



**AVONMORE**  
Tertiary Institute | NEW ZEALAND

# **Student Handbook**

## **Information for Domestic & International Students**

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# **WELCOME AND INTRODUCTION**

## **Kia Ora**

Welcome to Avonmore Tertiary Institute.

To help you gain the best results from your training we have put together this student handbook. The guidelines will assist you to enjoy your training and find it a positive experience.

At Avonmore we are passionate about providing a challenging, fun, friendly and supportive environment. Our tutors are totally dedicated to helping you achieve your career goals.

A qualification from Avonmore Tertiary Institute is highly regarded in each of the industries for which we offer training so you have taken the first step in securing a successful future for yourself.

As well as your tutors, the administration staff are here to assist you with any queries you may have. We look forward to working with you.

## **Kia Kaha**

Management and Staff of Avonmore

## **Mission Statement**

We are dedicated to deliver personalised quality education, ensuring our students achieve nationally recognised qualifications in pursuit of their chosen career.

## **Conflict of Interest**

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

The shareholders of Avonmore Tertiary Academy Ltd have loaned funds to Avonmore. These funds will not be required to be repaid in a way that will detrimentally affect Avonmore or its students.

Robert Marks, Judith Marks and Dougal Marks as Directors & Operators of Avonmore Takapuna site & Avonmore Manukau site, also own other Private Training Establishments; specifically New Zealand Institute of Education and MSL Training Limited in Auckland, New Zealand.

There are no other conflicts of interest.

## **AIMS AND OBJECTIVES**

- To provide quality training of students for their chosen industry.
- To liaise with industry to meet their industry training requirements.
- To provide students with the skills, knowledge and attitudes required by their chosen industry to enhance employment prospects.
- To provide the opportunity for students to gain credits towards nationally recognised qualifications.
- To provide students with honest assessments of their abilities, as they relate to workplace requirements.
- To provide employers with honest reports on student's ability levels and attitudes as they relate to the workplace.
- To provide a pool of students capable of fitting in with employers at peak times, to help enhance students' work place skills and confidence plus provide employment introductions and employment opportunities.

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

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

### **Quality in Your Education**

Quality relates to the end product, and the process by which that end product is achieved. We aim for the highest quality standards.

Feedback from our client groups is essential for us to maintain and improve quality.

### **Our Philosophy**

Quality management at AVONMORE demands we meet the requirements and objectives of our four client groups:

- The Student
- The Industry
- New Zealand Qualification Authority
- Tertiary Education Commission

This is a constant challenge.

Communication is the key to success. AVONMORE offers a student friendly environment. Please feel free to raise any issues of concern to you with your tutors or administration.

## USE OF INFORMATION AND PRIVACY STATEMENT

Avonmore Tertiary Institute collects and stores information from this form to:

- Manage the business of Avonmore Tertiary Institute (including internal reporting, administrative processes and selection of scholarship and prize winners).
- Comply with the requirements of the Education Act 1989 and other legislation relating to maintenance of official records and accountability for public funding.
- Supply information to government agencies and other organisations as set out below.

Avonmore Tertiary Institute may add your personal details (name, date of birth, gender and residency) to the National Student Index, which is managed by the Ministry of Education.

Supply of information to government agencies and other organisations

Avonmore Tertiary Institute supplies data collected on your enrolment to government agencies, including:

- The Ministry of Education
- The New Zealand Qualifications Authority
- The Tertiary Education Commission
- The Ministry of Social Development (StudyLink): 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.

Those agencies use the data supplied by tertiary education organisations to:

- Administer the tertiary education system, including allocating funding
- Develop policy advice for government
- 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 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 by law, Avonmore Tertiary Institute releases information to government agencies such as the New Zealand Police, Department of Justice, Ministry of Social Development, and the Accident Compensation Corporation (ACC).

Information collected on this form may be supplied to other educational organisations for the purpose of verifying academic records.

In signing this enrolment form you authorise such disclosure on the understanding that Avonmore Tertiary Institute 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. To do so, contact the Enrolments Officer.

## EMERGENCY CLOSURE

### **Emergency procedures:**

In the event of an earthquake, flood, snow storm or other events that may make travel unsafe please check the Avonmore web site [www.avonmore.ac.nz](http://www.avonmore.ac.nz) and / or the facebook page <http://www.facebook.com/avonmorenz> to see if classes are running or not. This information will be posted by 7:15 am

We are aware that some students live in remote areas and therefore may have limited access to the internet, email or cell phone coverage. It is the responsibility of students who are likely to be in this situation to ensure that they obtain a suitable contact number (eg landline) of someone they can contact for updates etc.

## **COURSE FEES & HOURS**

Course fees must be paid prior to course commencement or alternative arrangements in place to pay. More details regarding course fees and the payment of course fees are in the “Information for Domestic Students” section and the “Information for International Students” section.

Failure to pay all fees on time without explanation and agreement will result in interest being charged. Avonmore Tertiary Institute reserves the right to charge compound interest for every day the account remains outstanding after the due date at a minimum of 1.5% per month until settled.

### **Note:**

- No reports or certificates will be issued or qualifications registered until all outstanding fees have been paid in full.
- Students are not permitted to take home any course related items, i.e. books, manuals, tools, kit, until they have paid their fees and/or course related costs.

## **Fees Protection**

All fees for courses over \$500, paid to AVONMORE prior to course commencement are placed into the Public Trust account, when 20% of the course fee is paid to AVONMORE. The balance of the course fee will be paid to AVONMORE fortnightly over the duration of the course. This arrangement has been accepted by the New Zealand Qualifications Authority as meeting the requirements of the Education Act 1989 and the Student Fee Protection Rules 2013.

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

In the unlikely event of insolvency, regulatory or voluntary closure, student fee protection is assured to all AVONMORE students paying fees of over \$500.00 and meets the requirements of NZQA. Students can view further information or access refunds of fees by contacting The Public Trust by calling 0800 494 733 or visiting [www.feeprotect.co.nz](http://www.feeprotect.co.nz).

### **Note:**

Notices will be posted on the NZQA website ([www.nzqa.govt.nz](http://www.nzqa.govt.nz)) regarding any meetings for students affected in the unlikely event of Avonmore’s closure.

## **Consumer Protection Mechanisms**

Prior to Avonmore Tertiary Institute being eligible to receive subsidies for domestic student tuition each year; our Accountants and Auditors and the Tertiary Education Commission’s Accountants rigorously check our financial status to ensure you, the student, are not enrolling in an organisation that is financially unstable, and the Ministry of Education is not funding an organisation that is likely to go into liquidation or receivership.

Your student fees are protected upon enrolment and payment of your course fees. In the unlikely event of AVONMORE being forced into receivership or liquidation your tuition fees would be protected under the Student Fee Protection Trust Account. This will reimburse to you, the unused portion of tuition fees. You would therefore not be a creditor to AVONMORE.

Your training at AVONMORE is most likely unit standard based. This means that many small qualifications are passed throughout the course. As each of these is passed, it is recognition of those

assessed skills and knowledge, which is recognised throughout New Zealand. Once passed these qualifications must be registered with New Zealand Qualifications Authority. If, in the worst-case scenario, you could not complete your course, you will have various units that will be directly transferable and recognised by other New Zealand institutions.

## **Bad Debts**

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

## **Course Hours**

Course hours can be changed at the discretion of Avonmore giving students reasonable notice.

## **END OF COURSE PROCEDURE**

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

- All students will sign off on the unit standards and/or modules that they have achieved. This will be done with the Primary Tutor. *(AVONMORE retains records of assessments for 3 years only therefore, after that period, verification of achievement will not be possible.) A transcript of students results will be available.*

NB: Students who are withdrawn before the end of the course must also sign off on unit/modules achieved.

- All students will be invited to write a testimonial. This may be used in AVONMORE's promotional material.
- Approximately 3 students from each class will be asked to take part in AVONMORE's exit interview.

Please Note: AVONMORE must contact students up to the end of the next calendar year after course conclusion for the purpose of gathering statistical information regarding continuing education or employment to meet its contractual obligations.

# CODE OF CONDUCT

1. The course is run as if in the workplace and students will treat it as such
  - a) All tutors and administration staff will be treated as if they were the student's employers
  - b) Standard of dress must meet workplace/industry standards; students will be sent home to change if their clothing is ripped, dirty or too casual for the workplace.

For example, the following items are not acceptable:

- T-shirts with offensive writing or logos on them
- Hats, hoodies or sunglasses on while inside
- Revealing or provocative clothing
- Jandals, sport shoes or bare feet
- Sports shorts or bike pants
- Bush shirts
- Trackpants

2. Students will behave in a manner that will not bring the good name of Avonmore Tertiary Institute into disrepute, during the hours of tuition of their course.
3. Students must notify the administration team immediately of any change in contact details.
4. Students will put in a full effort into their course whether it seems immediately relevant to them or not.
5. All absence must be explained by a phone call or message at least 30 minutes prior to your course start time. Attendance of 90% is required to achieve full certification unless a medical certificate supports absenteeism.
6. It is the student's responsibility to catch up on any work missed due to any absence from course. Avonmore is only responsible for supplying any notes missed.
7. Lockers are provided and must be used for student security. It may be the responsibility of the student to supply a lock. (Only applicable for full time courses) Avonmore Tertiary Institute is not responsible or liable for the loss of any student's belongings.
8. Please contact reception if you wish them to hold your valuables.
9. Jackets and bags will not be left around the classroom.
10. No smoking inside the building. Smoking is not permitted outside the front or rear entrances or adjacent buildings. Designated student smoking areas will be identified for your site.
11. Students have access to the student common room and classroom of the course they are attending only.
12. Telephone messages for students **will not be taken** unless it is an emergency or employment related.
13. Security cameras are installed in main entry areas, cash handling areas, toilet corridors and the student common room. Review of recordings is only by Senior Management approval.

14. Whenever possible, medical and dental appointments are to be made out of course hours.
15. The Department Manager and Tutors are **not** available for problems or queries 10 minutes before the start of a session.
16. During breaks when in the building, the student common room may be used for meals. No food to be taken into any lecture rooms. (Sports drink bottles are acceptable with your tutor's permission)
17. All litter must be cleared away after meals. No litter to be dropped outside. After morning, afternoon and lunch breaks students will be responsible for clearing away any litter that may have occurred, i.e. general litter in bins provided.
18. Hot drinks are available at break periods and must not be taken into the classrooms.
19. The following 9 points will be enforced:
  - No violence or threats of violence
  - No drugs
  - No alcohol
  - No bad language
  - No wilful vandalism
  - No chewing gum
  - No eating during class time
  - No cell phones during class time
  - No personal electronic music devices during class time (*i.e. radios, walkmans, Discmans, MP3 players*)
20. All use of computers and the internet must be connected to your studies. If you wish to download appropriate material, you must gain permission from your tutor. Students must not download material that is offensive, racist, pornographic or illegal. Refer to the Avonmore Internet Usage Policy on page 8.
21. Students will be expected to complete the work experience component of the course they are enrolled in.
22. The AVONMORE Certificate/Diploma is dependent on academic outcomes and attendance.
  - The student must successfully complete the specified course as defined at enrolment.
  - Attendance of 90% of training sessions is required unless a medical certificate supports absenteeism above this level, to achieve full certification. Absenteeism does not excuse late or incomplete assessments; these must be completed (see policy on late assessments and time extensions).
23. No reports or certificates will be issued or qualifications will be registered until all outstanding fees have been paid in full.
24. Honesty is expected of all students – any student stealing anything whatsoever will be immediately expelled.

## COMPUTER USE POLICY

Avonmore computer facilities and infrastructure (including phone systems, Internet and Wi-Fi access) are provided to students solely for Avonmore course activities. Use of facilities and infrastructure beyond these activities (such as mobile devices) are at the sole discretion of Avonmore.

1. All aspects of the Avonmore computer facilities are monitored. No student should expect a right of privacy when saving information on the computer system or accessing the internet.
2. File Storage is supplied for students for their day-to-day workplace and course activities. Storage of personal data (including applications) is prohibited. Backups are captured of the following data:
  - Student “Documents” and “Desktop” data is saved on a central file server to allow users to access this data from any computer facility.
  - Student systems: backup of this data is the student’s responsibility.
3. Internet access is provided for all students where course activities are identified as requiring this resource. Students should be aware that all Internet use (including Wireless access) is logged and monitored. These logs are used to identify misuse and misconduct by the IT Manager and Directors and include only destinations and size of data but not content.
  - Some student access to “distraction sites” (such as social media sites) and sites which have been deemed as “not related to learning and achievement” (such as blog sites) may be blocked during teaching hours or permanently at the discretion of the Senior Management Team and Department Manager.
4. Email accounts are provided to all students where course activities are identified as requiring this resource. Student (“MyAvonmore”) accounts have incoming and outgoing email monitored.
5. Printing is provided to all students where course activities are identified as requiring this resource. Each student has an allocation for their course, once this is used extra printing can be purchased at reception.
6. The display or distribution of content that may be considered as “offensive to other students” is strictly prohibited.
7. Software download/installation is strictly prohibited on the Avonmore computer network. This includes entertainment/games, streaming music/videos and software with the following exceptions:
  - Any computing related course where students must demonstrate the installation or configuration of a computer or other device. This is to be done within the licensing parameters of the software only at the tutor’s direction.
  - Any computing related course where the tutor has identified the purpose and origin of the software which is not to be in breach of the intended license of the software manufacturer.
  - Any computing related course where software must be installed to meet the course objectives (such as Microsoft Visio) where the tutor has identified the purpose and origin of the software which is not to be in breach of the intended license of the software manufacturer.
8. Cameras and monitoring equipment is installed and running at all Avonmore Christchurch sites. The purpose of this equipment is to safeguard staff and students, to monitor all money-taking areas and to dissuade vandalism. Footage from these cameras can only be accessed by

direction of the Senior Management Team where an event requires investigation or periodic testing by the IT Manager.

9. In addition to the above, the following conduct may be considered a breach of this policy:
  - A breach of security or privacy (examples include intentionally circumventing in-place security mechanisms, causing intentional damage to software with malicious tools, using another persons' logon, giving your password to another user).
  - A breach of current legislation (including but not limited to the privacy act, file-sharing infringement act, copyright infringing file sharing and the crimes act).
  - Misuse of equipment (examples include bringing Avonmore into disrepute by using computer equipment to intentionally cause a disruption or outage to another business).
10. Avonmore supports the use of social media as a supplement to classroom activities and foster a positive learning environment when deemed appropriate by the tutor. Overall common sense should be used to govern activities on social media sites with the following in mind:
  - The use of social media on site will be conducted in accordance with the Department Manager's guidelines for your department.
  - Any content that is considered as inaccurate or misleading should be brought to the attention of your Tutor, Department Manager or Senior Management Team. Avonmore has the right to reply, or remove at its discretion.
11. Your user account and services will be granted at commencement of commencement of enrolment. You are solely responsible for all conduct that occurs using this account in accordance with the following.
  - All access logging that identifies your logon account, you are solely responsible for.
  - You should ensure the security of your user account by changing the password at first logon to the system.
  - Never share your password with another staff member or student for any reason whatsoever.
  - On the rare occasion that a password is changed by a staff member or IT representative for the purposes of support, the person concerned will be given information on the time/date, reason and replacement password. This will be done in writing.
12. The IT infrastructure (WiFi, email, Internet access, Office 365 and any other service) is provided for the student for use while enrolled at Avonmore. The continued use of these products beyond the enrolment period is not guaranteed, unless otherwise stipulated. Use of these systems, regardless of whether the device being used for access is owned by Avonmore or not, falls within this policy while enrolled. Software and service license agreements take precedence over this policy.
13. A breach to this policy will be determined by the Senior Management Team based on evidence from the IT Team. This may result in the following penalties (where they have not already been outlined above) depending on the severity of the offence:
  - A warning from the IT Manager/Department Manager for minor offences;
  - The suspension of internet access;
  - The suspension of computer network and infrastructure access;
  - The suspension of the student enrolment;
  - Dismissal.

If a breach is deemed to have occurred, appropriate penalties from warnings, access limitations to the computer network to dismissal as deemed appropriate.

# HARASSMENT POLICY

## Definition:

Harassment may be of a physical, verbal, sexual or mental nature, and if staff, student or visitor is offended by the action then it can be deemed to be harassment.

## Policy

Any harassment or possible harassment is to be reported to The Director. An initial investigation will be carried out by the Director or a nominee of the Director, who will fully document the discussion. The nature of the harassment will dictate any further action. However, the complainant's rights of complaint and action take first priority. (i.e. if the complainant wishes police action then the complaint will be referred to the police).

## Procedure

If possible an initial written statement is preferred without significant prior discussion to avoid any suggestion or misinterpretation of facts.

Further verbal discussions, with the complainant having a support person available if they so wish.

Further action to be discussed with the complainant, prior to any final decision being taken on action.

The person against whom the complaint has been made, must be notified of the complaint, at the earliest possible time. If the complaint is to be handled internally - even initially, an opportunity to hear both sides (possibly separately) will be given.

Future action, be it by Avonmore or by passing it onto other authorities (e.g. police) will be notified to both parties in writing.

The Director will be notified of any complaint at the earliest possible time, even if the Director is not dealing with the complaint.

**Note:** Complacency of many types of harassment can be a problem. This should **not** be seen as acceptable at Avonmore Tertiary Institute.

## **SEXUAL HARASSMENT POLICY**

“Sexual Harassment” means unwanted sexual comment, jokes, touching or advances.

If someone is making you feel uncomfortable in regard to sexuality, you do not have to put up with it!

The procedure you should follow is:

- Let the person concerned know that you do not like what they are doing.
- If it does not stop, ask your tutor and/or the Department Manager or the Manager at your site you are training with, for assistance.
- The person you speak to should take action to stop the harassment.
- If the harassment does not stop, please advise the Director and they will pursue the issue and follow procedures as specified under the Human Rights Act.

## **HUMAN RIGHTS ISSUES**

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

- |                     |                                |
|---------------------|--------------------------------|
| • Ethnicity         | • Cultural beliefs             |
| • Colour            | • Political views              |
| • Age               | • Sexuality                    |
| • Sex               | • HIV status                   |
| • Marital status    | • Religious or ethical beliefs |
| • Employment status |                                |

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

Please ensure that staff or fellow pupils do not discriminate against others. Any claim or observation of discrimination, actual or intended must be reported to Management

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

# DISCIPLINARY PROCEDURES

## General Disciplinary Matters

This is an escalation process:

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

**Note: "Code of Conduct" means the Code of Conduct as accepted at time of enrolment as stated in the Student Handbook.**

## Serious Breach of Code of Conduct

Where any of the following can be proven:

- Consumption of alcohol during normal course hours (including break periods and on group trips) or on AVONMORE premises
- Illegal drug use during normal course hours (including break periods) or on AVONMORE premises
- Wilful vandalism
- Sexual harassment
- Violence or threats of violence
- Theft, (including pirating software or course material)
- Inappropriate use of the internet or unauthorised access to the computer network

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

## Breach of Attendance and Academic Requirements

When a student is breaching AVONMORE's attendance and/or academic requirements the student may be withdrawn from the course. Students' withdrawal will be dealt with on an individual basis.

### Please Note:

If the student's breach of attendance and academic requirements is due to illness and he/she wishes to return to the enrolled course at a later date, it is imperative that the student gets a medical certificate to cover his/her absence. The student would need to speak to the Department Manager regarding his/her options.

## **Domestic Students Procedure**

### **1. Verbal Warning**

When a student is not meeting the attendance and/or academic requirements of the course, they will be given a verbal warning by their Primary Tutor or Department Manager. If no improvement is made a second verbal warning will be given.

### **2. Meeting**

If no improvement is shown after the second verbal warning AVONMORE will meet with the student and discuss their concerns. The meeting will be recorded and an action plan and timeframe to meet the plan agreed to. This meeting will involve the student, Primary Tutor and Department Manager.

### **3. Letter to the student**

If the student doesn't follow the action plan within the timeframe agreed to, a letter will be sent to the student stating that if there is no noticeable improvement in their ability to meet the requirements of the action plan within 1 week, Avonmore will notify StudyLink to suspend the Student Allowance and/or living cost portion of their Student Loan for a minimum of 1 week.

### **4. Suspension of Student Allowance and/or living cost portion of the Student Loan**

If in the 1-week timeframe no noticeable improvement has been made, Avonmore will notify StudyLink to suspend the student's student allowance and/or living loan until further notice.

If within a week improvement is shown, the student's Allowance and/or living cost portion of their Student Loan will be re-instated.

### **5. Withdrawal from the course considered**

If after 3 weeks from when the letter was sent to the student, no improvement has been shown, withdrawal from the course will be considered.

## **International Students Procedure**

### **• Verbal Warning**

When a student is not meeting the attendance and/or academic requirements of the course, they will be given a verbal warning by their Primary Tutor or Department Manager. If no improvement is made a second verbal warning will be given.

### **• Meeting**

If no improvement is shown after the second verbal warning AVONMORE will meet with the student and discuss their concerns, the meeting will be recorded and an action plan and timeframe to meet the plan agreed to. This meeting will involve the student, Primary Tutor, Department Manager and the International Liaison Officer.

### **• Letter to the student**

If the student doesn't follow the action plan within the timeframe agreed to, a letter will be sent to the student stating that if there is no noticeable improvement in their ability to meet the requirements of the action plan within 1 week, Avonmore will notify INZ. A copy of this letter will be sent to the student's agent.

- INZ notified  
If no noticeable improvement has been shown within the week, Avonmore will notify INZ and the agent concerned.
- Withdrawal from the course considered  
If after 3 weeks from when the letter was sent to the student, no improvement has been shown, withdrawal from the course will be considered.

### **Non-Attendance for Five Consecutive Days**

When a student has not attended the course for five consecutive days, with no notification and AVONMORE has been unable to contact the student, AVONMORE is obliged to initiate the withdrawal process.

# **GRIEVANCE PROCEDURES**

## **Responsibility**

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

## **Grievance definition and scope**

There are many factors outside the control of AVONMORE that can adversely affect the well-being of students and staff. While it is important for AVONMORE to be considerate, sympathetic and, where possible, helpful in their response to the distress these can cause, grievance procedures are limited in their scope to addressing the following: inappropriate policies and procedures of institutions, failure to act in accordance with appropriate policies and procedures, and actions by staff or students which cause upset to others.

## **Terminology**

Complaint – expression of dissatisfaction.

Complainant – person making the complaint.

Subject – matter about which complaint is made.

Respondent – person(s) alleged to have committed the action giving rise to the complaint.

Facilitator – person receiving the complaint who has the responsibility to facilitate resolution.

## **Principles**

The following principles are important in dealing with grievances:

- Staff and students are given full information about the process through induction and orientation procedures (staff handbooks, student handbooks).
- Staff and students can raise issues of concern in an environment free from fear of retribution or breach of confidentiality. (There will be times when the only way to deal with a complaint involves identifying the complainant to the respondent. Where this is deemed to be the case, the facilitator should secure the agreement of the complainant beforehand.)
- Attempts to solve problems should be focused at the level closest to the problem itself and should only be referred to a higher level if this fails.
- The respondent has as much right to fair and just treatment as the complainant (innocent until proven guilty).
- Solutions should focus on conflict resolution or solving the problem rather than taking punitive action (although punitive action may sometimes be necessary).
- Possible outcomes may include: doing nothing, mediation, referral to counselling, taking disciplinary action, revising policies, referral to the police, providing compensation, etc.

## **Procedures**

Complaints may be dealt with either informally or formally.

## Informal Complaints

Examples of informal complaints might include the following:

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

The complainant will be directed to the person best situated to address their complaint and facilitate a speedy resolution (i.e. facilitator). The facilitator should ensure that the complainant understands and is comfortable with the process. The following points are helpful in reaching a resolution:

- Ask the person to express their concerns.
- Restate the problem as you have understood it and seek confirmation that your understanding is correct. Try to encourage the complainant to focus on the subject rather than the respondent (unless the subject is the behaviour of the respondent).
- Ask them what they would regard as a satisfactory resolution.
- If they are unsure, suggest a satisfactory outcome which you feel is achievable.
- Agree on a plan for resolution.
- Facilitate the implementation of the plan.
- If their expectations are unreasonable, naïve or based on misunderstanding of institutional policy, help them to understand this in a tactful manner.
- If they wish to pursue the complaint against advice to the contrary, then explain the possible consequences of proceeding, but help them to understand the next step.

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

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

## Formal Complaints

Examples of formal complaints might include the following:

- harassment\* by staff or other students
- inappropriate treatment by staff or other students
- unfairness in a formal assessment situation
- unfairness of institutional policies
- unsafe learning situation

### \* Note:


Most institutions have a list of contact people for harassment, and may choose to have a designated facilitator for dealing with referrals under their anti-harassment policy.

The complainant should be directed to the person best situated to address their complaint and facilitate a speedy resolution. The person receiving the complaint should ensure that the complainant understands and is comfortable with the process. The following points are helpful in reaching a resolution:

- Formal complaints should be made in writing.
- If necessary, the facilitator may need to help the complainant in articulating their complaint in written form and in a manner, which is helpful to its satisfactory resolution. Where such help is given the complainant should sign the complaint to indicate agreement with its final form.
- When formal complaints are received they should be entered into a complaints register and progress towards resolution should be tracked.
- If complainants are uneasy about discussing a complaint with someone whom they see as an authoritative figure, they should be given reassurances about the integrity of the process and offered the opportunity to bring a friend/colleague in support. Options for alternative facilitators may also be given if appropriate.
- Meet with complainant and discuss nature of complaint.
- Ask the person to explain their concerns.
- Restate the problem as you have understood it and seek confirmation that your understanding is correct. If necessary and appropriate seek corroborating evidence.
- Ask them what they would regard as a satisfactory resolution.
- If they are unsure, suggest a satisfactory outcome which you feel is achievable.
- Explain what further steps you must take in order to reach a decision. (This may often result in adjournment until the respondent has an opportunity to give their side, or until further evidence can be gathered.)
- Agree on a plan for resolution.
- Facilitate the implementation of the plan.
- If their expectations are unreasonable, naïve or based on misunderstanding of institutional policy, help them to understand this in a tactful manner.
- Prepare an outcome statement which is communicated to both complainant and respondent outlining the resolution.
- If they wish to pursue the complaint against advice to the contrary, then explain the possible consequences of proceeding, but help them to understand the next step.

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

<http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>



NEW ZEALAND QUALIFICATIONS AUTHORITY  
MANA TOHU MĀTAURANGA O AOTEAROA

QUALITY FOR THE FUTURE WORLD  
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

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## Advising NZQA of concerns about a tertiary education organisation

If you have concerns about a tertiary education organisation which you think NZQA should investigate, this page gives you information about how to advise NZQA of your concerns.

If you are a student (or someone representing a student), and you have a complaint about something that has affected you, refer to the [student complaints about a provider](#) page for advice.

### Providing NZQA with information about a tertiary education organisation

NZQA is responsible for the quality assurance of non-university tertiary education organisations. We use information from a wide range of sources to assist us with this role.

Information provided to us by students, staff and the public can help to identify areas where NZQA intervention may improve the quality of outcomes for students.

If you have evidence that there is a problem with a tertiary education organisation, please let us know about it.

In the first instance, you can phone 0800 697 296 and speak with one of our Risk Management team, or you can fill out this [online form](#).

### What will happen next?

When we receive your information we will assess it carefully and we may:

- ask you for more information
- refer you to a more appropriate agency
- discuss the issues with the provider
- carry out an investigation
- make a note of the concerns for future reference.

Unless the concerns relate to you personally (in which case, the formal [student complaint process](#) may be more appropriate), NZQA will not give you information about any investigation and findings.

We do, however, appreciate you bringing your concerns to our attention, and will take them seriously.

### Will the tertiary education organisation know where NZQA has got the information from?

If it is necessary to let the tertiary education organisation know where the information has come from, so that we can investigate it fairly and thoroughly, we will discuss this with you before doing so.

## **HEALTH AND SAFETY**

It is the responsibility of each Primary Tutor (the tutor responsible for each course) to ensure each student understands Avonmore Tertiary Institute's Health and Safety policy, has had specific industry and site specific dangers explained and understood.

### **Procedure**

Each class member to sign and date the appended letter to verify this has been read, understood and opportunity has been offered to question or clarify any points.

This policy along with relevant safety lists and appendices will be displayed in each classroom, along with the class list verifying all class members understand.

### **Emergency Procedures**

All safety requirements are met for safe evacuation of buildings. Please ensure you read the procedures available on the notice boards in each classroom.

In the event of fire or evacuation, emergency alarms – bells or sirens – will be heard.

Any other emergencies please contact the appropriate authorities by any means possible.

## **POLICY BRIEFS**

### **Equal Employment Opportunities Policy**

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

### **Statement of Compliance with Legislation**

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

### **Privacy Act Waiver**

Students are requested to sign a release form from the Privacy Act to enable us to talk to parents, guardians, spouses, potential employers, etc regarding the student's progress, in terms of the course and the industry in which they wish to work.

### **Quality Management**

The highest standards of education, with quality resources will be provided for all education performed at AVONMORE. Students will be given the opportunity to complete evaluations that will provide feedback and ensure quality assurance.

### **Excessive Student Demand**

Where demand for a particular course of study exceeds the number of places available, and the potential students fulfil the entry criteria, they will be offered alternatives such as a later intake or an alternative course of study. There is likelihood that a waitlist will be put in place in the case of withdrawals, as well as additional classes may be operated if appropriate resources are available

# ASSESSMENT POLICIES AND PROCEDURES

## Dishonest Academic Practice

All forms of dishonest or improper academic practice are unacceptable to Avonmore. Dishonest practice includes but is not limited to:

1. **Cheating in assessments.**

- Bringing material (such as notes) into rooms where assessments are being held unless these items are expressly permitted in the written instructions.
- Communicating with another person in any way (e.g. verbally, in writing or electronically).
- Using the internet unless expressly permitted in the written instructions.
- Using a cell phone or other electronic device during an assessment unless explicitly permitted in the written instructions.

2. **Collusion.**

The submission of work carried out partially or completely with another person but submitted as if it had been completed by the student alone (or a group if this is a team assessment).

3. **Ghost writing.**

The use of another person (with or without any form of payment) to prepare all or part of an item of work submitted by the student for assessment.

4. **Plagiarism.**

- The use of material produced by another person with or without their acknowledgement, knowledge or approval and presented as the student's own work.
- The presentation of any material from any source without proper acknowledgement of the source of the material.

### **Procedures on discovery of dishonest practice:**

The penalties are at the discretion of the head of the department. The following are guidelines only:

#### **For a first offence:**

- The student will have a meeting with the head of department and tutor to discuss the issues and this will be recorded on the student's record.
- The student will gain no credit for the assessment and will forfeit their opportunities for reassessment.
- The student may apply for the opportunity to take a resit which will incur a resit fee.

#### **For a second offence:**

- The student will have a meeting with the head of department and tutor to discuss the issues and this will be recorded on the student's record.

- The student will be suspended from the module but can apply to re-take the module the next time it is offered. This will incur a new module fee. All assessments for the module will need to redone.

For any subsequent offence, the student is likely to face exclusion from Avonmore.

### **Appeals:**

The student can appeal the decision by applying in writing to the Academic Board within 2 weeks. (Refer to the appeals policy.)

### **Education:**

At the beginning of each intake the tutor will provide the students with the policy on dishonest practice, discuss the policy with the class and ensure the students have the opportunity to ask questions.

### **Lateness and Extensions for Assignments**

- 1 – 3 weeks' notice will be given to complete the project depending on the degree of difficulty and the amount of work involved. The tutor responsible for the assignment will determine the time factor, taking into account the total course workload.
- All assignments must be handed in on the due date unless there are exceptional circumstances. **Definition of exceptional circumstances:** eg. Sickness notified to AVONMORE, supported by a medical certificate.
- If an extension of time is required, under exceptional circumstances this must be approved by the tutor in charge of the assignment by the due date, or sooner if possible.
- Late assignments not discussed with the tutor will not be accepted (except as outlined in 2 above).
- Any disagreements regarding extensions of time will be handled initially by the Department Manager in charge of the course. The Director whose decision shall be final and binding will handle any further disagreement.

### **Pre-Assessment**

The candidate must understand the assessment procedure. This must include but is not limited to the following:

1. Instructions to candidates (This can be a pre-assessment meeting or hard copy). Instructions will vary from course to course and assessment to assessment. You must have instructions, which are individualised and specific to the assessment the candidate is about to attempt.
2. The candidate must have access to a copy of the unit standard. (where a course is unit standard based.)
3. The candidate must have access to a copy of the judgement statements.
4. The candidate must have access to a copy of the marking schedule.

5. Where and when the assessment is to be held. This must include date and time. Also explain that if the candidate is late they may not be allowed to attempt the assessment. No extra time will be allowed.
6. The conditions under which the assessment will be performed. These may vary depending on the type of assessment being done. It is up to the tutor, to determine what is appropriate for the particular assessment being attempted. Such as:
  - No discussion between candidates.
  - Should the process of the assessment be interfered with in any way the assessment will be invalid.
  - Materials to be provided by the candidate.
  - Materials to be provided by Avonmore.
  - If oral questions are to be asked to clarify points.
  - Working groups.
  - Time limits, if any.
  - Any equipment failure should be brought to the notice of the assessor as soon as it occurs.
  - Additional equipment a candidate may take into the assessment.
  - The assessment has been pre-planned with the agreement of the student.
  - Ask if there are any special needs – disability, cultural or literacy
  - Explain your roles and responsibilities.
  - If any candidate expresses concern about being ready to attempt the assessment, this should be recorded and filed in the student's file.
  - Reader / writer may be supplied in specified circumstances approved by the Department Manager

## **Assessment Procedure**

1. Place a notice outside the room stating that silence is requested.
2. Take a telephone into the room with you to call for support in cases of issues.
3. Ensure candidates are supplied with appropriate resources, and they are seated a sufficient distance from one another to prevent them from seeing each other's work.
4. Warn candidates there will be no talking, disruption or attempt at dishonest practice.
5. If the assessment has a paper, which should be read first, give the candidates 15 minutes to read the paper.
6. Candidates may be admitted up to 15 minutes after the assessment commences (including the reading time). After 15 minutes no-one will be allowed to enter the room. This is at the discretion of the Department Manager.
7. No advice or instruction is to take place from the start of the reading time.
8. The environment should be appropriate to the assessment being attempted.
9. Your presence as a tutor/assessor should not be overbearing or intimidating.
10. The student should be given a chance to explain what they know.

11. Stop any assessment, which would have a “consequence” if continued. ie risk or damage to persons or property.
12. Do not ask any questions, which are beyond what the candidate has to know to complete the assessment. \*Rule of thumb – if it is not in the unit standard/standard setting body criteria, you cannot assess it.
13. Do not leave the room.
14. The candidate cannot leave the room unless they need to visit the toilet. You should use the telephone to call for assistance. The candidate must be escorted to the toilet facility to avoid cheating.
15. Do not ask any other assessor to take over the assessment.
16. If you are unsure about a particular point (a borderline case) ask another tutor to verify what you have seen, this will smooth any appeals procedure.
17. Do not answer any questions the candidate may ask concerning the process of the assessment. ie “What do you think?” “Should I be doing this?” “Do I need to.?”
18. Do not let any other candidate interfere in the assessment in any way.
19. In practical assessments make sure the work is “seen to be checked”. ie There are some assessments where the process or procedure of the task is as important as the final result. In these cases, the candidate must be confident that you have seen the work done. This would be particularly important if there was an appeal.
20. In the event of an equipment failure, extra time can be given, provided the candidate makes you aware of the problem. Record any issue where extra time is given.

## **Assessment Policy**

This section outlines the process for re-assessment opportunities.

### **Valid reasons for missing assessment deadlines**

It is recognized that sometimes students may be prevented from attending assessments or completing assessments on time for genuine reasons such as illness, accident or close bereavement. Documentation, such as a medical certificate, must be supplied to the Department Manager (or equivalent) who will take it into account when determining if a re-assessment or re-sit is allowed.

### **Late or missed assessments**

Failure to meet the due date for an assessment without a valid reason will mean the candidate forfeits one re-assessment opportunity.

Students will usually not be allowed to sit formal assessments and re-assessments if they are more than 15 minutes late without prior notification, as this may disrupt other students.

### **Re-Submission**

- A re-submission may be permitted when a candidate has attempted all of the assessment and is within 15% of meeting all assessment requirements. This will take place shortly after the assessment is marked and returned to the student.

### **Re-assessment**

- Two re-assessments may be permitted if the candidate has attempted 75% of the assessment and met the requirements for 50% of the assessment. The student must have met the attendance requirements for the course.
- A re-assessment will occur after the student has had the opportunity for further study.
- The candidate is not permitted a second re-assessment as of right if they do not attend the reassessment at the appointed time without a valid reason.

### **Re-sit**

Where a candidate does not meet the threshold for a reassessment or if they do not meet the passing requirements after their two re-assessments they may apply for a one off re-sit.

- Re-sits are at the Department Manager's discretion taking into account attendance records and the likelihood of success.

A \$250.00 fee will be charged.

### **Repeat of Unit / Module**

Where a candidate fails a re-sit or the Department Manager determines a re-sit is not appropriate, a repeat of the unit / module may be required. A new fee for the module will be charged.

### **Dishonest practice**

Avonmore does not tolerate any form of cheating or plagiarism in assessments. Please refer to the separate policy on [Dishonest Practice](#).

### **Late Presentation of Assessments and Assignments**

Assessments and assignments must be presented by the due date.

Failure to meet the due date will mean the student forfeits one re-submission per late assessment or assignment and will then be given an absolute final due date.

If they fail to meet the final due date, the student can apply for an extension however this will be given at the discretion of the Department Manager and will depend on attendance, achievement to date and overall effort in the class. If granted a fee of \$250 is to be paid before a new due date is set. NB: This applies per late assessment or assignment. This will be the absolute final opportunity.

### **Assessment Appeals**

- I. Appeals can be considered on the following grounds:
  - a) The candidate considers the assessment to be unfair.

- Questions were asked which were not relevant to the assessment.
- The candidate was treated differently to other candidate's.
- The candidate considers they were over-assessed. (asked to do things beyond the assessment criteria)
- The candidate was not given enough time to read and ask any questions clarifying the assessment. ie This only applies if the student was on time to commence the assessment.
- The candidate did not see or have access to the assessment schedule and the unit standard.

b) The assessment was conducted in a manner that was not professional.

- The assessor left the room unsupervised during the assessment.
- The room was too disruptive.
- The assessor had a threatening or intimidating manner. (Ref: Code of practice)
- The assessor's manner was not professional. (Ref: Code of practice)

c) The candidate was asked to do an assessment before they were ready (within reason). The candidate must state so and ask for that to be recorded before the assessment commences. (Reasons cannot be due to the student's absenteeism, poor punctuality, or lack of effort)

d) The candidate believes they have a collection of evidence that shows they meet the performance criteria. Appeals against a collection of evidence can only be accepted in borderline cases. Where a candidate has clearly missed any performance criteria, no appeal will be accepted.

e) The candidate believes their assessment was marked incorrectly and corrections will mean the required standard is reached.

f) There was an equipment failure, which directly affected the assessment, for which the student was not given compensation of time.

2. In the first instance the candidate should raise their wish to appeal with the assessor or another tutor if there is one present or go directly to the Department Manager as soon as possible with their reasons for appeal, in writing, ie. Justification or basis for appeal.
3. Where possible the decision will be reviewed instantly or a meeting booked with all parties concerned.
4. If the candidate is not satisfied with the outcome of the mediation, the appeal will be taken in the second instance to the Director. The Director's decision (or nominee) will be final.
5. No appeal will be accepted if the candidate has been caught cheating.

Please note:

During your assessments your assessor is there to observe; if you feel that your assessor is too close and therefore hindering your assessment, please tell them at the time. If there is anything you are unsure of or can't find please ask your assessor before the assessment begins.

Your assessor cannot answer questions or help you reach a decision during the assessment; if this should occur your assessment will be stopped.

### **Assessment Appeal Outcome**

Assessment is moderated by NZQA to a National standard. The assessor must be able to justify any decision to NZQA.

The decision will be formally notified to the complainant within five working days of the appeals notification.

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Assessment is moderated by NZQA to a National standard. The assessor must be able to justify any decision to NZQA.

The decision will be formally notified to the complainant within five working days of the appeals notification.

### **Recognition of Current Competencies (RCC) & Recognition of Prior Learning (RPL)**

RCC is a method of assessment whereby students can gain a credit for an academic course by showing that they have obtained the necessary skills and knowledge imparted by the course in some other way. For example, these skills and knowledge could be gained through work experience, voluntary work, working at home or running a business.

If you wish to apply for RCC you must collect evidence showing that you meet the same learning outcomes and standards as any other student completing the course. RCC will only be performed for qualifications that Avonmore is accredited to teach.

RPL is a broad umbrella concept which values all learning that people have gained in their lives (at home, at school, at work and in the community). This learning could be:

- Formal Learning structured, intentional and achieved through credit-earning programs/courses;
- Non-formal Learning intentional and gained through participation in non-credit courses; workplace-based training, or workshops;
- Informal Learning incidental and gained through life experience, workplace-based tasks, volunteer activities, self study, hobbies, family responsibilities, etc;
- Experimental Learning either intentional or incidental and encompasses the concepts of non-formal and informal learning.

### **How does it work?**

RPL consists of processes for recognising the forms of learning mentioned above. To recognise a person's formal and/or experiential learning, the following processes could apply:

- Credit Transfer requesting credit at one educational institution for courses or programmes that were completed at another recognised institution; and
- Assessment of Prior Learning assessing what a person knows and can do in relation to the expected outcomes of a particular course.

RPL/APL focuses on the outcomes rather than how, when or where the learning occurred.

For example, if you are a chef, and you have already worked in that field, you will know some or all of the content of a cookery course. RPL is a way of getting credit for this learning, which may reduce the amount of time you spend studying.

Costs for RCC will be borne by the applicant based on an hourly rate of \$80 plus GST for the assessor.

If you wish to discuss the requirements of RCC or RPL, or require any guidance or support during the RCC process, you should contact the Department Manager.

## **Credit Transfer**

If a student has qualifications previously gained at another institution, the decisions will be made prior to your enrolment regarding credit transfer, if relevant to the course they are enrolling into. This will be managed by the Sales and Promotions Executive at Avonmore.

## WHO IS AN AVONMORE GRADUATE?

A **Graduate** (invited to Graduation) is one who has successfully completed the qualification/course they enrolled into and has **paid all fees** due.

A student who has **successfully completed an Avonmore Certificate / Diploma, National Certificate or NZ Certificate** will be invited to Graduation. Graduation is held once a year in late November or early December at a suitable venue.

The **Avonmore Certificate /Diploma with MERIT** may be awarded to students who meet the following criteria.

- Greater than 90% attendance
- Successfully completed the full course/achieved the qualification
- Been an exemplary student - attitude, application, behaviour

### Photo release form

Students will be asked to give permission for Avonmore Tertiary Institute to use photographs of them for lawful purposes, including all publicity, illustration, advertising, promotion, web content, e.g. Facebook, Twitter and other social networking sites, etc. (this includes electronic and printed material).

# **STUDENT WELFARE AND SUPPORT SERVICES**

## **Student Support Services**

For help at any time please refer to the following website:

[www.familyservices.govt.nz/directory](http://www.familyservices.govt.nz/directory)

Select your region/city and then select from the following:

- Addiction
- Disaster Recovery
- Employment
- Family/Whanau Services
- Health
- Legal/Civil Services
- Special Needs/Disability
- Parents and Caregivers
- Basic Needs
- Education and Training
- Ethnic Services
- Family Violence
- Mental health

If you require any additional information, please ask an Avonmore staff member for advice so they can help or refer you to someone who can.

## **Learning Assistance**

Specialist tutors provide learning assistance on a one to one, or one to small group, for students requiring help in literacy or mathematics, relevant to their course.

Specific help related to the course is given when the need is seen or requested. All tutors make themselves available for extra assistance, within reason.

## **Other Services**

Facsimile machines and phone systems are available for employment and course-related uses.

Photocopying services are available on a cost only basis.

## **Cultural Integration**

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

## Important Contacts:

### **NZ Customs Service**

0800 4 Customs  
(0800 428 786)

[www.customs.govt.nz](http://www.customs.govt.nz)

[www.protectnz.govt.nz](http://www.protectnz.govt.nz)

Information about what to bring into New Zealand

### **NZ Department of Labour – Employment Relations Service**

0800 227 774

<http://www.era.govt.nz/>

Information about your rights while working in New Zealand

### **New Zealand Police**

111 – for emergency Services only

For all non-emergency call check the White pages or Police website for local phone numbers

<http://www.police.govt.nz/>

### **New Zealand Tenancy Services**

0800 737 666 – Bond Enquiries

0800 836 262 – Tenancy Advice

[www.tenancy.govt.nz](http://www.tenancy.govt.nz)

[www.minhousing.govt.nz](http://www.minhousing.govt.nz)

Information about flatting and tenancy

### **Inland Revenue Department**

0800 257 777 – Automated Services

[www.ird.govt.nz](http://www.ird.govt.nz)

Information about general tax matters

### **Employment Relations Infoline**

0800 800 863

Information about your rights while working in New Zealand

### **Quality Commission Scheme**

04 472 2757

[commissioner@qualitycommission.co.nz](mailto:commissioner@qualitycommission.co.nz)

The Quality Commission

PO Box 6411

Marion Square

Wellington 6141

A free complaints resolution service for Students

### **Immigration New Zealand**

Contact Centre: 0508 558 855

Auckland: 09 914 4100

Wellington: 04 910 9915

<https://www.immigration.govt.nz/contact>

### **Accident Compensation**

0800 101 996

<http://www.acc.co.nz/making-a-claim/visitors/index.htm>

# ENROLMENT DECLARATION FOR BOTH DOMESTIC AND INTERNATIONAL STUDENTS

**Privacy** – AVONMORE collects and stores information from this form to:

- manage the business of AVONMORE (including internal reporting, administrative processes and selection of scholarship and prize winners)
- comply with the requirements of the Education Act 1989 and other legislation relating to maintenance of records
- supply information to government agencies and other organisations as set out below.

In signing this enrolment form you authorise such disclosure on the understanding that AVONMORE 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 see any information held about you and amend any errors in that information. To do so, contact the Enrolments Officer.

NB: The Privacy Act came into force on 1 July 1993 with the stated aim of protecting the privacy of natural persons. It requires AVONMORE to collect, hold, handle, use and disclose personal information in accordance with the twelve information privacy principles in the Act. <http://www.privacy.org.nz>

## *Supply of information to government agencies and other organisations*

AVONMORE supplies data collected on this form to government agencies, including:

- the Ministry of Education
- the New Zealand Qualifications Authority
- the Tertiary Education Commission
- the Ministry of Social Development (in relation to student loans and allowances) and Inland Revenue (student loans)
- Immigration New Zealand and the Ministry of Business, Innovation and Employment (for those who are not New Zealand citizens or permanent residents)
- agencies who support particular students through scholarships, payment of fees or other awards (if you are a recipient of one of these awards).

Those agencies use the data collected from tertiary education organisations to:

- administer the tertiary education system, including allocating funding
- develop policy advice for government
- conduct statistical analysis and research.

Your personal details (name, date of birth and residency) as entered on this form will be included in the National Student Index and may be used in an authorised information matching programme with the New Zealand Birth Register.

The government agencies above may supply data collected on this form to Statistics New Zealand for the purposes of integrating data with 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.

In handling data supplied by you on this form, the government agencies are required to comply with the provisions of the Privacy Act 1993.

When required by law, AVONMORE releases information to government agencies such as the New Zealand Police, Department of Justice, Ministry of Social Development, and the Accident Compensation Corporation (ACC).

Information collected on this form may be supplied to other educational organisations for the purpose of verifying academic records.

**Fees** – In signing this enrolment form you undertake to pay all fees as they become due, and to meet any late fees and collection charges associated with debt recovery. AVONMORE's policy on withdrawal and refund of fees may be obtained from the Enrolments Officer.

All student fees are protected and held in Public Trust to safe guard against the unlikely event of insolvency, regulatory or voluntary closure. <http://www.publictrust.co.nz/>

**Rules** – In signing this enrolment form you undertake to comply with the published rules and policies of AVONMORE with regard to attendance, academic integrity and progress, conduct and use of information systems.

# INFORMATION FOR DOMESTIC STUDENTS

## Payment of Course Fees

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

- If you are paying fees by way of a Student Loan then the application must be completed with all supporting information supplied prior to course commencement.
- If you are not using a Student Loan to pay the fees, the course fees must be paid one week prior to course commencement to confirm your place.

Any outstanding amount of fees, which is not covered by Student Loans or Ministry of Education subsidy, must be paid prior to course commencement. If this applies to you, talk to our Sales and Promotions Executive for further detail.

## Course Related Costs

AVONMORE will provide a statement with a breakdown of your course-related costs before the course begins.

When using the Course Related Costs portion of your Student Loan to pay the course related costs, payment to Avonmore must be paid immediately on receipt of the funds in your bank account from StudyLink.

## StudyLink (Domestic Students Only)

StudyLink is a service of the Ministry of Social Development and is responsible for Student Allowances and Student Loans. They can talk to you about your individual circumstances and provide information and help about how to finance your studies.

For the latest information about Student Allowances and Student Loans check the StudyLink website at [www.studylink.govt.nz](http://www.studylink.govt.nz) or call 0800 88 99 00.

## Student Loans

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

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

There are 3 parts to the Student Loan:

- **Compulsory fees** – pays the compulsory fees for your programme and paid directly to your Public Trust account (this is set up at the time of your enrolment at Avonmore)
- **Course-related costs** – helps with costs related to your studies, like buying books, equipment or stationery and is paid directly to your bank account
- **Living costs** – helps with your living costs, especially if you don't qualify for the full amount of Student Allowance, and is paid directly to your bank account

If you decide to apply for a Student Loan we suggest you do so as soon as possible.

The quickest way to apply is online at [www.studylink.govt.nz](http://www.studylink.govt.nz), contact 0800 88 99 00 only if you have any issues with your application.

Ensure you reply promptly to any requests for further information!

We ask that, having taken on this commitment, you put your best and on-going effort into your education with us, to ensure you achieve your goals in education and employment. AVONMORE is committed to giving value for your investment in your future.

### **Student Allowances**

This is a weekly payment for full time students to help with day-to-day living costs and does not have to be paid back.

This is a means tested allowance and eligibility criteria apply. Contact StudyLink for details.

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

The quickest way to apply is online at [www.studylink.govt.nz](http://www.studylink.govt.nz), contact 0800 88 99 00 only if you have any issues with your application.

Ensure you reply promptly to any requests for further information!

## **Withdrawal and Refund Policy for Domestic Students**

### **Withdrawal**

Notice of withdrawal must be recorded in writing or verbally advised to the Recruitment Executive.

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

### **Fees Refunds Prior to Course Commencement**

If a student pays and withdraws at least 2 weeks prior to course commencement then a full, unconditional refund will be given.

If a student withdraws within 2 weeks prior to course commencement a refund will be due less \$500 or 10% of the total tuition fees paid – whichever is the lesser amount.

### **Fees Refunds after Course Commencement**

If a student withdraws within eight working days of their course commencement date a fee refund will be due less \$500 or 10% of the tuition fees paid – whichever is the lesser amount.

#### **Note:**

- If fees have not been paid this money is due to be paid to AVONMORE. You will be invoiced for the amount due.
- No refund will be given after the eighth day of course commencement for all courses.

# INFORMATION FOR INTERNATIONAL STUDENTS

## Student Entry Criteria

- Students must be at least 18 years old and will have met the English Language requirement (IELTS 5.5 with no band lower than 5 for level 5 courses, IELTS 6.0 with no band lower than 5.5 & a Diploma for level 6 courses, IELTS 6.0 with no band lower than 5.5 and a degree for level 7 courses or equivalent or AVONMORE English Language Test).  
NB. For Sub-Continent only IELTS or Pearson Vue accepted.  
Depending on your study pathway, you may be required to sit an English Language test while in New Zealand.
- Complete the AVONMORE enrolment form
- Make payment in full prior to course commencement.

**Please Note:** An aptitude test may apply for some programmes verifying student suitability.

## Registration Fee

A registration fee of \$300.00 is to be paid at enrolment.

Failure to pay a registration fee will mean that when the full complement of enrolments is received, non-registration fee payers risk losing their course position to registration fee payers. If this situation arises while due consideration will take place by means of trying to contact a student, no responsibility will be taken by AVONMORE for the loss of a course position. The registration fee is a commitment from you to your position on the course.

## Payment of Course Fees

Students are required to make full payment for fees prior to commencement of the course, which is stated on the “Offer of Place”. Students will receive their final official receipt in time to apply for their student visa and permit.

Please make payment to “Avonmore Tertiary Institute”. Payment can be made in the following ways:

- Telegraphic Transfer by your bank to Avonmore Tertiary Institute’s bank account. Please refer to the details stated in your “Offer of Place”.
- Bank cheque/bank draft in New Zealand dollars, made out to “Avonmore Tertiary Institute” and post/deliver directly to AVONMORE.
- Credit Cards (Visa or Master cards)
- Cash (We do not recommend you carrying large amounts of cash for safety reasons).

**Please Note:** An additional payment of NZ\$20.00 bank charge per telegraphic transfer should be added when the payment is made by telegraphic transfer. All bank charges are to be met by the sponsor/student.

## Online Registration for Chinese Students

From 1 July 2013, Chinese students are required to register online with the education section of the Chinese Embassy when they arrive in New Zealand.

Avonmore's International Liaison Officer will remind all students who may be affected by this new rule of this requirement.

Registering allows student in New Zealand to share their contact details with the Embassy in case of emergency. It also enables student to receive their 'Certificate for the Returned Overseas Students or Scholars' when they complete their qualification in New Zealand.

The certificate is issued by the education section of the Chinese Embassy in Wellington or by the Chinese Consulates in Auckland or Christchurch, and it enables a New Zealand qualification to be recognised in China.

Students should visit <http://www.chinanz-education.org> to register.

For more information, please contact Aaron Zhao (Secondary Secretary, Education Section of the Embassy of the People's Republic of China in New Zealand) on [aaronzl@163.com](mailto:aaronzl@163.com).

### **Course Related Costs**

AVONMORE will provide a statement with a breakdown of your course-related costs prior to enrolment, if applicable.

### **Termination of Enrolment and Contractual Obligations**

Conditions for terminating enrolment and the contractual arrangement by either party;

- Failure to gain a visa
- Continual unexplained absence
- Provision of false or misleading information by the student at time of enrolment
- Inadequate progress by the student
- Disruptive or criminal behaviour by the student (on or outside of the premises)
- Illness, accident or family obligations
- Breach of disciplinary regulations

The student will be advised that immigration New Zealand will be notified.

### **Withdrawal and Refund Policy for International Students**

#### Early Withdrawal and Refund Policy for courses of 3 months or longer

Before commencement and up to and including the first 10 working days, we reserve the right to retain up to 25% of the course fees and costs incurred at the end of the refund period. The refund fees will reflect the costs incurred by Avonmore Tertiary Institute in recruiting international students. These can include:

1. Tuition fees, including amounts for the export education levy, recruitment, marketing, agents' commission and overhead costs;
2. Course related payments including examination fees and the costs of books and uniforms;
3. Administration fees or registration fees or both;
4. ESOL (English for Speakers of Other Languages) support;
5. Student service fees;
6. Airport pickup
7. Insurance
8. Accommodation

After the 'early withdrawal' period no refund will be given unless there are proven extenuating circumstances as clarified below.

Extenuating circumstances- examples are: serious illness, death of a family member.

## **International Students transferring to another Avonmore Campus**

The transfer is at the discretion of the original campus and there must be a strong & genuine reason for the request.

## **Code of Practice for the Pastoral Care of International Students**

AVONMORE has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the New Zealand Ministry of Education. Copies of the code are available on request from AVONMORE or from the NZQA website at

<http://www.nzqa.govt.nz/studying-in-new-zealand/coming-to-study-in-new-zealand/international-student-care/>

Below is a summary of the Code.

### **Introduction**

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for. (Please refer to Keeping Safe in New Zealand flyer)

New Zealand educational providers have an important responsibility for international students' welfare.

This provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

### **What is the Code?**

The Code is a document, which provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

### **Who does the Code apply to?**

The Code applies to all education providers in New Zealand with students enrolled on international study visas. The Code is mandatory to these providers and must be signed by them.

### **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 request a copy of the Code from your New Zealand educational provider. The Code is also available online from [The Code of Practice for Pastoral Care](#) .

## **How do I know if an educational provider has signed the Code?**

The New Zealand Ministry of Education will maintain a register of all signatories to the Code. This list will be available from [www.nzqa.govt.nz](http://www.nzqa.govt.nz). If the educational provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a visa from INZ and you will not be able to study at that institution.

## **What do I do if something goes wrong?**

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact NZQA.

<http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

Brochure for International students about making a complaint

<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

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

The Code sets standards for educational 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
- All providers have fair and equitable internal procedures for the resolution of international student grievances

Please refer to the following link for a Code of Practice pamphlet which summarises the Code of Practice. <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/2016-code-of-practice-pamphlet/>

Code of Practice resources available in different languages <http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-resources-languages/>

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

<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

If you have a grievance or complaint, follow the procedures in this hand book under [grievance](#) procedures. If you wish to take your complaint further follow the process below.

## **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.

1. Download the Complaint Form (PDF, 33KB)

2. Send your completed Complaint Form, along with any supporting evidence, to: The Complaints Officer Quality Assurance Division P O Box 160 Wellington 6140 or email a scan of your completed form, along with scans of any supporting evidence, to [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz)

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

Effective 1 July 2016 the International Student Contract Dispute Resolution Scheme (DRS) takes effect. The DRS will finish the consideration of all complaints.

Refer to

<http://www.legislation.govt.nz/regulation/public/2016/0042/latest/DLM6748715.html?src=qs>

## **Pastoral Care**

Whilst you are studying with Avonmore, you can expect to be offered the support you need to ensure you are able to settle in New Zealand, feel safe and happy.

This also includes offering you the support and guidance around how to make the most of your course to ensure you have every opportunity to pass the qualification you are enrolled into.

The most important requirement of all students is to communicate with the tutor, department manager, international staff or senior management to ensure you can be helped to the best of our ability. If we can not help you to resolve an issue, be it personal or to do with your study, we will refer you to supporting agencies that have the ability to do so.

Orientation is very important for all students so they know what is expected of them as a student, both at Avonmore and when studying in New Zealand. This will be given to you when you enrol and then addressed on the first day of your course and discussed fully. We encourage all students to ask questions to ensure they are very sure of the requirements. If you would prefer to speak to the International Liaison person privately, whilst on course, then please make a time to do so.

## **Immigration New Zealand**

Full details of visa and permit requirements, advice on rights of employment in NZ while studying and reporting requirements are available through Immigration New Zealand and can be viewed on their website at <http://www.immigration.govt.nz>

## **Student Visa**

The New Zealand Immigration Service (INZ) looks after Student Visas. International students must have a valid student visa before coming to New Zealand to study. Students must apply for a new student visa before the present visa expires. A student is recommended to lodge his/her student visa application at a minimum of 4 weeks prior to the current student visa expiry date.

### **Please Note:**

INZ provides access to a FREE telephone interpreting service called Language Line. When you contact INZ either by phone or face to face while you are in New Zealand, just ask for Language Line and tell them your language. For further details, visit [www.languageine.govt.nz](http://www.languageine.govt.nz)

AVONMORE reserves the right to decline an enrolment from an international student who has not presented appropriate and current INZ visa for the period of his/her enrolment.

(Please refer to the following link for forms and guide in applying Student Visa in New Zealand. <http://www.immigration.govt.nz/migrant/general/formsandfees/formsandguides/study.htm>)

## Working in New Zealand

Refer to the link for employment rules and regulations

<http://employment.govt.nz/er/pay/minimumwage/>

<http://www.immigration.govt.nz/migrant/stream/study/canistudyinnewzealand/allaboutvisas/#work>

## Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that 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](http://www.moh.govt.nz)

Note: International students are not eligible for special needs funding.

## Keeping Safe in New Zealand

See the link below

[www.police.govt.nz/advice/personal-community/keeping-safe/visitors-safety-guide?\\_cldee=c2FoaVW5kZS5wYWxhQGVuei5nb3Z0Lm56&urlid=0](http://www.police.govt.nz/advice/personal-community/keeping-safe/visitors-safety-guide?_cldee=c2FoaVW5kZS5wYWxhQGVuei5nb3Z0Lm56&urlid=0)

International Students from India, have been advised to register themselves at the Consular Services Management System on the External Affairs Ministry website [www.madad.gov.in](http://www.madad.gov.in)

Registration is free, simple and instant; it creates an online record of the student and enables the Indian government and its diplomatic missions to locate the students and offer timely help if required.

## Accident Insurance

The Accident Compensation Corporation (ACC) 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](http://www.acc.co.nz)

## Health and Travel Insurance

All international students must have appropriate and valid medical and travel insurance while studying in New Zealand. You are required to provide AVONMORE with proof of appropriate insurance (in English) from your home country or with a New Zealand provider to cover the length of your study in New Zealand. It is strongly recommended that you have a policy that covers the entire length of your student visa and permit.

Insurance suggestions if you are arranging this in New Zealand are:

- Uni-Care: <https://www.uni-care.org/>
- Southern Cross Healthcare: <https://www.southerncross.co.nz/society>
- Orbit Protect: <http://www.orbitprotect.com/>

**Please Note:** AVONMORE reserves the right to decline an enrolment from an international student who has not presented appropriate and valid health and travel insurance for the period of his/her enrolment.

See additional flyer in the enrolment pack (Health and Safety awareness in NZL).

## **Accommodation**

During your stay in New Zealand, you can choose between a number of accommodation options. The list below gives you a brief explanation of the different sort of accommodation available to international students and its price range. Students should estimate a minimum of NZ\$220 per week for accommodation and living expenses.

For possible accommodation options, student should ask International Student Liaison.

### **Homestay**

Students will live with a family in their home. Homestays are great for helping in learning English because students will need to speak English at home. Meal times will be shared together. Students will be treated like one of the family and expected to help out with household chores and to oblige to the rules set by their host parents such as curfews.

- Placement fee of NZ\$240
- Price range from NZ\$200-NZ\$240 per week

### **Private Boarding**

Students will have their own room in a private residential home or boarding house. Meals are provided, and probably shared. Students are free to come and go as they please. Students may or may not be expected to help with household chores. Students will usually be expected to care for their own room.

- Price range from NZ\$110-NZ\$160 per week (depending on the situation and does not usually include food, electricity or telephone charges)

### **Flatting**

Students can rent a house or apartment (any building where people live together, who are not a family or couple, is called a flat) either on their own or with others. Flats are usually unfurnished. Students will have their own room, or may share with another. The rent is usually worked out according to the size of the room. All other expenses are divided, and cooking meals and cleaning are usually shared.

- Price range from NZ\$180-NZ\$250 per week (depending on the number of people sharing the house or apartment. This figure does not include food, electricity, telephone charges and landlord's bond)
- For Private Boarding and Flatting look at the property/rental sections of the daily papers or contract Real Estate Agents.
- You may be required to complete a Tenancy Agreement and pay a bond when securing accommodation, power and phone connections
- <https://tenancy.govt.nz/starting-a-tenancy/tenancy-agreements/>
- Avonmore is not involved in assessing or securing accommodation for tertiary students.

## **Requirements for Driving in New Zealand**

Drivers need to be 16 years old or over to drive in New Zealand. All drivers must have a current and valid New Zealand driver licence, International Driving Permit, or overseas full driving licence. Drivers must carry their driving licence at all times when driving. In New Zealand drivers must drive on the left hand side of the road, pedestrians must use pedestrian crossings and cyclists must wear helmets. For more information on driving in New Zealand, refer to the Land Transport Safety Authority (LTSA) website: [www.ltsa.govt.nz](http://www.ltsa.govt.nz)

## **Legal Advice and Support**

<http://communitylaw.org.nz/>

## **Citizens Advice Bureau**

<http://www.cab.org.nz/acabnearyou/christchurchcity/Pages/services.aspx>

## **Other Important Contacts**

### **Work Options following course completion**

Tutors and Department Managers will discuss pathways, work preparation and work experience placement with students if applicable as per the criteria in the brochure.