavement, not the road or the driveway. Be aware that listening to music while walking might affect your awareness as a pedestrian.

You may find more useful information in the links below.

New Zealand Now:

<https://www.newzealandnow.govt.nz/living-in-nz>

Social networking safety tips:

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

If you don't speak English very well and need help and assistance in your language, you may contact Language Line:

<http://ethniccommunities.govt.nz/>

NZQA and NZQF

The Roles of the New Zealand Qualifications Authority (NZQA) and the New Zealand Qualifications Framework (NZQF)

NZQA

The New Zealand Qualifications Authority (NZQA) was established in 1990 to provide an overarching role in quality assured qualifications and to coordinate national qualifications in New Zealand. The Qualifications Authority deals with the provision and quality of qualifications. It works in partnership with all education providers, national groups representing education and training in industry and business. The Authority does not deal with the school curriculum or funding for education and training. NZQA is a Crown Entity established under the Education Act 1989. The Authority is appointed by the Minister of Education and is accountable through the Minister to Parliament. For more information please refer to www.nzqa.govt.nz.

The New Zealand Qualifications Framework (NZQF)

NZQA has established a new framework of qualifications from July 2010. The New Zealand Qualifications Framework (NZQF) is a comprehensive list of all quality assured qualifications in New Zealand and is the definitive source for accurate and current information on qualifications. Framework qualifications are quality assured and nationally recognised. Every learner being assessed for Framework Qualifications receives a Record of Learning (ROL). For more information please refer to www.nzqa.govt.nz.



Gaining Credits

The number of credits reflects the time for student, on average, to achieve a unit standard or module. One credit is equal to 10 notional hours of learning. These hours are a combination of classroom hours and self-study. It is expected that all students apply at least 15-20 hours per week of self-study in conjunction with 20 hours per week classroom contact time.

For Unit Standard based programmes, when a student has mastered all the elements and has been assessed as competent, the student will be awarded with the credit value for the unit standard they have achieved. For the New Zealand Certificate in Cookery (Level 4) modular programme, each task within a module has an assigned credit value. At the end of each term once final practical and theory assessments have been achieved, completed task credit values will be awarded towards an overall module.



teaching, learning and assessment

Teaching and Learning

Each teaching week consists of 20 hours of direct contact time when a student must attend class, in addition, students are expected to spend at least 10 hours a week on independent self-directed study.

Students will experience an interactive learning environment when studying this programme, including face to face learning, student centered learning, e-learning, practical lessons and self-study. Many of the teaching resource and learning activities will be accessed using an online learning environment so students will need to bring an electronic device to class for example a tablet or a laptop.

The courses are progressive and cumulative where skills and knowledge learnt will be expanded upon later in the programme. If students are absent from theory class for whatever reason they are expected to catch up in their own time. If a student is absent from a practical class for whatever reason, it may be necessary to attend a catch up class in order for the student to attend a practical assessment. It is the responsibility of the student to organize this with their tutor. This may involve an additional cost to the student, if the absence is not justified and approved.

The content, delivery and assessment schedule for each programme is covered in the course plan which will be made available to each student at the start of each course.



Academic Policy

New Zealand Certificate in Baking (Generalist) Level 4

Diploma in Baking and Patisserie Level 5 1st year

Practical Assessment

- a) Student is required to attend all practical sessions
- b) Required recipes and costing are submitted and completed within the required timeframe
- c) Assessment work plan is correct and completed within the required timeframe
- d) Meeting the Food Safety requirements at all times
- e) Quality assessment and self-reflection are correctly completed after the practical assessment

Theory Assessment

- a) Student is required to attend all theory sessions
- b) Participate in all formative activities, submit all evidence meeting tutor's requirement
- c) Food Safety project submitted in a timely manner as off tutor's guidelines
- d) Attempt theory assessment* and meeting the requirements
- e) Theory assessment with 2 FER* opportunity when applicable

New Zealand Certificate in Cookery Level 4

*Theory Assessment: Student cannot be assessed in the theory assessment if the Theory Assessment requirements in a). b). c). as above are not met.

*FER Opportunity:

- 80% attendance and above within the delivery of a task, 1 FER opportunity will be given for Practical and 2 FER opportunities will be given for Theory.
- If less than 80% attendance, no FER opportunity will be given for Practical and 1 FER opportunity will be given for Theory.

Diploma in Culinary Arts Level 5 1st year

Practical Assessment

- a) Student is required to attend all practical sessions
- b) Required work plan and recipe card must be completed and submitted prior to practical assessment
- c) Meeting the Food Safety requirement at all times

Theory Assessment

- a) Student is required to attend all theory sessions
- b) Theory assessment with FER* opportunity when applicable

New Zealand Diploma in Cookery (Advanced) (Cookery Strand) Level 5

* FER Opportunity:

- 80% attendance and above within the delivery of a task, 1 FER opportunity will be given for Practical and 2 FER opportunities will be given for Theory.
- If less than 80% attendance, no FER opportunity will be given for Practical and 1 FER opportunity will be given for Theory.



Diploma in Culinary Arts Level 5 2nd year

Practical Assessment

- a) Student is required to attend all practical sessions
- b) Required work plan and recipe card must be completed and submitted prior to practical assessment
- c) Meeting the Food Safety requirements at all times
- d) Term Final Practical with FER* opportunity when applicable

Theory Assessment

NSPC503, NSPC504 and NSPC505 are combined with both a theory and practical components, if student fails either theory or practical component, a redo will only be applicable to whichever is needed to be able to achieve the assessment.

To support learners with written assessments they will be given checkpoint opportunities during the term, these will be indicated on the ten week course plan. Students should submit their work so that the tutor is able to offer constructive feedback to assist them in completing their assessments.

New Zealand Certificate in Food and Beverage Service with Strands in Restaurant Services and Barista Level 3

*FER Opportunity:

- 80% attendance and above within the delivery of a unit, 1 FER opportunity will be given for Practical and 2 FER opportunities will be given for Theory.
- If less than 80% attendance, no FER opportunity will be given for Practical and 1 FER opportunity will be given for Theory.

New Zealand Certificate in Food and Beverage Services with Restaurant Services Strand Level 4

Diploma in Hospitality Management Level 5 1st year

Practical Assessment

- a) Student is required to attend all practical Sessions
- b) Meeting the Food Safety requirements at all times

Theory Assessment

- a) Student is required to attend all theory sessions
- b) All formative tasks must be completed to allow any participation of summative task assessment(s)
- c) Theory assessment with FER* opportunities when applicable

*FER Opportunity:

- 80% attendance and above within the delivery of a task, 1 FER opportunity will be given for Practical
- 80% attendance and above and attempt all questions with at least 50% answered correctly, 2 FER opportunities will be given for Theory
- If less than 80% attendance, no FER opportunity will be given for Practical
- If less than 80% attendance, or not attempt all questions, or has a correct response rate of less than 50%, 1 FER opportunity will be given for Theory

Resit

To resit an assessment is to do a formal summative component of an assessment again. Any resit must be completed during the 10 week block that the resit was first indicated within. There is a fee of \$100 for each written reassessment and \$200 for each practical reassessment. Students will be required to resit an assessment if:

- > The student has missed an assessment. Clear evidence is required to justify the decision for fairness and consistency. Whether students are entitled to an exemption of the resit payment is subject to approval by NSIA.
- > Normal FER policies apply if students have to resit an assessment due to absence for any assessment occasion.

Redo

There are four main reasons for redoing unit standards or modules:

- > A student joins the course late and missed the delivery of the unit or module
- > A student either does not complete a component of a unit standard or a module within the scheduled 10 (ten) week assessment period
- > Low attendance rates
- > A student has been offered a result of N (Not Achieved) for any unit standard or module.
- > A student has been found guilty of academic fraud or cheating.

The following behaviours may be considered as possible acts of cheating:

- > Plagiarism
- > Talking during an exam, theory and/or practical assessment
- > Copying another person's test or assignment
- > Allowing others to copy your work
- > Taking photos of the assessment materials
- > Roving eyes
- > Open books or notebooks during an exam
- > Crib sheets/cheat sheets
- > Passing notes during an exam
- > Copying disks or USBs and printing another student's work
- > Having someone do your assignment for you (e.g. homework, project, book report)
- > Stealing assessment materials
- > Selling assessment materials
- > Passing assessment materials to any other students
- > Altering a grade (in grade book, on a computer, on a report card)
- > Taking an exam for someone else
- > Using bribery, blackmail or threats
- > Intimidation in pursuit of a better grade
- > Having any electronic devices during the closed book assessment environment.

In all cases the student needs to discuss the 'redo' with a Student Services Officer as soon as possible.

Redo Fees

For the following types of assessments:

- Theory module \$50
- Practical module \$100
- Final Theory assessment \$50
- Final Practical Assessment \$100

Block Redo

Students must successfully complete 50% of all available credits in each block of the programme before they are permitted to progress into further blocks within the programme of study.

Redo Frequency

Students are allowed a maximum of one redo of any 1 unit standard or module unless there are justified special circumstances. Students must complete all redos of unit standards or modules within 12 months of the original completion date for their programme of study. Failure to complete any unit standard or module within this frequency and time range will result in non-completion of the programme of study unless otherwise determined by management on a case by case basis.

Progression into Second Year of Study

All students who wish to progress into the higher level second year of study at NSIA must first complete all requirements for the first year programme unless there are justified special circumstances. Successful progression through the levels underpins the key elements of successful pedagogical practice and ensures all students are adequately prepared for higher level learning.

In any cases where the redo requirements for the first year are significant and entry into the second year of study has been delayed to allow completion, then students must complete all first year requirements within one year of the proposed original first year completion date.

Given the complexity of work within the level 5 programme, it is vital that students display the characteristics required to complete a programme of study at that level.

Redo Admin

In cases where a student visa extension is required for students to complete outstanding unit standards or modules, the students must inform the school of visa extension approval within three working days of the student visa issue date. If the student fails to do so, the school will reserve the right not to arrange a redo for the student unless a suitable explanation is provided to support that the student is a bona fide student as described by Immigration New Zealand.

In cases where students do not contact the school within the required time frame after visa extensions, then NSIA will deduct NZ \$100.00 administration fee from the Redo fee paid and will inform Immigration New Zealand to cancel any visa extensions.

Assessment Review

Concerns with Authenticity of Assessment

Any student who has concerns over the authenticity of their assessment raised by an assessor will be required to sit video recorded verbal examinations for that assessment and any remaining FERs. This is to verify authenticity of a student's key understanding and required knowledge for each unit standard or module in question.

Assessment Review Procedure

NSIA recognises the right of students to seek a re-consideration of their assessment result, but this must be exercised in a timely and responsible manner.

Please follow the procedure below if you would like to seek an assessment review.

- > The student should request an assessment review from the tutor before taking any other action.
- > If you request a further review, put your request in writing by completing the Assessment Review

Application Form, and hand it to reception within 7 days of result notification. They will pass your application to a relevant staff and you will get a response within 5 working days.

> If the case is not resolved to the satisfaction of the complainant, an appeal can be made in writing to the Campus Manager. Hand it to reception within 5 days of receiving the outcome and you will get a response from the Campus Manager within 5 working days.

> If the issue is not resolved to the satisfaction of the complainant, a formal complaint can be lodged. Refer to the Complaints and Grievance policy on page 32.

Impaired Performance

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

If you find your performance in an assessment is compromised due to exceptional circumstances beyond your control, you can submit a request in writing with evidence to support your reason to the Student Support Officers to have your result reconsidered by the relevant management staff due to impaired performance.

Policy on Plagiarism

Plagiarism

Whenever you use any information, ideas or statistics from any other source in your written work, you must acknowledge these sources. If you do not acknowledge the sources, indirectly you claim that those ideas are yours. This is called plagiarism. Unsourced copying is a form of cheating. It is a serious offence in the academic world.

NSIA Policy on Plagiarism

NSIA has a policy of zero tolerance on plagiarism. It is considered a serious misconduct.

Students are considered to have plagiarised or to be cheating if:

- > A student uses ideas or information from other sources (books, journal articles, websites, newspapers etc.) and does not acknowledge them according to the NSIA standard referencing style
- > A student submits another student's or another person's work as if it is his or her own
- > A student knowingly allows his or her work to be handed in by another student as if it was the other student's work
- > A student uses resources (e.g. phones, calculator or hidden notes) during an assessment which are not permitted for that assessment or for which the tutor/assessor does not give permission
- > A student completes an assessment in a group and hands in the same work as another member of the group without prior approval. Group assessment can be submitted if it is allowed by the tutor/assessor. If a student(s) knowingly permits another student(s) to copy their work, the students involved will fail that assessment.

Plagiarism can be readily detected through software systems or tutors' expert knowledge. When a staff member or a student has clear evidence of cheating, it shall be reported to the Student Services Officer.

A written description will be kept in the student's file after the verbal warning. The student will be marked as N (Not Achieved) for the assessment and reassessed at his/her own cost. A student may not be eligible for work placement arranged by NSIA after being caught cheating.

Referencing

As per NSIA requirements.

Internet:

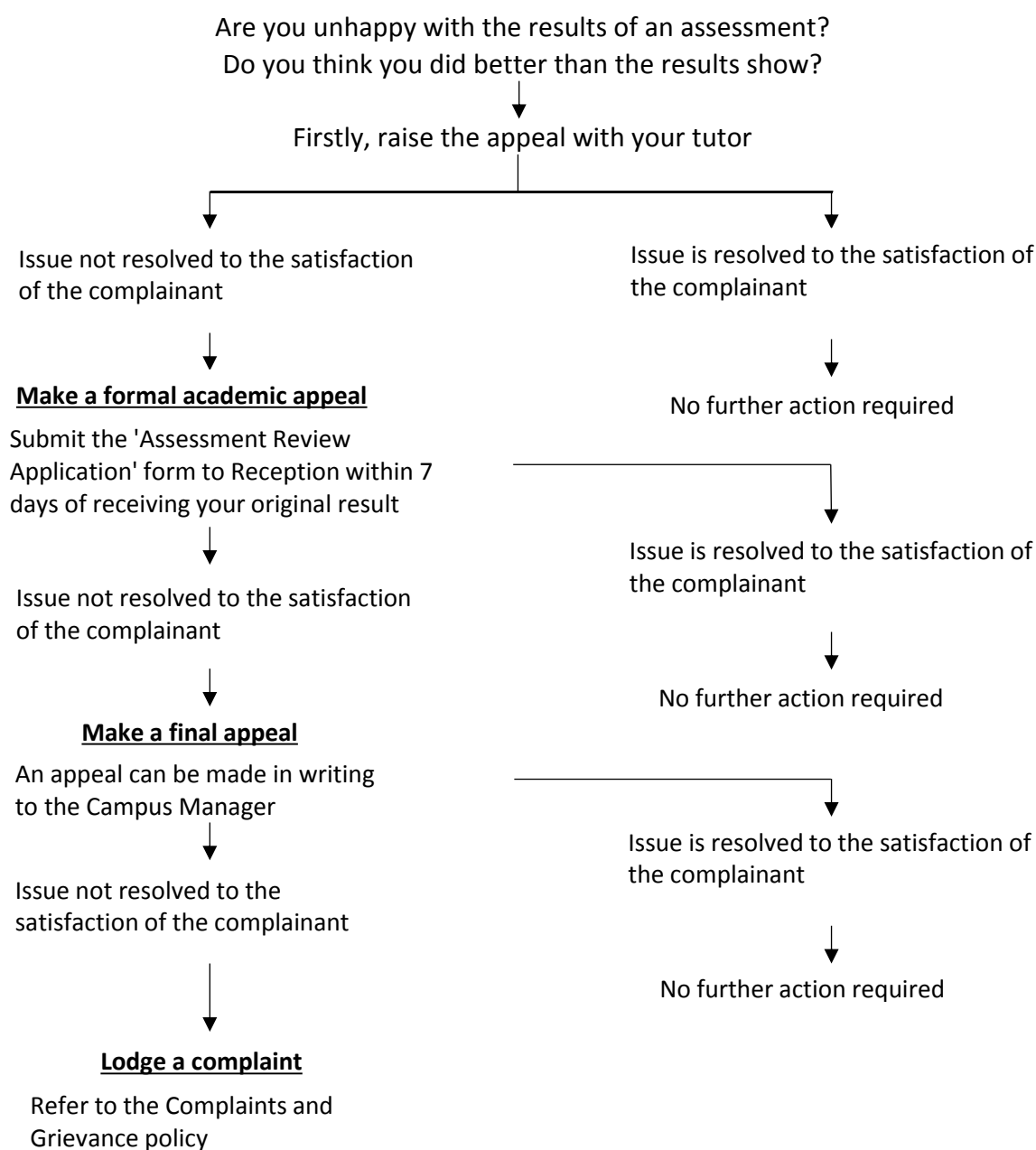
In-text reference (name, year) intellectual property right holder, retrieved (day/month/year) from: website link

- > Other than Google maps, Google is a search engine and cannot be used for text or images
- > At any time Wikipedia, or other forms of open source information, cannot be used for academic purposes.

Book:

In-text (name(s), year) initial. Last name(s) (alphabetic order), (year) name of publication (book title) page number, chapter. City, year, name of publisher.

Academic Appeals Process



complaints, appeals and grievances

International students - How to make a complaint

What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps.

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

If your complaint is not resolved – contact NZQA

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

You can submit your complaint query on the NZQA website, or send an email to quadrisk@nzqa.govt.nz

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

Or – if it is a financial dispute – you can contact FairWay resolution

'FairWay Resolution' is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

'FairWay Resolution' is an independent service with experience in helping people to resolve disputes. You can contact 'FairWay Resolution' on 0800 77 44 22.

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- > The quality of teaching and learning you receive will meet high educational standards
- > The marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- > Education providers' agents give you reliable information and act with integrity and professionalism
- > You will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- > You are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- > Your study environment is safe, and that you have a safe place to live.

About the Education (Pastoral Care of International Students) Code of Practice

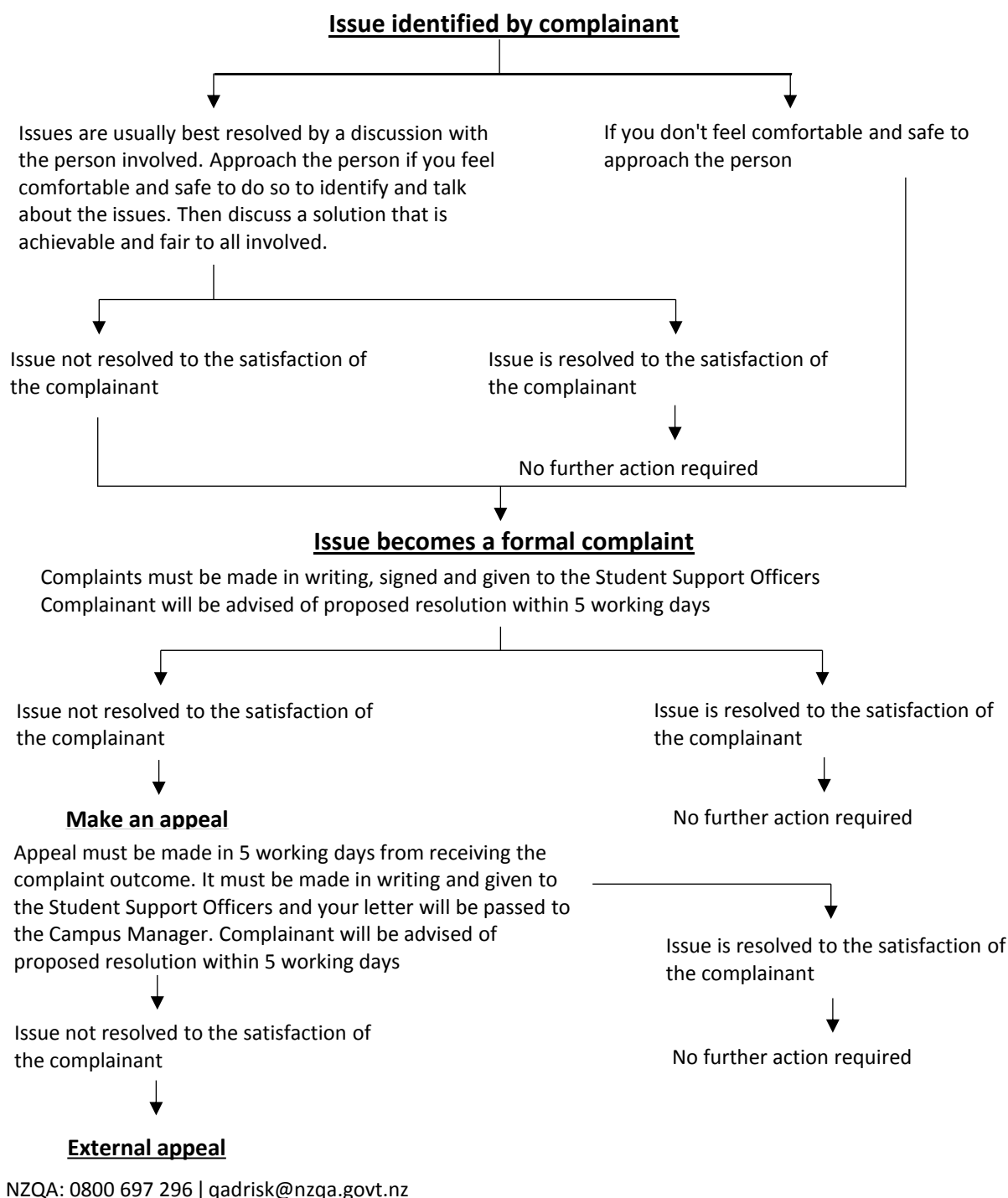
The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

About NZQA

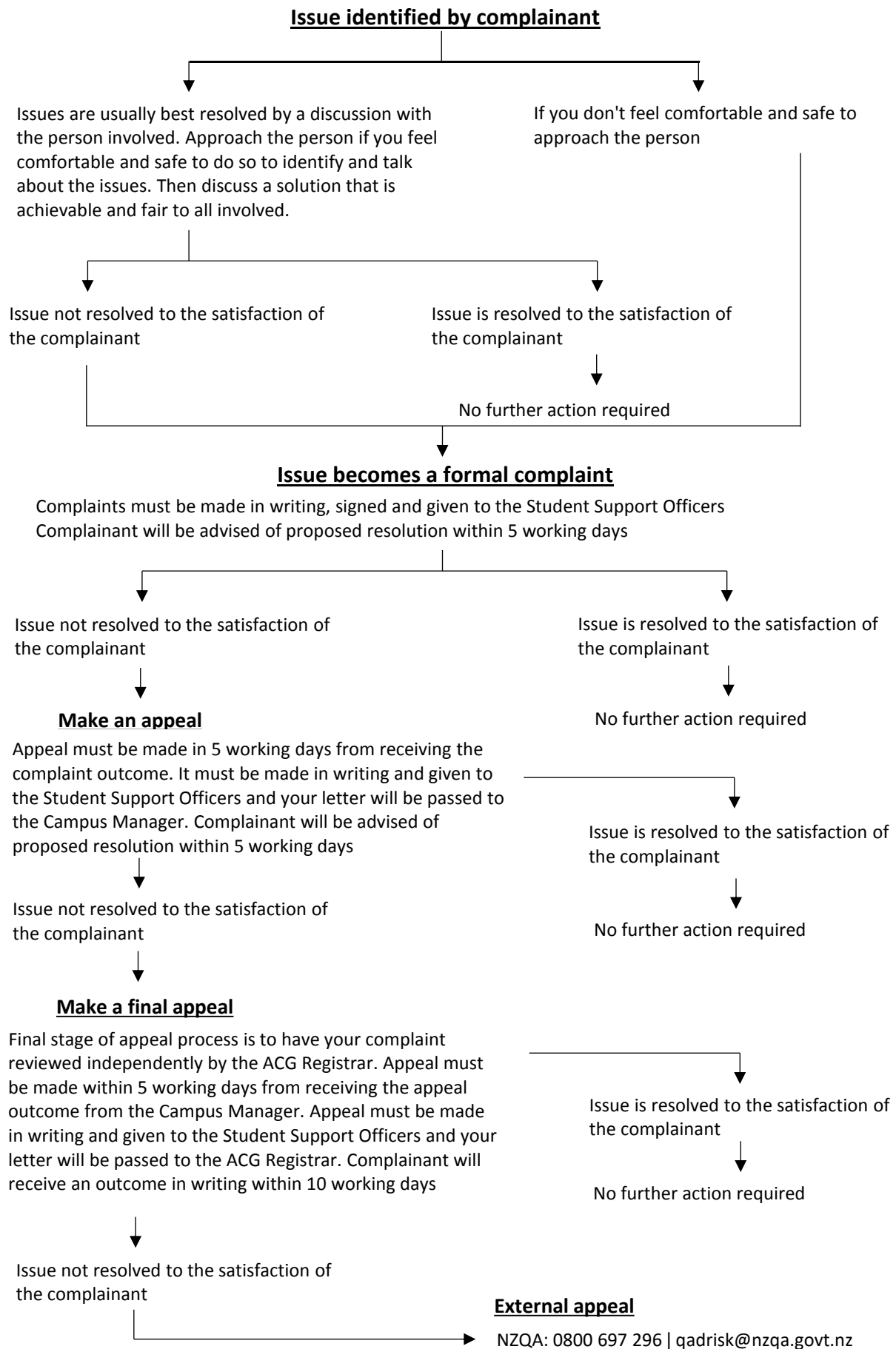
NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.



Complaints Procedures [Domestic]



Complaints Procedures [International]



appendix 1

Education (Pastoral Care of International Students) Code of Practice 2017

Introduction

When you come to New Zealand to study as an international student, education providers have a responsibility to ensure that you are well informed, safe and properly cared for.

To support this, the New Zealand government has developed a Code of Practice for the Pastoral Care of International Students (the Code).

Purpose of Code

The purpose of this code is to support the Government's objectives for international education by:

- a) requiring signatories to take all reasonable steps to protect international students; and
- b) ensuring, so far as is possible, that international students have in New Zealand a positive experience that supports their educational achievement.

Who does the Code apply to?

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers.

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can download a copy of the Code from the NZQA website at <http://www.legislation.govt.nz/regulation/public/2016/0057/latest/DLM6748147.html>

How do I know if an education provider has signed the Code?

NZQA maintains a register of all signatories to the Code. You cannot study at an institution that is not a signatory to the Code. This is available online from <http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/signatories-to-the-code-of-practice/ptes/> If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a visa from the Immigration New Zealand and you will not be able to study at that institution.

What if I have questions about the Code?

The New Zealand Ministry of Education is the Administrator of the Code. If you have any inquiries about the Code, you can email: code.enquiries@nzqa.govt.nz.

What if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact a person who has been identified to you as someone that you can approach about complaints at the Academy.

The Code requires all education providers to have an internal complaints procedure in place that students will need to follow before their complaint can be taken any further. If you have a complaint about NSIA breaching the Education (Pastoral Care of International Students) Code of Practice 2016, you must follow our formal complaint procedure first.

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email qadrisk@nzqa.govt.nz. Or, if it is a financial or contractual dispute, you can contact FairWay Resolution by phone on 0800 77 44 22. More information is available on the FairWay Resolution website: <http://www.fairwayresolution.com/istudent-complaints>.

IEAA will refer the complaint to the Review Panel.



A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for education providers to ensure that:

- > High professional standards are maintained
- > The recruitment of international students is undertaken in an ethical and responsible manner
- > Information supplied to international students is comprehensive, accurate, and up-to-date
- > Students are provided with information prior to entering into any commitments
- > Contractual dealings with international students are conducted in an ethical and responsible manner
- > The particular needs of international students are recognised
- > International students are in safe accommodation
- > All providers have fair and equitable internal procedures for the resolution of international student grievances

Full details of what is covered can be found in the Code itself.

appendix 2

NSIA Online Visa Application

Online Visa applications can only be accepted within 1 month before the course start date. All documents required for the Visa application must be provided at least 7 working days (not including weekends and public holidays) before the current visa expiry date. NSIA may refuse online visa applications if they are received less than 3 working days before the visa expiry date.

Requirements for the online Visa applications are as follows:

- > **Fully Completed** and **signed** Online Visa Application (signature **MUST** be the same as on the passport)
- > **\$195 application fee** for complete application received **at least 7 days prior to expiry, and \$320 application fees for complete application received between 3 to 6 working days prior to the current visa expiry date.**
***No late applications are accepted**
- > **Valid passport** (ensure there are sufficient blank pages in the passport) with a **Valid Visa**. The passport **MUST** be valid for **at least 3 months**. If the visa/interim visa is issued by Immigration New Zealand, the original **MUST** be provided.
- > **Two** passport size photos taken within the last 6 months
- > **Offer of Placement** and **Tuition Fees payment receipt** from NSIA
- > **Medical and Travel Insurance** certificate (insurance must cover the period of the new student visa)
- > Evidence of satisfactory **Attendance and Academic Achievement:**
 - i. Current students need to apply for both attendance and academic reports from Student Services for their application. It takes 3 to 5 working days to process. New students must provide an attendance report from their last school if the current valid visa is a student visa.
- > **Students' Attendance Report** requirements are as follows:
 - i. **95%** or over ----- can be accepted
 - ii. Between **90 – 95 %** ---- can be accepted with a formal explanation letter
 - iii. **Lower** than 90 % --- cannot be accepted for online applications and **MUST** be submitted manually to Immigration New Zealand

> **Students' Progress Report requirements:**

- i. Pass rate at least 75% of unit standards or modules standards of the courses previously enrolled on or
- ii. Making progress to the higher level (for English students only)
- iii. Current students should note that they cannot apply for a new student visa through NSIA online application if it is for reassessment purposes.

Proof of funds requirements. A student can either provide a Bank Statement or Sponsorship Form, which will need to be approved prior to the visa application. Students' payslips CANNOT be accepted as evidence of funds.

Bank Statement requirements are as follows:

- i. Must be **3 (three)** months' worth of transaction statements for all bank accounts. Printouts from the bank **MUST show** student **NAME, ACCOUNT NUMBER, AVAILABLE BALANCE** in New Zealand dollars and the print out **MUST show history of funds**. It must be printed on an official bank form with bank logo and **MUST be stamped** by the bank. ANZ Bank statements is the only exception for allowing internet bank statements.
- ii. Date of the bank statement must be **at least 1 day after** tuition payment and date of receipt issued and **cannot be older than 7 days** before the submission date.
- iii. It must show funds of **\$15,000 per year (\$30,000 per year** if it's a joint account) for courses 36 weeks and longer, **OR \$1,250 per month (\$2,500 per month** if it's a joint account) for courses less than 36 weeks.

An outward air flight ticket (the flight date must be after the course end date) or evidence of extra funds to cover an outward international travel ticket (i.e. approximately **\$1500** in addition to provision for living costs). Evidence can be a bank statement.

The calculation of months is from the date of visa application submission to the course end date/finish date on the receipt.

- iv. For any deposits over \$1000 on the provided bank statement, an explanation and evidence(s) are required. An application might not be accepted because of unacceptable evidence.

The NSIA Online Visa Application Processing Officer reserves the right to make the decision to accept or NOT to accept any application. Students **CANNOT LEAVE** New Zealand while the Visa Application is being processed, otherwise the application will be **DECLINED** or treated as an automatic withdrawal with **NO REFUND**. Contents of this guide are subject to change from time to time to align with the policies and requirements of Immigration New Zealand without any prior notice. However, any queries or questions please feel free to contact the Visa Online Processing Officer.



appendix 3

Policies and Procedures Regarding Insurance Policy for International Students

According to the requirements of the Education (Pastoral Care of International Students) Code of Practice 2016, it is mandatory for every international student to purchase travel and medical insurance. The insurance must include cover from students' travel to and from New Zealand and within and outside New Zealand for the duration of time that the student is enrolled.

As the administrator of the Code, the Academy requires all of its international students to purchase a suitable insurance policy, to present evidence of their insurance policies, and/or to renew it when it is due to expire according to their individual start and finish dates of their studies.

With prior notification and forewarning, failing to present the up-to-date and effective insurance policy as an international student or failing to present it before the required date will be seen as deliberate violation to the NSIA's rules and regulations. NSIA reserves its right to terminate the student's study and report the case to all relevant authorities (e.g. Immigration New Zealand). In this case, the individual student will be responsible for all the consequences that arise.

Following are the detailed policies and procedures:

Newly enrolled international student:

If student wishes for NSIA to arrange the travel and medical insurance on behalf of the student, a minimum 12 months insurance fee is payable before the student travels to New Zealand.

Currently enrolled international students:

Every current international student will receive a reminder notice from NSIA one month prior to the expiry date of his/her insurance policy. Students who fail to provide the renewed insurance policy after the expiry date will be removed from class. Students are responsible for any reassessment cost which may occur.

Should the worst scenario occur, the student is responsible for all potential consequences as the expulsion is directly resulted from his/her own actions and inactions. NSIA will not bear any responsibilities for matters resulted from the student's own irresponsibility.



appendix 4

Computer Lab, IT & Internet Access

Computer Labs

The computer lab and free standing computers are designed to be a useful environment for completing academic or academic related work. They must be handled with care and responsibility to keep maintenance efficient. Because of the high maintenance costs and budgetary restrictions, money needed to repair abused, damaged, or stolen items or equipment may not be available resulting in a loss of resources for the user. Each person has a responsibility to use equipment for appropriate uses only and in a proper manner. By using the computer, each person agrees to abide by the following conditions:

- > Scheduled classes have priority over all other uses
- > Disruption of a class in session is prohibited
- > No food and drinks, smoking, or chewing tobacco or gum are allowed in computer lab.
- > Computer games are not allowed
- > No loud group conversations or music (you must wear headphones)
- > No displaying of obscene or rude images or text
- > Leave all hardware and furniture in its original place
- > Shut down computer before you leave

- > Modification of any hardware or software configurations of the computers is prohibited. This includes modification of the settings and configuration of printers and modification of system software.
- > Software license agreements and copyright laws are strictly enforced in the computer suite. Copying licensed software from the lab workstation hard disks or file servers is a violation of copyright laws and the NSIA's policy.
- > External devices such as Zip drives, Hard Drives, and scanners can only be connected to workstations by the IT support staff.
- > No personal laptops are to be plugged into the NSIA network.

Study groups may utilize computers as long as the conversation and noise level does not disrupt the work environment of other users. The IT support staff have the authority to require individuals to leave computer lab and/or report persons for violating any of the above policies. Disciplinary measures include loss of computer privileges (including disabling one's computer account). A person will be given the opportunity to discuss any referral with a member of IT support staff. A student may also be referred to the Student Services Officer for further disciplinary action. Reinstatement of one's account will be determined by the Student Services Officer.

>

IT

Student Log in FIRST TIME:

Username: 7526XXXXX (where XXXXX is your NSIA Student ID)

Temporary password: Symonds100 (capital S)

*Students must change password as follows:

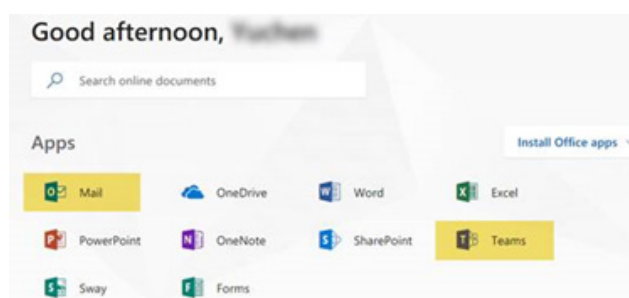
Click: Ctrl Alt Delete, follow prompts to change password

Access to ACG Office 365

Students can access ACG Office 365 by going to:
<http://portal.office.com>.

Username is 7526xxxxx@nsiastudent.ac.nz and their password is the one they use to login to the lab computers.

Students access email in 365, they can also download Office Apps for free on their own device from here and use TEAMS the NSIA student online learning space.



Student Email

All students should be using their new 7526xxxxx@nsiastudent.ac.nz email accounts.

All registered students at NSIA will be informed of any relevant information through NSIA email and/or personal email.

Please check the email on a regular basis (at least twice a week), so that no important or useful information will be missed.

Student access to printer:

Use computer in the lab.

Select work to be printed.

Go to printer and log in using email account
7526xxxxx@nsiastudent.ac.nz

Password: Same as your computer login password.

ACG WiFi – Students

All students must change their password on the lab computer during the first week first block at NSIA BEFORE they connect to WiFi on their phones and other own devices.

Students can access the ACG WIFI as follows:

The way to connect to it is via the student's username and password for their computer lab login

Username will be in the following format:
7526XXXXX

Password: same as your computer login.

*Disclaimer: NSIA is not responsible for any loss of misplaced or stolen items. NSIA is not responsible for any loss or damage to devices, files or data. Computers may crash, so be sure to save your data often. NSIA IT Support Staff bear no responsibility for loss or damage to information if they attempt to remove a virus from your files or fix a damaged device.

Printing and Photocopying

The printing charge is \$0.10/page. The receptionist may assist students with copying documents at \$0.10 cents per page (A4).

NSIA Internet Access Policy

1. NSIA provides internet (wired and wireless) and computer access (email etc) to NSIA students. (Wireless service is available only at the Symonds St Street campus.)
2. NSIA students must follow The New Zealand Copyright (Infringing File Sharing) Amendment Act 2011 which came into force on 1 September 2011, and other legislation. Any losses or damages sustained from the illegal use of NSIA internet, email or computer systems will be recovered from the student.

Unacceptable Usage:

- > Students are not allowed to use the NSIA network to access computer files not belonging to them in order to copy or transfer computer software which constitutes software piracy which will violate copyright laws, to use the network for commercial activity or financial gain, or use the network for any illegal purpose.
- > Gaming is prohibited.
- > Downloading any program, application or plug-in on ANY NSIA-owned computer is prohibited.
- > Illegally downloading of music, videos, games, programs, etc. is prohibited on the NSIA network.
- > Entering any unauthorized electrical or data storage room and tampering with ANY network equipment is prohibited.
- > Entering to any site not related to studies

Policy Violations:

Students who violate the above stated policy will be subject to one or more of the following disciplinary actions:

- > Students may receive a written warning notice about the violation.
 - > The student's network connection may be immediately terminated.
 - > Network access may be suspended until the situation is rectified.
 - > Network access may be suspended for a specified period of time.
 - > Replacement/repair costs for damage to NSIA-owned property will be charged to the offending students' accounts.
 - > Violations may be reported to the Student Services Officers, which may result in further, more serious, penalties. NSIA reserves the right to terminate any in-room, computer and/or wireless connection without notice should it be determined that the said connection infringes on NSIA security or inhibits or interferes with the use of the NSIA's network by others.
3. NSIA students will need to have their own laptops or other wireless devices to connect to the NSIA WiFi. NSIA is NOT able to provide any technical assistance on students' own devices, and will not be responsible for any fault/damage or loss of students' own devices.
 4. NSIA WiFi is for NSIA student usage only, and students are not allowed to pass the log-on information to other people. The Academy's disciplinary action will apply if any student gives out this information.

appendix 5

NSIA Health & Safety Policy and Procedure

Over the last 12 years New Zealand has improved its workplace health and safety in a number of areas:

- > The Workplace Health and Safety Strategy for NZ to 2015 provide a strategic direction for workplace health and safety
- > However, ACC still receives 1000 claims a year (2006/7 figures), from the hospitality industry alone
- > Several hundred New Zealanders die each year from workplace injuries or disease
- > The strategy identifies gains that will be made by improving workplace culture in both the workplace and the wider communities, especially in the areas of safety and health
- > The strategy is not about eliminating every hazard or removing every risk but rather being sensible and focusing on important issues and priorities.

All businesses, employers and employees must work within and towards the guidelines set out in the Health and Safety in Employment Act 1992, administered by The Department of Labour, New Zealand.

NSIA focuses on the fact that the workplace (the Academy), is an important and special place for health and safety because:

- > Staff and students may have limited choices in their learning environment with regard to health and safety and often rely on others to provide the ideal learning environment
- > The Academy environment may have potential risks.

Therefore NSIA's management has therefore made a commitment to provide an ideal hazard and risk elimination programme in the workplace. This programme will be an ongoing commitment which will be continually updated and completely transparent, to ensure that all staff and students feel secure and safe whilst in the Academy workplace.

Everybody in New Zealand has a right to a safe and healthy working environment, however the management cannot work alone towards achieving an ideal situation.

Therefore each staff member and student has an obligation to ensure the health and safety of themselves and others and it is a vital part of the working day.

This can be achieved by everybody taking responsibility to:

- > Read and apply all health and safety documents in the file available at reception
- > Read notice boards and act on all areas of personal concern, especially fire and first aid procedures
- > Report all potential risks or hazards (actual or near misses) to a tutor or the health and safety representatives, as highlighted in the health and safety book. The representative will then take appropriate action, although the immediate action to eliminate the problem should come from the student or staff member first.

Remember, it is often the frontline worker or student, rather than management that can spot potentially dangerous situations or incidents.

Potential risks may also include illness that can easily spread in confined areas such as the academy.

“Hazard” means an activity, arrangement, circumstance, event, occurrence, phenomenon, process, situation, or substance (whether arising or cause within or outside a place of work) that is an actual or potential cause or source of harm. In effect a hazard can be interpreted as anything that can cause harm in terms of human injury or ill health, damage of property, damage to the environment or a combination of all these. When there is a hazard, it is important to “Ensure others are aware of the hazard! Rectify the hazard and ensure others are not affected”.

What you must do when you see a hazard

- > Identify the hazard.
- > Judge its significance (is it with high priority or low priority?).
- > Think of a solution, eliminate, isolate or minimize.
- > Communicate with our staff, make sure the register is complete and a sign is put up.

Health and Safety officer

Symonds St Campus **09 442 3456**

Internal Emergency Contact

021 900 706 or 027 228 5581

External Emergency Contact

111 (for fire, ambulance and police)

Everybody should assist towards making a safer working environment and take an active interest in actions put in place by the health and safety committee, which meets once a month. Classes should discuss issues with the class representative who will have access to health and safety representatives via student, staff and management meetings.

The representative then becomes aware and alert us about emerging problems and discusses possible solutions with the management.



Fire & emergency

Evacuation Point

Symonds St Campus:

outside 110 Symonds St.

If you discover a fire

1. Raise the alarm immediately by operating the alarm, and alert everybody
2. Potentially dangerous processes or machinery should be closed down, if possible to do so safely and with no delay
3. Leave lights on. Leave immediately through the **NEAREST safe exit** route. Move quickly but **DO NOT RUN**
4. Do not use lifts, only the stairs
5. Report the location of the fire to the Building Warden or nearest tutor at the designated evacuation point
6. Report to your designated assembly point. Ensure Fire services are notified via 111 call. This may be done outside the building or using a telephone in the neighbouring premises or, if safe to do so, from within the building (111). Clearly state the premises and the **NATURE OF THE EMERGENCY** (FIRE, BELLS RINGING ETC.)
7. Stay outside the building until the "all-clear" is given.

If you hear the alarm

1. Instruct staff and visitors to leave the building by the nearest safe exit
2. Do not panic
3. Leave the lights on
4. Leave immediately through the nearest safe exit route
5. Use the stairs only
6. Report to your designated assembly point
7. Stay outside the building until the "all-clear" is given.

Only if it is safe to do so should fire fighting be attempted.

Lockdown

if a lockdown is initiated, students are to minimize noise and movement and follow the instructions of staff members.

Earthquake procedure

- > Move no more than a few steps to a safe place; drop, cover your head with hands and bring your knees up to your body
- > Do not attempt to run outside; but if you are already outside, drop, cover and hold
- > If in a lift, stop at nearest floor and take above action
- > If driving, pull over and stay in the vehicle until the shaking stops
- > After the quake, make sure to turn off the gas, water and electricity at the mains if you are in the kitchen
- > Do not re-enter buildings until safe.

Tsunami

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

NSIA Career Service - Connect

appendix 6

NSIA Career Service - Connect

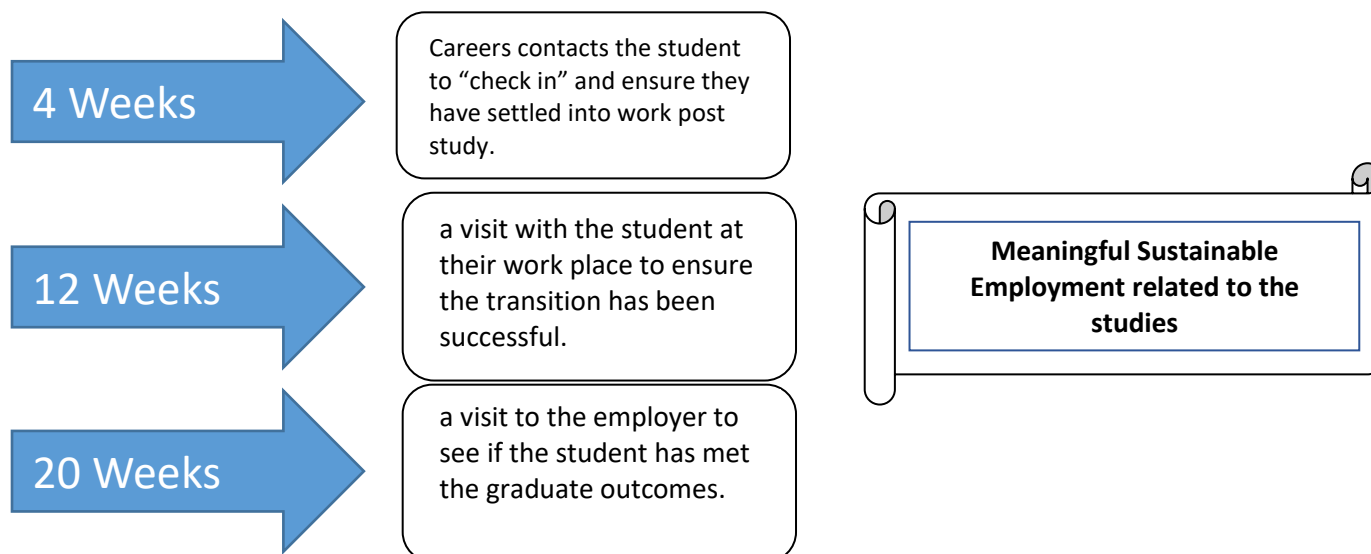
Our objective

We are here to establish links with industry partners of the highest standard, and create opportunities for our students. We also help them with their transition into work in the hospitality industry, while studying and upon completion of their studies.

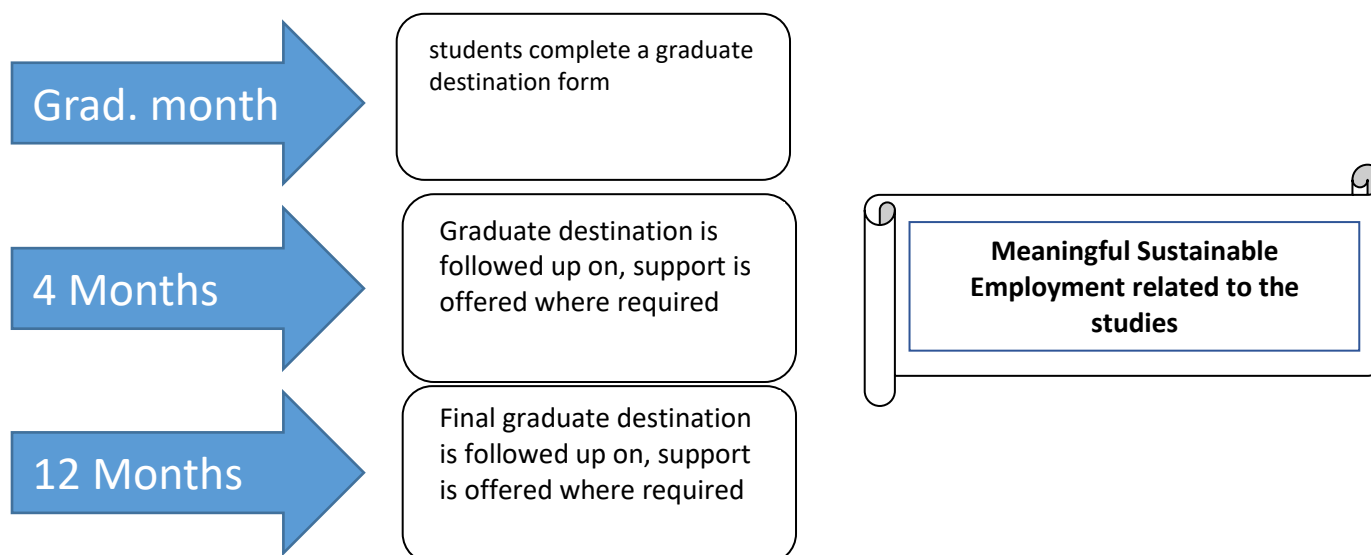


Post Placement Support

The post placement support programme is designed to continue coaching and mentoring support for graduates as they transition to full time employment.



Graduate Destination



NSIA Students may continue to utilise Connect Careers support and advice for one year after graduating an NSIA programme.

Is your employer treating you fairly?

There are minimum rights and entitlements set out in law, which apply to ALL employees, whether it is written in your employment agreement or not.

Your employer must:

Provide you with a contract

Your contract (or employment agreement) is a legally-binding document that outlines all of your working rights and entitlements as an employee of the company. This is to be signed by yourself and your employer, and is to be used as a reference in the case of any issues or problems arising in your workplace. An example of these issues could include being paid the incorrect amount, being unfairly harassed or discriminated against, being let go by your employer without reasonable cause, or your employer requiring you to work more than the hours originally agreed upon. (If you are currently studying on a student visa you are not able to work more than 20 hours per week. Ensure you are given a PART TIME contract – working more than 20 hours per week during the school term is against the law.)

Pay you at least the minimum wage

\$16.50 per hour (before tax is deducted)

Provide you with annual leave

Everyone who is an employee becomes entitled to four weeks' annual holidays after one year of continuous employment. This includes part time, seasonal and casual employees. If you've been working less than a year, then you aren't entitled to annual holidays, but your employer may allow you to take some of your annual holidays in advance.

Compensate you for public holidays if you work, or normally work the day the public holiday falls on

If you work on a public holiday you are entitled to time and a half payment for that day.

If you didn't work but you usually work on that day (3 consecutive weeks) you will still get paid.

Not deduct money from your wages, without your agreement in writing

They are not able to deduct any money from your wages without your knowledge and consent.

Provide a safe workplace for you to work in - not discriminate against you.

This means that an employer can't treat you differently compared to other applicants or employees.

One of the main principles of the law on employment is called "good faith". This means that employers, employees and unions must deal with one another honestly and openly.



Important extras

IRD number

An IRD number is an eight or nine digit number unique to you. It is important as all your tax, entitlement and personal details are linked to this number. This information is given to your employer in the beginning of your employment.

Tax code

Your tax code is how your employer knows how much tax to deduct from your income. Different tax codes apply to different work situations. This information is given to your employer in the beginning of your employment.

Kiwisaver

You can't join Kiwisaver if you're: holding a temporary, visitor, work or student visa. Ask your employer for an Opt Out form to ensure you are not included in these scheme.

You are entitled to be treated fairly and work in a safe and happy workplace. If you ever feel your employer is not meeting the above requirements, it is important to ask for help.

There are many ways you can get help in New Zealand with employment issues:

- > Speak to your NSIA Tutor
- > Speak to a member of the Connect team – Level 4, 100 Symonds Street
- > <http://employment.govt.nz> – Department of Labour (New Zealand at Work)
- > <http://era.govt.nz/> – Employment Relations Authority

All information discussed will be kept anonymous and not shared with a third party unless there is a fear for your safety in the workplace.

**NEW ZEALAND
AT WORK**



**Employment
Relations
Authority**

appendix 7

Our objective

We are here to establish links with industry partners of the highest standard, and create opportunities for our students. We also help them with their transition into work in the hospitality industry, while studying and upon completion of their studies.

Plagiarism and Referencing

What is referencing?

Referencing is a standardised form of acknowledging the sources of information. Referencing should be used to identify the source of every significant item of information or idea used in your assignments or reports that have been created by another author. Referencing is an academic and legal requirement. You need to provide information on all sources of data/ideas to show that you have acknowledged those sources. It is important to ensure the integrity of your work by making a distinction between your own ideas and information or insights that have been developed by others. Importantly, citations also make your writing more persuasive and credible because it allows you to show your marker that you know your subject area. This also ensures your ethical behaviour. **It is wrong**

to use the information or ideas presented by other sources as if they are your own. It is not acceptable.

All information and ideas published or unpublished, no matter what source is used, must be referenced.

There are many acceptable forms of referencing styles in the academic world (e.g. APA referencing, Harvard referencing, Chicago etc.). APA is the standard referencing style at NSIA which is commonly used in social sciences.

APA stands for American Psychological Association. It is their system. The system has been updated at various times so you will need to ensure you are familiar with the most up to date version. **It is very important that you appropriately reference all images, ideas and information you have drawn on from other sources and used in your work.**

Referencing is an academic requirement. It is unethical to pass off the intellectual property of others as your own. Whenever you read, take notes, or photocopy any material that you might use in your assignment, immediately copy the full reference information onto your copy. If you can't reference it, you can't use it.

appendix 8

Fee Protection

The student's fees will be banked in a Trust Account, administrated by NZ Public Trust, 205 Great South Rd, Auckland, PO Box 5149, Auckland, and will be released on a pro rata basis from the Trust Account in accordance with an agreed monthly schedule on the basis of tuition delivered until the completion of the course. Please make the payment to the NSIA Public Trust Account.

Withdrawal and Refund Policies

The Withdrawal and Refund Policies and Procedures below are in line with the NZQA Fee indemnification policy to protect students' interest in the event of withdrawal, insolvency, closure of the school, and cancellation of a course by the school before or during the course, de-registration or withdrawal/part withdrawal of accreditation of the school.

WITHDRAWAL & REFUND POLICIES - INTERNATIONAL STUDENTS

Courses 3 months / 13 weeks or more	Courses 5 weeks or more but less than 3 months	Courses 3 days or more and less than 5 weeks
If a student withdraws up until the end of the tenth day the student will receive a full refund less a deduction for costs incurred of up to 25% of fees paid.	If a student withdraws up until the end of the fifth day the student will receive a full refund less a deduction for costs incurred of up to 25% of fees paid.	If a student withdraws up until the end of the second day the student will receive a refund of at least 50% of fees paid.
If a student withdraws after the end of the tenth day there will be no refund of fees.	If a student withdraws after the end of the fifth day there will be no refund of fees.	If a student withdraws after the end of the second day there will be no refund of fees.
If an enrolment is terminated as a result of disciplinary action there will be no refund of fees.	If an enrolment is terminated as a result of disciplinary action there will be no refund of fees.	If an enrolment is terminated as a result of disciplinary action there will be no refund of fees.
In the unlikely event that a course has to be cancelled after commencement the portion of fees that are unused will be refunded.	In the unlikely event that a course has to be cancelled after commencement the portion of fees that are unused will be refunded.	In the unlikely event that a course has to be cancelled after commencement the portion of fees that are unused will be refunded.

Continued over page

WITHDRAWAL & REFUND POLICIES - INTERNATIONAL STUDENTS (CONT.)

Any fees refunded will be paid to the trustee of a student's new education provider if the student agrees, otherwise directly to the student or any other party nominated by the student. "Student" means parent or legal guardian if a student is under 18 years of age.	Any fees refunded will be paid to the trustee of a student's new education provider if the student agrees, otherwise directly to the student or any other party nominated by the student. "Student" means parent or legal guardian if a student is under 18 years of age.	Any fees refunded will be paid to the trustee of a student's new education provider if the student agrees, otherwise directly to the student or any other party nominated by the student. "Student" means parent or legal guardian if a student is under 18 years of age.
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Fees paid will be refunded in full should the course fail to start for any reason or should a student's visa application be declined. Please note: For the purposes of the withdrawal period, your first day is the first day you are required to attend your course. This may differ from the advertised course start date.

WITHDRAWAL & REFUND POLICIES - DOMESTIC STUDENTS

Courses 3 months / 13 weeks or more	Courses 5 weeks or more but less than 3 months	Courses 3 days or more and less than 5 weeks
If a student withdraws up until the end of the eighth day, the student will receive a full refund of fees less administration costs of 10% or \$500 whichever is the lesser	If a student withdraws within the first 10% of the course, the student will receive a full refund less a deduction for costs incurred of up to 25% of fees paid	If a student withdraws within the first 10% of the course, the student will receive a refund of at least 50% of fees paid
If a student withdraws after the end of the eighth working day there will be no refund of fees	If a student withdraws after the first 10% of the course, there will be no refund of fees	If a student withdraws after the first 10% of the course, there will be no refund of fees
If an enrolment is terminated as a result of disciplinary action, there will be no refund of fees	If an enrolment is terminated as a result of disciplinary action, there will be no refund of fees	If an enrolment is terminated as a result of disciplinary action, there will be no refund of fees
In the unlikely event that a course has to be cancelled after commencement, the portion of fees that are unused will be refunded	In the unlikely event that a course has to be cancelled after commencement, the portion of fees that are unused will be refunded	In the unlikely event that a course has to be cancelled after commencement, the portion of fees that are unused will be refunded
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Please note: For the purposes of the withdrawal period, your first day is the first day you are required to attend your course. This may differ from the advertised course start date.

appendix 9

Tenancy rights

What Tenancy Services does

Tenancy Services provides information and education services to help you avoid problems and to resolve disputes if they do arise. They also provide a mediation service and access to the Tenancy Tribunal.

Tenancy Services administer the Residential Tenancies Act. They receive and hold rental bonds until the end of the tenancy. <http://www.tenancy.govt.nz>

Difference between Tenant and Flatmate

A tenant:

- > Does not live with the landlord
- > Covered by the Residential Tenancies Act
- > Responsible/liable for the tenancy
- > Disputes resolved via Tenancy Tribunal
- > Get advice from Tenancy Services.

A flatmate:

- > Lives with the landlord
- > Not covered by the Residential Tenancies Act
- > Not responsible/liable for the tenancy
- > Disputes resolved via Disputes Tribunal
- > Get advice from Community Law or CAB.

Resolving disputes

One of the most important ways of avoiding problems is by keeping in contact and sorting out any problems as soon as they happen.

If you can't sort out the problem you have a few options to help resolve the issue:

- > 14 day notices
- > Mediation
- > Tenancy Tribunal
- > Adjudication

<https://tenancy.govt.nz/disputes/>



appendix 10

Support and Guidance Directory

Emergency

Police/Fire Service/ Ambulance 111

Alcohol & Drug Problems

Al-Anon Family Groups (All Hours) - (09) 379 4871

Alcoholics Anonymous 24 Hour 0800 229 6757

Alcohol Drug Helpline - 0800 787 797

Community Alcohol and Drug Service - 0800 787 792

Narcotics Anonymous - 0800 628 632

Quitline (smoking) - 0800 778 778

Banks

ANZ - 0800 269 296

ASB - 0800 803 804

BNZ - 0800 800 468

Westpac - 0800 400 600

Kiwibank - (09) 336 1133

Counselling, Health and Information

AIDS Foundation - (09) 303 3124

AIDS Hotline 0800 80 2437

Anger Management Programme - (09) 835 0509

Anglican Trust for Women & Children - (09) 276 3729

Auckland City Mission - (09) 379 2395

Auckland Ethnic Council Inc - (09) 362 7968

Auckland Sexual Abuse Health - (09) 623 1700

Bethany Centre - (09) 376 1324

Budget Commission On Human Rights - (09) 373 3897

Cancer Information Service - 0800 800 426

Chinese Lifeline - 0800 888 880

Chinese New Settlers Services Trust - (09) 262 3868

Cornerstone Christian Helpline - (09) 307 1580

Diabetes Centre South Auckland - (09) 278 6364

Doctors/Hospitals Refer to the phone book

Eating Disorders - (04) 461 6528

Family Planning Association - 0800 372 546

Family Support Services - (09) 360 0229

Gambling Youthline - 0800 654 659

Healthline - 0800 611 116

Lifeline - 0800 111 777

Maori & Pacific Women's Health Collective - (09) 378 8813

Manukau Youth Resources Services - (09) 263 7340

Rape Crisis - (09) 366 7213

Parent Help/Barnado's (Child Abuse Prevention) - 0800 472 7368

Plunket Line 24 Hour - 0800 933 922

Prisoners Aid & Rehabilitation Society - (09) 630 0862

Rainbow Youth Trust - (09) 376 4155

Rape and Sexual Abuse Healing Centre (Hamilton) - (07) 839 4433

Relationship Services - (09) 525 1051

Safetynet (Domestic Violence) 24 Hr Crisis Line - (09) 303 3939

Salvation Army (Northern) - (09) 379 4150

SannoaAtia'e I MageleInc Society - (09) 256 0900

Schizophrenia Fellowship Auckland Inc - (09) 378 9134

Sexual Health Service - (09) 307 2885

Shakti Asian Woman's Safe House (24 hours) - 0800 742 584

Stroke Foundation AKLD Ltd - (09) 441 8959

Tenancy Services - 0800 836 262

Toughlove Auckland Inc - (09) 624 4362

Victim Support - 0800 842 846

Waitakere Sexual Abuse Counselling - (09) 837 2491

Wharekaha Home Builders Family Support - (09) 298 1761

Women's Refuge 24 Hour Crisis Service (Auckland) - (09) 378 1893

Women's Refuge 24 Hour Crisis Service (Hamilton) - (07) 855 1569

Youthline Crisis Phone Counselling - 0800 376 633

Youthlink Family Trust - (09) 236 8660

General

Auckland Visitors Centre - (09) 979 2333

Automobile Association - 0800 500 222

Maxx - Bus Information - (09) 366 6400

Citizens Advice Bureau (CAB) - 0800 367 222

CAB international Student Service - (09) 309 3479

CAB Mandarin Line - (09) 634 2840

Doctor - (09) 373 4055

Youthtown - (09) 379 5430

Youth Help Line - 0800 376 633

Community Law Centre (Auckland) - (09) 378 6085

Community Law Centre (Hamilton) - (07) 839 0770

Maternity Care - 0800 686 223

Government Agencies



Birth, Deaths & Marriages - 0800 225 252

Employment Relations Infoline - 0800 800 863

Human Rights Commission - 0800 496 877

Inland Revenue - 0800 227 774

Legal Aid - (09) 306 3315

Land Transport and Safety Authority (LTSA)

LTSA General Road Safety - 0800 699 000

LTSA Driver Licensing - 0800 822 422

LTSA Road User Charges - 0800 655 644

LISA Motor Vehicle Registration - 0800 108 809

NZ Immigration - (09) 914 4100

OSH - (09) 277 7415

Police - (09) 379 4500

Post Office - (09) 302 1059

PSIS - 0800 807 747

StudyLink - 0800 889 900

Workbridge - (09) 302 2836

Poisons & Hazardous Chemicals

National Information Centre

Urgent Information - (03) 474 7000

Non-urgent & General Information Weekdays 9am-5pm - (03) 479 1200

Rescue Services

Civil Defence - 0800 222 200

Search & Rescue - 111

Services for People with Disabilities

Auckland Deaf Society Inc - (09) 630 6980

Disability Resource Centre - (09) 625 8069

Services for the Aged

Age Concern Auckland - (09) 623 0184

North Shore - (09) 489 4975

KAAP-60 Plus (PacificIsland Homecare Service) - (09) 274 9153

Te Maori

Hoani Waititi Marae - (09) 818 2323

Nga Puawai O Wikitoria Kohanga Papakura - (09) 296 2143

Ngati Whatua O Oraker Maori Trust Board - (09) 521 2884

RangimarieKohanga Reo Takanini - (09) 296 1237

Samuels RJ Rev Ratana Minister Wellsford - (09) 423 8352

Te Unga Wake Marae Epsom - (09) 520 0861

Te Kura O Hoani Waititi Marae - (09) 818 2317

Trauma & Counselling

Assistance

Auckland Central Victim Support Group - (09) 302 6653

Auckland HELP Foundation (Sexual Assault Victims)
24 Hours - (09) 623 1700

Women's Refuge - (09) 378 1893

Family Planning Association - (09) 379 0657

FioPoChing (Family Support Services) - (09) 360 0229

Gayline/Lesbianline - (09) 302 0590

KART Trust - (09) 274 6918

Lifeline 24 Hour Counselling - (09) 522 2999

Mid North Budgeting Services Trust - (09) 401 2216

Miscarriage Support Group - (09) 378 4060

NZ Cot Death Association - (09) 828 7576

Orakei Marae Social Services - (09) 521 0123

Pacific Island Refugee Centre - (09) 634 4662



Electricity Service Providers

Mercury Energy - 0800 101 810

Contact Energy - 0800 692 668

Water / Sewage

Emergencies 24 Hour - (09) 634 7840

declaration*

1. I have received my the NSIA Student Handbook and will read it thoroughly. I will contact the Student Services Team if I have any questions.
2. I have been informed that all international students must have appropriate and current medical and travel insurance. A copy of my valid insurance must be submitted to NSIA once I start my programme. I understand that NSIA reserves the right to suspend my study without refund if I cannot comply with the above policy. Any redo or resit arising from this are my responsibility.
3. I have been informed that all international students must hold a valid visa/permit while studying in New Zealand. A copy of my NSIA student visa must be submitted to NSIA to attend my classes. I understand that it is my responsibility to make sure that I have a valid visa while studying at NSIA. I must inform NSIA within 3 working days of getting my new student visa. Otherwise, I will take full responsibility for all potential consequences (e.g. pay for the missed courses, no attendance, delayed graduation, conflict between work and life, etc.).
4. I understand that I must notify NSIA of any change in my immigration status.
5. I understand that NSIA reserves the right to suspend my studies without refund if I cannot comply with the above policy or if falsified documentation is discovered.
6. I hereby give permission to the staff of NSIA to contact my emergency contact and/or parents in case of illness, accident, emergency, welfare concerns, administrative needs, and any other unforeseen circumstance.
7. I have read the enrolment conditions and agree with all of its provisions.
8. NSIA reserves the right, at any time in our sole discretion, to: modify, suspend or discontinue any policies, processes, procedures or programmes offered, with or without notice. NSIA shall not be liable to you or to any third party for any modification, suspension or discontinuance of any policies, processes, procedures or programmes offered.
9. I will follow the conditions stated on my visa label at all time.

Student Name:

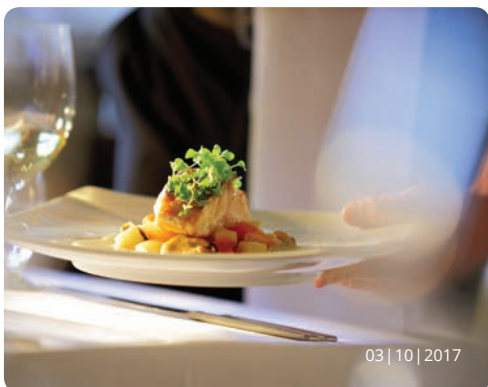
Signed:


Date:


*Please note, you are required to sign this declaration form on orientation as acknowledgement that you have read and understand the information contained in the Student Handbook.

Notes


This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.




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 apply@nsia.co.nz

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