



STUDENT HANDBOOK

Hamilton Campus
2015

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Section 1:

ATC New Zealand

Company Profile

Apostolic Training Centres Limited (ATC) is a registered charitable company, owned by the Eastside Apostolic Foundation and the Christchurch Apostolic Trust.

The Trustees appoint the Directors of Apostolic Training Centres Limited who in turn appoint the Chief Executive Officer (CEO). The CEO is accountable for the management, strategic planning and oversight of the day-to-day operations of the branches and divisions of ATC New Zealand. (ATC)

The CEO of ATC is Chris Hubbard who operates out of the Hamilton Campus situated at 21 Ruakura Road, Hamilton.

ATC is registered as a Private Training Establishment by the New Zealand Qualifications Authority pursuant to the Education Amendment Act, 1990.

ATC is accredited to deliver and assess against unit standards and approved courses included in our NZQA scope of accreditation.

ATC have a Quality Management Systems Manual which includes all policies and procedures, outlining how we are required to operate as an educational provider.

National Office

Location:	21 Ruakura Road, Hamilton 3216
Telephone:	(07) 853 0222
Fax:	(07) 853 0223

Purpose and Goals

ATC has a mission statement and a values statement, which incorporate the purpose and goals of the company.

Mission Statement

*Together, changing lives through learning ...
... impacting our communities, our nation and our world*

Values Statements

P eople matter	Promote <u>people</u> above programmes and work <u>holistically</u> with those in need. Excel at pastoral care for our learners and our staff. Remain mindful of the needs of those dissatisfied whether economically, educationally, or socially.
I ntegrity	Work with integrity and maintain positive, truthful relationships.
L eadership	Demonstrate leadership and seek excellence.
G ood stewardship	Manage our resources time and talents.
R eal Christians	Acknowledge Jesus, and ask him for help. Acknowledge Jesus Christ as Saviour and God and call upon, honour and promote Him in our personal and corporate dealings.
I n partnership	Work collaboratively (together) both internally and externally.
M aking things happen	A can do attitude that means being <i>innovative, responsive</i> and <i>co-operative</i> with stakeholders and funding agents, working to break new ground. Design, initiate, pilot and deliver programmes and services where identified or requested.

This handbook pertains to the following education divisions operated by ATC:

Trainme

Vision College

ATC Professional

Section 2:

General Information

General Administration

Semester Dates

Semester dates for ATC courses vary according to the specific course and campus. Please check the course information for full details.

Public Holidays (2015)

ATC will be closed for all New Zealand Public Holidays. These are:

January 1	New Year's Day
January 2	Additional New Year's holiday
January 26	Anniversary Day (Auckland/Hamilton)
February 6	Waitangi Day
April 3	Good Friday
April 6	Easter Monday
April 25	Anzac Day
April 27	Anzac Day holiday
June 1	Queen's Birthday
October 26	Labour Day
November 13	Anniversary Day (Canterbury)
December 25	Christmas Day holiday
December 26	Boxing Day holiday

Breaks During the Year

Depending on your programme there may be breaks during the year. Your course information will have a timetable outlining when these will be during your programme. Please organise your overseas trips during these breaks.

Non Contact Days

There may be non-contact days built into your programme. You will be notified of these days prior to them being taken. Your tutor may organise work to be done during these days with another staff member or independently.

Confidentiality and Non-Disclosure

Any personal information that is provided by you will be stored and used by ATC for purposes relevant to your study (and accommodation, where required) in New Zealand.

Under no circumstances will any use be made of this information where it does not directly relate your study as a student at ATC. You may have access to this confidential information upon request.

Change of contact details

Any changes to your contact or personal details should be given to the Vision College Administrator as soon as possible in order for your student file to be updated.

Health & Safety

The Health and Safety and Employments Act 1992, states the legal requirements that employers and employees must adhere to while at work. These requirements also apply to you as a student while on the ATC campus. During the orientation process, the Tutor will introduce you to these requirements as well as all relevant emergency and evacuation procedures.

If a specific course has additional Health and Safety requirements the Tutor will also introduce these to you. You can only use equipment if you have shown clearly to your tutors that you understand how to safely use them.

Each of the ATC campuses has a Safety Co-ordinator who oversees the process of identifying hazards that may arise on the campus and ensures that actions required to control those hazards are implemented. If you identify a hazard or are involved in an accident on campus, please inform your course administrator. You will be asked to complete an accident or hazard form, which will be passed on to the Safety Co-ordinator for further action.

Lecture Rooms

Classrooms are to be kept tidy. Your personal books, litter and clothing are not to be left in classrooms after lectures. Please respect the furniture and equipment and do not remove any item from the room unless authorized by a tutor to do so.

No food or drinks, other than water bottles are to be taken into any computer labs, and all classrooms. There are coffee machines in the student cafés (break rooms) which can be purchased. Food is to be eaten in the student cafés unless authorized by a tutor.

ATC Motor Vehicles

Only ATC approved drivers are authorised to drive ATC vehicles. Passengers in these vehicles must be seated, have their seatbelts engaged and obey the driver's instructions at all times.

Alcohol and Illegal Drugs

Alcohol, illegal drugs and recreational synthetic drugs (legal highs) are not to be consumed on ATC campuses. Nor are you allowed on a campus if you are under the influence of alcohol, illegal drugs, recreational synthetic drugs (legal highs), or any other mind-altering substance (e.g. solvents, paints, aerosols, chemical substances).

Swearing

Swearing will offend people who work or study in and around our buildings and classrooms. Please do not use this type of language on campus. After three verbal warnings by your tutor or any other member of ATC staff, you may face suspension from the course for up to three days. If this behaviour persists, at the discretion of the Trainee National Manager, you may be expelled from the course.

Violence/Bullying

Violence encompasses all incidents in which any member of the ATC community is subjected to abuse, threatening, intimidating or humiliating behaviour, or physical assault from a student, staff member, Board member or member of the public. It involves:

- Deliberate physical, verbal or psychological behaviour which makes another person feel embarrassed, offended, upset, devalued, degraded, afraid, humiliated, insulted or ridiculed.
- Behaviour, which is unwelcome and uninvited.
- A breach of acceptable standards of conduct and behaviour. It encompasses all forms of bullying and harassment, including:
 - Verbal abuse
 - Written abuse, including text messages or websites
 - Aggressive body language postures or gestures
 - Threats of violence
 - Physical assault

The general term 'violence' encompasses any bullying and harassment, including racial and sexual harassment.

If you have been engaged in such behaviour, at the discretion of the Trainee National Manager, you may face immediate expulsion from the course.

Literacy and Numeracy (Level 1 – 3 programmes)

Vision College is committed to ensuring that every learner has their literacy and numeracy levels assessed, are aware of any needs and are provided with support to address those needs. Students are required to use the online Assessment Tool at the start, during and end of the programme to measure their current literacy and numeracy skills and progress. Tutors will provide a programme of support including the embedding of literacy and numeracy into their course.

Data created by learners who are completing the assessments is personal information as defined by the Privacy Act 1993. You are advised that:

1. The Tertiary Education Commission (TEC) is collecting information on the learner's literacy and numeracy skill levels.
2. The purpose for collecting information is to help the learner learn, and help the organisation measure its performance and report on its progress to funders.
3. The information will be disclosed to any tertiary education organisation that the learner enrolls with if the learner is enrolling in a foundation-level programme.
4. That TEC will hold the information.
5. The learner may access the information by contacting the organisation that they undertook the assessment and learning with in the first instance. If this is not available, the learner may access the information by contacting TEC at Privacy.Act@tec.govt.nz.
6. If the learner accesses the information, and considers that any of the information is incorrect, he or she may ask the organisation or TEC to correct the information.

Student Fees Information

General

Student loans and allowances are available for certain courses to New Zealand citizens, Permanent Residents or Refugees. Studylink can advise you if you are eligible for any loans or allowances.

International Students do not qualify for New Zealand Student loans and allowances.

Loans and allowances are administered by StudyLink, the student services division of the Ministry of Social Development. To receive a loan or allowance you need to apply to StudyLink at least 4 weeks before the start date of your course.

Student loans

Loans may be used to cover compulsory fees, course related costs and living costs. For information, call StudyLink on 0800 889 900 or visit their website at www.studylink.govt.nz. Please use the name **ATC New Zealand** when applying for student loans and allowances.

Once your application for a student loan has been lodged with Studylink (preferably on-line) they will request a Verification of Study (VOS) from ATC New Zealand. This is done electronically and the administration office will advise Studylink of the qualification, the length of time of study and any holiday breaks longer than 3 weeks. A request will also be made for the cost of the qualification and once approved by Studylink the loan payment will be paid after 7 days to the ATC New Zealand student trust account.

You can apply for course related costs (such as text books, stationary, external exam costs, etc) and living costs separately through Studylink. These amounts are added to your student loan and are paid directly to you. See the Studylink website for details - www.studylink.govt.nz

If you have any outstanding invoices, longer than 60 days, the outstanding amount may also be charged to your student loan. This is stated in the agreement on the application/enrolment form.

Student allowances

If you enrol on a full-time course of study, you may be eligible for a student allowance. For information, call StudyLink on 0800 889 900 or visit their website at www.studylink.govt.nz.

Studylink ask for Verification of Study (VOS) from the provider to ensure the student is a legitimate student and once approved, will be paid directly to you.

Fees Policy

The fees relevant to your course are outlined in the course information material supplied to you. Please note that these fees vary according to whether you are a New Zealand Resident or an International Student.

New Zealand students	Those students who are New Zealand citizens of any age, including students from Cook Islands, Tokelau or Niue who have New Zealand citizenship; or a New Zealand permanent resident living in New Zealand; or a citizen of Australia living in New Zealand.
International students	All other students who are not New Zealand students as defined above.

Fees Payment

All fees must be paid in full prior to commencement of your course. An extension may be provided upon written evidence that there is a delay in payment, such as from Study Link.

A student is deemed enrolled and liable for payment of fees upon signing and returning the Letter of Acceptance.

Every person must pay fees and charges according to arrangements and terms agreed at the time of enrolment.

Unless special arrangements are agreed by the Principal, the following penalties will apply while a debt remains outstanding:

- a) the student's academic results are withheld (incl. any assessment or assignment)
- b) the award of any qualification is deferred
- c) the student's outstanding debt will be referred to a debt recovery agency for collection. ATC also reserves the right to recover any additional costs in relation to this debt collection from the student

A surcharge of 10% or \$100, whichever is the lower, will be levied on any fees that are outstanding as at the 20th of the month following commencement of study.

Course Related Costs

Please refer to the Course Related costs found in your student pack. Additional copies are available upon request. If student is unsure of what to purchase please contact the Course Co-ordinator or tutor.

Changes to Courses

Students who wish to change their course(s) after the commencement date need to complete an “Application for Change of Course” form setting out the reasons for the change and lodge the form with the course administrator.

The application will be considered and, **if agreed to**, a new Course Enrolment form will need to be completed. A fee of \$50.00 will apply.

Trust Fund for Student Fees

All student fees collected by ATC for courses are banked directly into a Trust fund administered by a Chartered Accountant.

The Trustee is Malcolm Goile who can be contacted at the Business and Tax Centre Ltd by phoning 07 834 0556 or by email at malcolm@Biztax.co.nz.

The Accounts Manager will provide the Chartered Accountant with a Monthly Fees Schedule outlining the students who have been given the opportunity to complete the training for the unit standard(s) and/or course component(s) credits and the portion of fees to be made payable to ATC each month.

The Chartered Accountant will arrange these progressive payments to ATC according to the amounts calculated in the Periodic Payment Schedule.

Refund and Reimbursement Procedures

ATC has the following refund and reimbursement procedures for the various circumstances that may arise:

Programme of Study Cancellation

- a) If for any reason we cancel a programme of study (including low enrolments) prior to the commencement date, students will be offered a full reimbursement of the fees paid for the programme of study. In the unlikely event that a course is cancelled after the commencement date students will be offered a pro rata reimbursement of fees within five (5) working days based on the programme of study in which they were enrolled and had paid fees for at the time of the closure or cessation.

ATC Closure

In the unlikely event that ATC New Zealand goes into liquidation, receivership or has its accreditation withdrawn (in which case the Ministry of Education and New Zealand Qualification Authority will be informed immediately), students will be offered the following options by the appointed Trustees:

- b) A pro rata reimbursement of fees based on the programme of study in which they were enrolled and had paid fees for at the time of the event,
or
- c) A full reimbursement of fees for the programme of study that fees had been paid for but not yet commenced at the time of the event.

The Trust Fund and Fees Refund policies and procedures stated here comply with the legal requirements set out in section 253 of the Education Act 1989.

Domestic Students Only

Withdrawal of enrolment before start date

If you withdraw from a programme of study **before** the start date of the programme of study you have enrolled in, you will receive the total fees you have paid, **less** any applicable fees and costs incurred. Such fees and costs will be explained to you.

For programme of study longer than 3 months

If you withdraw from a programme of study **before** the end of the eighth (8) working day following the start date of the programme of study, you will receive the total fees you have paid **less** any applicable fees and costs incurred. Such fees and costs will be explained to you and will not exceed 10% of the course fees or \$500, whichever is the lesser. In order to receive your refund you must complete an **Application for Formal Withdrawal** form which is available from Administration.

No refund of fees will be made **after** the eighth (8) working day following the start date of the programme of study, unless management accepts that there are exceptional circumstances (e.g. death of a close relative) sufficient to warrant a pro rata refund. Refund applications due to exceptional circumstances must be in writing and will be approved on a case by case basis. You may be required to produce evidence to support your claim.

International Students Only

Withdrawal of enrolment before start date

If you withdraw from a programme of study **before** the start date of the programme of study you have enrolled in, you will receive the total fees you have paid, **less** any applicable fees and costs incurred. Such fees and costs will be explained to you.

For programme of study less than 5 weeks

If you withdraw **before** the end of the second (2) working day following the first day you are expected to attend your programme of study, you will receive at least 50% of the total fees you have paid.

If you withdraw **after** the first two (2) working days following the first day you are expected to attend your programme of study, no refund will be made.

For programme of study longer than 5 weeks but less than 3 months

If you withdraw **before** the end of the fifth (5) working day following the first day you are expected to attend your programme of study, you will receive at least 75% of the total fees you have paid.

If you withdraw **after** the first five (5) working days following the first day you are expected to attend your programme of study, no refund will be made.

For programme of study longer than 3 months

If you withdraw from a programme of study **before** the end of the tenth (10) working day following the first day you are expected to attend your programme of study, you will

receive the total fees you have paid **less** any applicable fees and costs incurred, your refund will be at least 75% of the course fees. Such fees and costs will be explained to you. In order to receive your refund you must complete an **Application for Formal Withdrawal** form which is available from Administration.

No refund of fees will be made **after** the tenth (10) working day following the first day you are expected to attend your programme of study, unless management accepts that there are exceptional circumstances (e.g. death of a close relative) sufficient to warrant a pro rata refund. Refund applications due to exceptional circumstances must be in writing and will be approved on a case by case basis. You may be required to produce evidence to support your claim.

Cancellation - Block Courses (All students)

Students may cancel their attendance at a block course up to five (5) working days **before** the start date of the Block Course. Any money paid will be refunded less any costs incurred by ATC New Zealand.

If a student has confirmed their attendance at a block course but cancels within five (5) working days before the start date of the block course or does not show up, costs incurred by ATC New Zealand will be charged to the student.

Student Dismissal (All Students)

If a student is dismissed from a programme of study after the refund period **no refund of fees will be made**

Appeals (All Students)

Any appeal against any part of this policy should be directed **in writing** to the National Principal clearly outlining any special circumstances that would warrant a variation to the policy.

Performance, Attendance, Achievement

ATC strives to ensure that all our students are given every opportunity to complete the courses they have enrolled in. To this end, we monitor the progress of all our students carefully.

Attendance

100% attendance is expected of all students (like an employment situation). You are expected to be punctual and prepared for every session during the course. An attendance register is taken during every session. Continuation of study with ATC is subject to you attending at least 90% of the course. If your attendance falls below this your tutor will be working with you to set goals and identify what you can do to improve it.

It is important to note that:

- Applications for special consideration (of assessment due dates, etc) will normally be limited to students who have maintained satisfactory attendance in the relevant course.
- Students who have insufficient attendance or outstanding assessments may not be eligible for scheduled activities such as practicum placements, work experience, special class activities, etc. You may be required to resolve all outstanding assessments during term breaks.

Personal appointments must be made outside normal class hours. Exceptions should be discussed with your Tutor or Course Coordinator.

If you are unable to attend a class you are required to telephone administration before 8.30am to let us know. If no one is available to talk to you, please leave a clear message with your name, class teacher and the reason for your absence.

If you are sick, a Doctors' Medical Certificate will be required if you are absent for more than two days.

All ATC programmes operate to the expectations of the workplace and other tertiary education providers. If you develop good habits in attendance it will prepare you for success for when you go into a job or onto further training and education after completing your qualification with ATC.

Lack of Performance/Achievement

If you are found not to be performing in your course(s) as indicated by attendance and academic achievement clear systems are in place to deal with this situation.

In the first instance we will discuss our concerns directly with you. We will explore options with you and try to help you develop an action plan for succeeding in your studies. You may request a support person of your choice to be present during any conversations with a staff member.

If the situation does not improve a formal written warning will be sent to you asking you to discuss your situation with your Course Coordinator or Principal. This letter will advise that if your attendance or performance does not improve within an agreed timeframe, or if we receive no response from you by that date you will be withdrawn from the course and the withdrawal refund procedures will come into effect.

International Students

If you are an International Student we are obliged to notify New Zealand Immigration Services of your withdrawal from the programme of study, which will result in the withdrawal of your student visa.

Assessment Policy

Note: The aim of this policy is to assist teachers to maintain standards of excellence while also exercising professional judgement within accepted boundaries. Accordingly, unless a policy in this document uses the words 'must' or 'will' the teacher should use their best judgement on the basis that any other reasonable and experienced educator would support that judgement and other experienced educators would support that judgement. If in doubt, consult with the Head of School or the ATC Academic Advisor.

1. Assessment Policy for All Courses

- 1.1. In general this assessment manual relates to **summative assessment** – the formal assessment of the student's learning in relation to course learning outcomes. All courses require summative assessment to determine students' level of achievement in attaining course outcomes and to ensure students have met the requirements for progression and completion within the programme.
- 1.2. All courses should also include formative assessment as an on-going part of the learning process – planned assessment that provides feedback to students on their progress with a view to adapting future teaching to their needs. Formative assessment forms a vital component of the learning process as it provides opportunity for both tutors and students to identify specific learning challenges and to make adjustments to teaching as necessary.
- 1.3. All learning outcomes and/or performance criteria will be assessed by at least one assessment activity.
- 1.4. Assessment requirements for a course will be provided to students at the commencement of the course including due dates and marking criteria (where applicable and practicable).
- 1.5. If a course includes a final examination, other assessment tasks will not fall due during the examination period.
- 1.6. Assessors are responsible for the quality of the assessments they deliver. An assessment may be provided commercially (eg, by Instant, or another provider), by another ATC staff member, or designed by the assessor him/herself, but ultimately the assessor must be satisfied that the assessment meets all ATC and student requirements.
- 1.7. In courses delivered at more than one site or campus, assessments must be standardised, the only variations being in a task's context. Any departures from this must be processed through the Course Review system and, if justified, approved and documented by the Head of School or Programme Coordinator.
- 1.8. However an assessment is designed, it must be accompanied by a 'marking schedule' that details answers expected, complete with judgment statements that guide markers in their marking decisions. This will ensure uniform marking by different markers.

- 1.9. Assessment tasks must be submitted by the due date. Extensions to due dates will not normally be granted for any assessments unless the student can demonstrate that special circumstances exist.
- 1.10. Students experiencing difficulty with assessments are strongly encouraged to talk to their tutor about their situation.
- 1.11. If students believe their performance in an assessment will be, or has been, impaired by circumstances beyond their control, they may request special consideration of their circumstances. Special Consideration requests must be in writing on the form provided.
- 1.12. All written assessments, with the exception of tests and examinations, should be submitted electronically. Any exceptions to this requirement will be advised.
- 1.13. Students must keep a back-up copy of all assignments submitted electronically, to cover the unlikely event of system failure.
- 1.14. The environment and/or context in which the assessment is to occur is suitably prepared by the assessor. This may include but is not limited to candidate special needs, health and safety considerations and assessment conditions.
- 1.15. Assessments should be marked and returned to students with constructive feedback as soon as possible, for maximum learning benefit. ATC aims for the shortest turnaround, with three weeks an absolute maximum. Any exceptions will be communicated to students.
- 1.16. Students who believe they have been treated unfairly in any aspect of assessment may appeal using the Assessment Appeals Procedure included in this manual.
- 1.17. The requirements of the Privacy Act 1993 will be upheld. Assessors will not collect more personal information than is necessary for the administration of the assessment process. Assessment marks, results, outcomes will be limited in their distribution to necessary administration, and tutors will not publish such results publicly.

2. Assessment Policy for Competency-Based Courses

- 2.1. To pass a course the student must demonstrate competency in all unit standard based assessments.
- 2.2. Competency is awarded when the assessor is absolutely sure that the student performance meets all learning outcomes or evidence requirements as outlined in the assessment schedule. The key question must always be, "Is the assessor confident the candidate knows or can do what is required by the standard(s) being assessed?"
- 2.3. Following an assessment the assessor will provide feedback, written and/or oral, which is confined to strengths and weaknesses in performance and/or requirements for further evidence, in a timely and direct manner.

- 2.4. To show competency is awarded the assessor completes all marking schedule requirements and fills in the front cover of the assessment as indicated.
- 2.5. If student performance fails to meet any of the requirements in the assessment schedule, the follow-up processes are available, depending on the circumstances. **TrainMe** allows the following:
- 2.5.1 Resubmission – Before an assessment has been formally marked, if it is apparent that evidence is incomplete (eg: questions not answered or not completed fully), an opportunity may be provided for the student to supply the missing evidence (by an agreed date/time) for formal marking. The student may be asked to supply more information or evidence for particular questions or tasks to demonstrate his/her competency. A resubmission may take place on the same day as the original assessment, and an oral assessment method may be used, provided the process is valid, fair and documented. Genuine competency overall will be adjudged by the professional judgement of the assessor.
 - 2.5.2 Re-sit – After marking, if a student has failed to meet the criteria for part(s) of the assessment, the assessor will inform the student of the initial assessment result (ie: “Not Yet Competent”) and discuss where any evidence was lacking and what is required to achieve competency. The student will be given one opportunity to re-sit, that is to say, resubmit evidence in the areas where competency was not gained. Should this resubmitted evidence still fail to meet the criteria, the student will be required to be reassessed. Clear distinction must be made between original evidence and re-sit evidence.
 - 2.5.3 Reassessment – If, after valid processing has been applied, a student is still adjudged “Not Achieved”, the student must complete an entire assessment again. A new date will be agreed upon that ensures the student has enough time to develop the required skills or knowledge. Where possible, the reassessment will be different from the original one, and will be performed according to usual assessment procedure. Students are entitled to up to two reassessment opportunities in a twelve month period.
- 2.6. **Vision College only offers the re-sit option (2.5.2)**, but if there is a case for ‘conferencing’ with a student (who has not achieved but come very close), or for reassessment, these may be offered at the discretion of the course coordinator or Head of School.
- 2.7. When guiding students prior to a resubmission, re-sit or reassessment, tutors will be careful to limit their guidance to points of a general nature, and not provide any specific hints or answers that will render ensuing evidence invalid.
- 2.8. When any of the above processes are used, details will be recorded and/or assessor notes added to the cover sheet, to ensure an adequate record is kept of the process and the student’s evidence.
- 2.9. Unit achievement will be recorded through Educate Plus and saved for approval and recording of results.

3. Assessment Policy for Graded Courses

- 3.1. A student's overall mark will be converted to a grade in accordance with the grading scale.
- 3.2. In general, to pass a course the student must achieve an overall mark of at least 50% for the course.
- 3.3. The Head of School may at his or her discretion impose additional requirements for passing a course. These may include but are not limited to:
 - 3.3.1. All assessments must be seriously attempted (any experienced academic staff member would judge the work as a serious attempt) and submitted.
 - 3.3.2. A minimum mark in certain specified assessments.
 - 3.3.3. Specific pass requirements for final examinations.
- 3.4. Students will have one opportunity to submit their work unless a request for Special Consideration has been made and granted.
- 3.5. If a student is close to achieving a pass, falling short on a minor point, or an answer is unclear, an assessor may confer with the student to clarify whether a pass is merited. This is not to be used just to leverage a student to a pass, and must be done in a professional manner. If undertaken, the process, the resulting student response, and the assessor's judgement and reasoning must be recorded on the assessment cover sheet.
- 3.6. Students are not entitled to resubmit an assessment that has been marked and given a passing grade in order to gain a higher grade (unless granted special consideration).
- 3.7. A student who receives a failing grade for an assessment may be invited to resubmit or resit by the Head of School or Programme Coordinator. Conversely, a student may request the opportunity to resubmit or resit, provided exceptional circumstances exist. The student must complete a Special Consideration application together with supporting evidence, and the Head of School or Programme Coordinator will decide the case.
 - 3.7.1. Late submission or failure to submit an assessment activity will not be considered sufficient reason for a resubmission or resit.
 - 3.7.2. A resubmission or resit should normally be completed within the shortest realistic time possible.
 - 3.7.3. One resubmit/resit per assessment may be permitted provided that the original assessment was submitted by the due date and was seriously attempted (work that an experienced academic staff member would judge as a serious attempt).
 - 3.7.4. Any resubmitted work will be marked on a pass/fail basis unless Special Consideration approval specifically states that a higher grade may be awarded due to exceptional circumstances.

- 3.8. Assessments that are submitted beyond the published due date without a request for Special Consideration being granted will be subject to the following penalties:
 - 3.8.1. Where the assignment is one to seven calendar days late it will be marked and 10% will be deducted.
 - 3.8.2. Where the assignment is more than seven calendar days it will not be marked and will receive 0%.
- 3.9. Achievement will be recorded through Educate Plus and saved for approval and recording of results.

4. Special Considerations

Note: *This policy covers all scenarios that affect the timely or successful completion of an assessment activity including tests and examinations.*

- 4.1. Special Consideration may be granted for due date extensions, re-submissions, resits, aegrotat passes, or impaired performance in an assessment or examination due to health or personal circumstances, including that of close family.
- 4.2. Applications for Special Consideration should be negotiated between assessor and student, preferably using the designated form (Appendix 1) and recorded in the Student Management System.
- 4.3. Applications for a due date extension must be received by the assessor prior to the due date. This may be by verbal negotiation; or assessor may require written application, supported by reasons and circumstances.
- 4.4. Computer problems do not ordinarily constitute an exceptional circumstance unless there is an officially-notified failure of ATC equipment. Workload, time management issues, late submission, failure to submit an assessment activity, or having more than one piece of assessment due on the same date are not automatically sufficient reasons for an extension. Assessor discretion applies.
- 4.5. The assessor may require the student to produce work already completed on the assessment to support the request for Special Consideration.
- 4.6. Approved extensions will not be subject to grade penalties provided they comply with the new due date and any other conditions imposed.

5. Assessment Appeals Procedure

5.1 Initial appeal

- 5.1.1. If a student believes they have been treated unfairly in any aspect of assessment, including marking, they should in the first instance discuss concerns with the assessor. The assessor will check that the student was treated fairly and consistently and that marking has been consistent with the assessment schedule.

- 5.1.2. The assessor may alter the mark or grade if it is clear that there was an inadvertent error in the marking or grading.
- 5.2 Formal Appeal **for graded courses**: If issue unresolved, student may appeal formally.
 - 5.2.1 The student may appeal for the assessment to be reconsidered by applying in writing to the Head of School (or if the assessor is the Head of School, to the Principal) stating the circumstances and providing any supporting evidence.
 - 5.2.1 The student must apply within seven days of the grading notification and pay a \$20 fee. The fee will be refunded if the appeal is upheld.
 - 5.2.1 The student should be given copies of, or access to, all pieces of his/her assessment including the marking and marking schedule.
 - 5.2.1 The appeal may result in the mark being unchanged, raised or lowered.
 - 5.2.1 The Principal, at his/her discretion, may request a judgement on the appeal from the Academic Committee.
 - 5.2.1 The decision of the Principal or Academic Committee will be final. Refer to Grading System.
- 5.3 Written appeal **for competency based courses**: If issue unresolved, student may appeal formally.
 - 5.3.1 The student may appeal for the assessment to be reconsidered by applying in writing to the Head of School or Programme Coordinator (or if the assessor is the Head of School or Programme Coordinator, to the Principal or Divisional Manager) stating the circumstances and providing any supporting evidence. A TrainMe student may use the Assessment Appeal Form (found in the student handbook), forwarding it to the Programme Coordinator. The student must apply within seven days of receiving the assessor's decision.
 - 5.3.2 The student should be given copies of, or access to, all pieces of his/her assessment including the marking and marking schedule. The appeal may result in the judgment being unchanged, or awarded 'competent'.
 - 5.3.3 The Head of School or Programme Coordinator at his/her discretion may request a judgement on the appeal from the Academic Committee.
 - 5.3.4 The decision of the Head of School or Academic Committee will be final

International Students

If you are an International Student we are obliged to notify New Zealand Immigration Services of your withdrawal from the programme of study, which will result in the withdrawal of your student visa.

6. Assessment in Te Reo Maori

6.1. Policy

- 6.1.1. Use of the Māori language in assessment is subject to the conditions set out in this policy statement.
- 6.1.2. Students of ATC may use Te Reo Māori in assessment except where:
 - 6.1.2.1. A paper is taught fully or partly in a language other than English or Māori and the assessment requires students to demonstrate their facility in that language, or
 - 6.1.2.2. Facility in the English language is central to the objectives of all or part of the paper.
 - 6.1.2.3. Wherever possible, work submitted for assessment in Te Reo Māori will be marked by an assessor who is competent in the discipline and competent in Te Reo Maori.

6.2. Procedure

- 6.2.1. All matters to do with work submitted for assessment in Te Reo Māori are handled by the Head of School or Programme Coordinator in the first instance.
- 6.2.2. Students must indicate their desire to be assessed in Te Reo Māori when they enrol in a course to ensure that arrangements can be made in a timely manner.
- 6.2.3. It is recognised that some delay may occur due to arrangements being made for an alternative assessor or the inclusion of translation in the marking process.
- 6.2.4. If the student chooses to proceed the Head of School or Programme Coordinator will determine whether or not an assessor who is competent to mark the work in Te Reo Māori is available. If there are no assessors available who are competent to mark the work in Te Reo Māori, the Head of School or Programme Coordinator will arrange for it to be translated into English.
- 6.2.5. ATC appreciates that some speakers of Te Reo Māori might use Maori/English interchangeably in answering an assessment. Any student who does so and has not already informed the Head of School or Programme Coordinator must do so immediately after the examination. The Head of School or Programme Coordinator will then advise the assessor and arrange for an alternative assessor who is competent in Te Reo Māori. Alternatively the Head of School or

Programme Coordinator will arrange for the work to be translated. In such cases there may be a further delay in the marking process.

- 6.2.6. Where an assessor discovers an item of work written in Te Reo Māori and no prior arrangements have been made they will immediately pass it to the Head of School or Programme Coordinator who will arrange for the work to be assessed by another assessor who is competent in Te Reo Māori or translated. In such cases there may be a further delay in the marking process.
- 6.2.7. The Head of School or Programme Coordinator will ensure that any translator is an appropriately qualified professional, acceptable to ATC.
- 6.2.8. The Head of School or Programme Coordinator will ensure that work which is sent to be translated bears no identification other than the student's identification number.
- 6.2.9. The translator will be instructed to translate what has been submitted by the student as accurately as possible. In particular:
 - 6.2.9.1. Effective and creative use of language should be reflected in the English translation as far as possible.
 - 6.2.9.2. The student's use of language should not be improved in the process of translation, eg: by correcting errors or inconsistencies, or by improving the flow of awkward passages.
- 6.2.10. To assist translation, it may be necessary for a student to provide technical vocabulary in the form of a glossary. This glossary should be developed in advance, in consultation with the assessor and translator if necessary.
- 6.2.11. The assessor will mark the translation as they would mark any other work. Where necessary, the assessor may seek clarification of the translation of the assessment from the translator.
- 6.2.12. Where work has been translated the student will receive back any original script, the translation and any comments made by the translator. Normal procedures for the return of examination scripts will apply.
- 6.2.13. Students who consider they have a grievance with regard to the translation itself, the procedure for translation, or the marking of the work, may have their case reviewed by the Head of School or Programme Coordinator. Any decision made by them may be further appealed to the Principal or Divisional Manager, who in turn may refer to ATC's Academic Committee.

6.2.14. ATC will meet half the cost of translation services utilised under this policy. Students submitting work in Te Reo Māori will be invoiced by ATC for the remaining half of the cost of translation services.

Student Input

ATC values student input, that may help improve the learning environment, resources, teaching methods and delivery material of its programmes.

Evaluations

Evaluations are built into student programmes to allow students to make confidential comments and suggestions about every aspect of their courses. Your course administrator will arrange for student evaluations to be regularly scheduled, the findings to be summarised, and to advise students about any actions that will be taken.

Other input

For any other input, a student may approach their Tutor and make their comments known. Alternatively, a student from a course may be elected to represent a group of students who wish to provide input. The representative may call a meeting with the group, then meet with their Tutor. If the student cannot discuss the matter with the Tutor, he/she may approach the Course Administrator or Principal/Manager.

If it is input that will affect more than one specific group, representatives from all courses at the ATC Campus may call a meeting and elect a representative to approach the Principal/Manager or Chief Executive Officer with their input.

Student Support

Internal Student Support

Students at ATC have the right to be treated with dignity and fairness at all times. Any concerns, queries or complaints that you may have are always treated seriously and should be addressed in the first instance to your Tutor.

If you feel uncomfortable approaching your Tutor, you may approach any other ATC staff member that you feel most comfortable talking to or you can contact your course administrator.

Should the Tutor be unable to assist you, you may be referred to another ATC staff member, to the course administrator or to an outside agency.

You may request a support person of your choice to be present during any conversations with a staff member

If for any reason you feel that your query or concern has not been addressed, you may use our Complaints Procedure as outlined later in the handbook.

External Student Support

If ATC staff members are unable to help you or if you feel uncomfortable approaching any of the staff, there are also a number of outside agencies that could be of assistance to you.

Chaplains are available for students to contact and make appointments.

They are listed in Section 5 of this handbook.

Harassment

ATC finds any form of harassment unacceptable. If you are subjected to any behaviour that is sexually or in any other way offensive, please notify your Tutor about what is happening **immediately**. You and the Tutor will discuss the incident and agree on an acceptable way of dealing with the issue.

Alternatively, the incident may be referred to the Course Co-ordinator, who will decide on the most appropriate course of action which may include introducing you to an experienced person from our network of Student Support services. You will be involved at all times with all decisions relating to the incident.

Computer Usage Policy

Downloads

The computers at ATC are intended for all students. Therefore, no password protected screensavers, etc. may be installed on them. Furthermore, no installation of any other unauthorised programme or software by CD, external device or download is allowed, unless permission is granted by a Tutor. Where permission is given for the use of a CD or external device, these **must** be virus-scanned by a Tutor to prevent the spread of viruses.

Breaches of policy

Any breach of this policy may result in any of the following

- a warning
- summary dismissal from the college with no refund of fees
- payment for damage caused to the computer or network.
- police and/or legal action

Internet Usage Policy

ATC provides internet access to students for course related web browsing. Students will be given a monthly internet usage allocation which will be communicated to students by their Course Co-ordinator. Students will also have the option of purchasing an additional allocation. This will be charge at a rate similar to Universities or Polytechnics.

Personal use

The Internet access facilities provided by ATC are for academic purposes, which may generally be described as research related to the information requirements of subjects in qualifications for which you have enrolled. The research may be conducted by searching and browsing the Internet or may be directed via e-mail requests to external parties holding useful information.

However personal use of your ATC internet connection is also acceptable as long as this use does not adversely impact on the normal running of the ATC either in terms of your productivity or the network load, and you do not breach any of the ATC values.

Privacy and monitoring

The internet access provided to you is for your use only. You must not allow anyone else to use your user name and password to access the internet.

ATC reserves the right to monitor and inspect your web browsing activity at any time without notice. Particular attention will be taken if it is suspected that inappropriate usage is taking place. Inappropriate usage of your ATC Internet connection may result in disciplinary action being taken. This may include a warning, summary dismissal from the college with no refund of fees, as well as police and/or legal action.

Claimed ignorance of content will not be an acceptable defence against a breach of this policy.

Inappropriate usage

Inappropriate usage includes, but is not limited to:

- hacking (attempting unauthorised access) into any computer system, site or data including those owned or operated by ATC
- viewing, transmitting, downloading or storing offensive or pornographic material,
- using the Internet to send messages that are likely to result in the loss of or damage to recipients' work or systems and any other use which would cause congestion of the networks or otherwise interfere with the work of others. This

includes participation in “spam wars” or chain letters.

- use of discriminatory, inflammatory, abusive or offensive language or materials
- tampering with Intranet/Internet material
- conducting Internet gambling
- using the Internet to promote or conduct any commercial venture or business for personal profit or gain not expressly authorised by ATC
- intentionally downloading computer viruses
- posting defamatory, libellous or other material that may bring ATC into disrepute.
- downloading and installing software from the Internet on an ATC PC without prior and specific permission from your Tutor, including music, movies and pictures
- using false user identification or passwords on any Intranet/Internet service
- engaging in any other illegal activity
- forwarding to third parties material which is the property of ATC or confidential to ATC.

Copyright

Copyright Act 1994

The Copyright Act 1994 applies to and governs the storing, copying and using of all printed material, electronic works and information from the Internet. The default position is that copying is an infringement of the Act, whether or not it carries a © sign, unless there is a licence to copy.

Exceptions

There are some exceptions, whether or not a work carries a © sign, which are briefly outlined below:

- It is permissible to make a single copy of a work for the purpose of research or private study.
- If the work is electronic you may store it in your personal folder only
- In the case of material authored by others, the use of material is further subject to academic privilege with limited reasonable quotation permitted. However, it is important that you acknowledge the source.

If you are uncertain whether or not you may be infringing the Copyright Act 1994 please ask your tutor. More information about the Copyright Act 1994 is available at www.lianza.org.nz/publications/copyright.html

New amendments to the Copyright Act 1994 that covers Internet usage applies also. Ignorance is not an excuse.

Plagiarism

Plagiarism is a form of cheating. The definition of Plagiarism is 'the deliberate presentation of another person's material as one's own.' Plagiarism is the inclusion of material, loosely copied or paraphrased from someone else's writing, in your work. This includes work of other students, other authorities or experts, or material downloaded or copied from the internet, without explicit indication of the source of the material. Material of this nature may be used, but must be referenced properly.

Plagiarism can be self-defeating, in that you create an unreasonably high expectation of what you are capable of, and you may be establishing a lifelong pattern of dishonesty. On the positive side, accurate referencing *enhances* your own work.

To avoid plagiarism:

- Plan your work and ask for help if you do not understand the task or what it is you should be doing.
- Write your own thoughts and assertions in your own words, using notes taken from your reading and research.
- If you decide to use quotes or reference material attributable to other sources, clearly 'reference' your work. Vision College uses the APA* system of formal referencing. If you are on a Vision College course, you will be trained in this. (**Leadership courses use Turabian*).
- On submission, sign the declaration of authenticity.

Cheating may take other forms, for example:

- Providing someone else's assignment and saying it is your own
- Copying from another student's work during a test
- Allowing another student to copy from your work (which will open both parties to penalty)
- Making up or fabricating data or information as bona-fide research
- Persuading another student to do all or part of your assignment or you doing an assignment for someone else

Any work handed in must be the authentic work of the student. Any attempt to submit work that is not actually done by the student is considered cheating, and is not acceptable to Vision College or Trainme.

Even when colluding legitimately with another student, say for ideas or support, or working in a group, submitted work still must be yours alone. It is not acceptable for two students to hand in the same work, even if the two students worked together. *[Any formal paired or group assignments will be specifically briefed by tutors.]*

Cheating and/or plagiarism are viewed as a contravention of the rules and values of ATC and will be dealt with accordingly. There would be a formal interview with tutor

and Course Co-ordinator or Head of School and a warning letter given which will be held on your file. An opportunity may be given to re-submit work.

Disciplinary Procedure

The following regulations have been put in place to ensure that students can work in a safe and secure, working environment. Failure to comply with these regulations can result in instant dismissal and/or further action or referral to the appropriate authority:

Warnings

In the event that a student's behaviour or attendance is unsatisfactory either on the course or at the workplace:

- The Tutor or the Principal/Manager will give a warning (either written or verbal) to the student and all assistance will be offered to the student to help him/her to modify their behaviour to the required level.
- If the undesired behaviour persists, the Tutor concerned, or the Principal/Manager will issue a final written warning, outlining the issues of concern and the behaviour required by the student to rectify the situation.
- Continued failure to meet the required behaviour or to address the issues within the given timeframe outlined, will result in dismissal of the student.

Dismissal

A Student may be instantly dismissed if he or she:

- Assaults (either physically or verbally) any Staff member, Industry representative or fellow student.
- Deliberately misuses or abuse any training equipment or general facilities.
- Possesses and/or uses, or is under the influence of, alcohol or drugs (other than those prescribed by a doctor) while on an ATC campus or on work experience for a course.
- Interferes with, or does not / fails to comply with any Health and Safety procedures or equipment.
- Assists any person to gain unauthorised access to any venues or work places or residences visited or used during the course.

Students have the right to appeal this process by using the Complaints Procedure outlined in this Student Handbook if they feel that at any time they were treated unfairly.

Complaints Procedure

Complaints Procedure for all Students

1. If students have a complaint about any aspect of their experience at ATC they should **in the first instance** discuss it with the **Tutor** or **Course Co-ordinator**.
2. If a student is an International student and they have concerns about their treatment by ATC or by their agent please contact the **International Student Director**.
3. If the complaint is still unresolved or the student does not feel that they can approach the staff listed above they should contact the **Principal**.
4. If the complaint is not resolved after speaking to the Principal they may contact the **CEO** of ATC **in writing** with an outline of their complaint. Attn: Chris Hubbard, CEO, ATC New Zealand, 21 Ruakura Road, Hamilton 3216. Phone +64 7 853 0222.

If you are not able to resolve your complaint with your provider

The New Zealand Qualifications Authority requires students who have a complaint to first follow the provider's complaints procedure (above). If the matter is not resolved satisfactorily, you may lodge a formal complaint in writing with the appropriate authority.

An independent alternative is The Quality Commission.

You can go to The Quality Commission if you have a complaint that has not been resolved by the provider's internal complaints process (above). However you must notify the Quality Commission of your complaint within two months of the act or omission about which you want to complain.

Domestic Students

The Complaints Officer
Quality Assurance Division
New Zealand Qualifications Authority
PO Box 160
Wellington 6140

or

The Quality Commission
PO Box 9514
Marion Square
Wellington 6141

Freephone: 0800 697 296
Telephone: (04) 802 3000
Fax: (04) 802 3112
Web: www.nzqa.govt.nz

Telephone: (04) 472 2757
Email:
commissioner@qualitycommission.co.nz
Web: www.qualitycommission.co.nz

For International Students

International Education Appeal Authority
Tribunals Unit,
Level 1, 86 Custom House Quay
Private Bag 32001
Panama Street
Wellington 6146

Phone: (64 4) 462 6660

Fax: (64 4) 462 6686

Email: ieaa@justice.govt.nz

Website: www.justice.govt.nz

Grading System for Vision

Grading will be based on the overall competency of the student in relation to the pre-determined course standard. *Please note that levels A+ to C- will gain credit for the paper.*

VISION COLLEGE		DESCRIPTOR
90 – 100%	A+	Work of high to exceptionally high quality showing excellent knowledge and understanding of subject matter and appreciation of issues; well formulated arguments based on strong and sustained evidence; diagrams, graphs and tables, etc. included where appropriate; relevant literature referenced; clear evidence of high levels of creative ability, originality and critical thinking; excellent communication and presentation skills.
85 – 89%	A	
80 – 84%	A-	
75 – 79%	B+	Work showing good to strong grasp of subject matter and understanding of major issues though not necessarily of the finer points; arguments clearly developed and based on convincing evidence; relevant literature referenced; some evidence of creative ability, originality and critical thinking; good communication and presentation skills.
70 – 74%	B	
65 – 69%	B-	
60 – 64%	C+	Work showing a knowledge of subject matter and appreciation of main issues though possibly with some lapses and inadequacies; arguments developed and supported by some evidence and references; creative ability, originality and critical thinking present but limited; adequate communication and presentation skills. A C- represents a bare pass in which the candidate demonstrates limited but nonetheless adequate understanding of the material.
55 – 59%	C	
50 – 54%	C-	
45 – 49%	D+	Work lacking breadth and depth. Work generally has gaps. Frequently work of this grade takes a simple factual approach and understanding and coverage of material is inadequate; does not attempt to interpret the material; at the lower end, indicates a need for considerable effort to achieve improvement; communication and presentation skills are poor. D+ represents marginal results in which there are evident (and important) lapses of understanding.
40 – 44%	D	
0 – 39%	D-	Highly unsatisfactory. Work shows a lack of knowledge about and understanding of the topic. Inadequate in degree of relevance, sometimes completeness, sometimes both. Communication and presentation skills are weak.

Section 3:

Hamilton Campus Information

Campus Contact Details

Location: 21 Ruakura Road, Hamilton 3216

Telephone No: 07 853 0777

Fax No: 07 853 0223

International Dialing: + 64 7 853 0777

Vision College

Principal

Principal

Alan Peary

Deputy Principal

Deputy Principal

Ken Francis

National Administrator

Administrator

Glenys Bishop

International Student Services

Administrator

Josephine Swindley

Library

Librarian

Vicki Jones

Trainme

Interim National Manager

Alan Peary

Ext 807

Administrator

Lynda Vallandingham

Ext 841

International Student Contact

Lance Langley

021-763-704

Campus Facilities

Reception

This area (the entrance-way into the building) is to be kept clear at all times.

Cafeteria

Cafeteria and dining facilities are for the use of all students. A microwave is provided for warming food. Coin operated soft drinks and candy machines are available and various sandwiches, etc are on sale. There are coffee machines in the student cafés from which drinks can be purchased. Food is to be eaten in the student cafés unless authorized by a tutor.

Please treat these facilities with respect and care at all times.

Staff Offices

Staff offices are out of bounds to all students unless there by prior arrangement with the appropriate staff member.

Telephones

A public telephone is located in the cafeteria of the main building. Dial 1 to get an outside line and then dial the number required. There is a time restriction of 6 minutes on this phone. Toll calls are barred. If you need to make a toll call, please talk to your course administrator.

Other ATC telephones may not be used without permission from a staff member.

Fax Machine and Photocopiers

Permission to use the fax machine must be obtained from the Administrators or Receptionists.

Use of the photocopier must be obtained using your Student ID card. You need to load credit on the card – see Administration to do this.

Parking

Car/bicycle parking is available in the clearly marked public parking areas. These are in front of the main building, the north east end of the main building, behind the welding building and outside the E, S and V buildings.

Please **do not** park in loading zones unless you are removing or delivering goods.

The **disabled parking** bays are only available for cars displaying a disabled person's permit

Other Campus Information

Smoking Policy

All ATC buildings are smoke-free zones. No smoking, therefore, is allowed inside or near any entrances of the buildings. There is a designated smoking area in the courtyard outside the cafeteria.

Security

ATC cannot take responsibility for the safety of personal goods and valuables belonging to either students or visitors. Please ensure that you take care of your possessions and do not leave them unattended in the classrooms or in any other areas on the campus.

Fire Alarm

If the fire alarm sounds (a “whoop-whoop” siren), please follow the instructions of the fire-wardens, leave the building immediately and wait at the Evacuation Assembly Point in the public car park, until permission is given to re-enter the building.

Transfield Services

The property next door to ATC that belongs to Transfield Services must not be entered at any stage either by vehicle or on foot. Access to ATC must be made via the driveways off Ruakura Road.

If students are found parking in the grounds of Transfield Services they may be towed away at their own expense.

Any person or vehicle found on the Transfield Services grounds will be considered trespassing and may be detained by the management of Transfield Services and prosecuted by the New Zealand Police.

Hilda Ross Retirement Village

The property across the road that belongs to Hilda Ross Retirement Village must not be used as a thoroughfare. The sight of strangers passing through the property is distressing to the elderly residents living there.

Any person or vehicle found on the Hilda Ross grounds will be considered trespassing and may be detained by the management of Hilda Ross Retirement Village and prosecuted by the New Zealand Police.

Chaplain

If students are having personal issues and need someone to talk things over with, there is a Chaplain available.

Her name is Sue Langley and she can be contacted on:

Mobile: 021 924 152

Email: sue.langley@atc.org.nz

Students may contact the chaplain direct and the service is confidential. This is a free service.

Studylink

Loans and allowances may be used to cover course fees, course related costs and living costs. For information, call StudyLink on 0800 889 900 or visit their website at www.studylink.govt.nz.

Loans

You can get a student loan for study with a value of up to seven 'equivalent fulltime student' or EFTs, which is about seven or eight years of fulltime study. This is your lifetime limit for a student loan.

When you borrow for course fees, course related costs or living costs the EFTs value of that loan counts towards your lifetime limit.

You may wish to get an extension to your lifetime limit, up to 10 EFTs in some circumstances.

- You finish a paper or course that takes you over the seven EFTS limit
- You complete post-graduate study – up to one additional EFTS
- You study for a doctorate – up to three additional EFTS

If you withdraw from all or part of your course and get a full refund of your tuition fees, or a partial refund when you've withdrawn within 30 days of the course starting, that course won't count towards your lifetime limit.

You can borrow for study with a value of up to two EFTS each year. Two EFTS is about two years of fulltime study.

You need to pass at least half of your course load (EFTS) over a set period in order to keep your eligibility.

Part-time students are only able to borrow for their compulsory course fees. Part-time students who are studying for less than 32 weeks need to be enrolled in at least 0.25 EFTS to get a loan for fees only.

For exceptions please go to www.studylink.govt.nz.

Student Allowances

To get a Student Allowance you generally need to be:

- At least 18 years old (some 16 – 17 year olds can also get it) and,
- Under 65 on the start date of your course (for study starting on or after 1 January 2014. Note you may still qualify if you meet certain criteria in the transition period. To understand how these changes affect you, please visit the website www.studylink.govt.nz for more information.

- Studying fulltime (or limited fulltime with Studylink approval) on an undergraduate tertiary course or any Bachelor degree with Honours approved by the Tertiary Education Commission and
- A New Zealand citizen, New Zealand resident (who meets certain criteria), refugee or protected person (under the Immigration Act 2009).

You can earn up to \$210.88 a week before tax before your Student Allowance payments are affected.

There is a limit on how long you can get a Student Allowance for secondary and tertiary study.

If you get a Student Allowance for tertiary study, you will need to pass more than half the work of a fulltime course to get another Student Allowance, but there are some exceptions.

For exceptions please go to www.studylink.govt.nz.

What is EFTS?

EFTS is a measure of the amount of study or workload involved in undertaking a course and is used to decide if a course is fulltime or part-time.

A year of fulltime study is generally between 0.8 EFTS and 1.2 EFTS.

If a student is unsure about the EFTS value of the course, or how many EFTS they have passed, they will need to talk to the education provider.

If a student has studied 1.6EFTS since first receiving a loan for study ending in 2009 or later, they will be asked to declare how many EFTS they have passed when they next apply.

If a student is studying part-time, and their course has an EFTS value of 0.25 or more, they can only get the compulsory part of the Student loan, unless they have been approved a Limited Fulltime status by Studylink.

Students who are 40 years and over need find out what entitlements are available to them by calling StudyLink on 0800 889 900 or visit their website at www.studylink.govt.nz.

Life Time Limit

Student Allowance

If you are under 40, you can get a student allowance for tertiary study for up to 200 weeks.

If you are 40 or over, you can get it for up to 120 weeks.

These are lifetime limits for your student allowance.

You can get a student allowance for up to 92 weeks for secondary school study.

Go to [What you need to apply for Student Allowance](#) to find out how to apply for an extension to your lifetime limit for student allowance.

A Student's Responsibility and Obligation

Once you start to use your Student Loan, Studylink will transfer your loan information to Inland Revenue on a daily basis.

Inland Revenue's role is to collect repayments until the loan is paid back. The minimum amount and frequency of the repayments aren't negotiable.

If a student has any changes to their, their parent/s, or their partner's, circumstances, they must let Studylink know as it could affect their eligibility or entitlements.

Students gaining employment are required to make repayments to their Student Loans if they earn over \$19,084pa. They are obligated to provide the correct tax code (SL) to their employer so that deductions can be made from their wages/salary.

Consequences

Students who have \$500 or more in default at the time of their application, and at least some portion of that amount has been overdue with Inland Revenue for a year or more, won't be able to get a Student Loan.

Refer to www.ird.govt.nz/studentloans.

A Student Loan can help to finance a student's tertiary studies.

But remember, it's a loan that has to be paid back, only borrow what you need!

Section 4: International Students

ATC New Zealand has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available from the New Zealand Ministry of Education website at www.minedu.govt.nz/international

General Information about the Code of Practice

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.

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

This is 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 that 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 international students enrolled. 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?

Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz/codeofpractice>.

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.minedu.govt.nz/international.

If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What if I have questions about the Code?

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

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the **first thing you must do is contact 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 the International Education Appeal Authority (IEAA).

What is the International Education Appeal Authority (IEAA)?

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

How can I contact the IEAA?

You can write to the IEAA at:

International Education Appeal Authority
Tribunals Unit,
Level 1, 86 Custom House Quay
Private Bag 32001
Wellington 6146

Phone: (64 4) 462 6660

Fax: (64 4) 462 6686

Email: ieaa@justice.govt.nz

Website: www.justice.govt.nz/tribunals/international-education-appeal-authority

What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken.

The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the International Education Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

What can the Review Panel do?

The Review Panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

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

The Code sets standards for education providers to ensure that:

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

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

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

Other Information

Immigration

For full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at www.immigration.govt.nz.

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

Accident Insurance

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

Medical and Travel Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand. Ask us about the requirements. You can also see details at www.minedu.govt.nz and on our website.

We recommend and can arrange this insurance with our provider for you on request.

Please note that you will be required to arrange a new insurance policy if your current policy does not meet the requirements.

Section 5: External Student Support

Hamilton Campus

Emergency

Police, Fire, Ambulance
111

Citizens Advice Bureau

55 Victoria Street
(07) 839 0395

Police – Hamilton

Bridge Street
(07) 858 6200

**Anglesea Clinic - Accident & Urgent
Medical Clinic (24hr/7days)**

Cnr Anglesea & Thackeray Streets
(07) 858 0800

Link House (Counselling Services)

2 Dawson Street
(07) 839 1051

Family Planning Centre

240 Tristram Street
(07) 839 4061

NZ Immigration Services

Westpac Trust Bldg, 5th Floor
430 Victoria St
Freephone: 050 855 8855

Victoria Central Accident & Emergency

[7 days a week, 8am to 8pm]
750 Victoria Street
Telephone: (07) 834 0333

Alcohol Drug Helpline

10am to 10pm daily
Freephone: 0800 787 797

Healthline

24 hours a day with free health advice
from a registered nurse
0800 611 116

Youthline

0800 376 633

5 Crossroads Medical Centre

284 Peachgrove Road
(07) 855 7824

Waikato Migrant Resource Centre

Boundary Road
(07) 853 2192

Discrimination and Violence**Human Rights Commission**

Phone: (09) 309 0874
Infoline 0800 496 877

**Disability Information and Advisory
Service**

20 Palmerston Street
(07) 834 4744 or 0800 273 463

Hamilton Public Library

Garden Place, Chartwell, Hillcrest,
(07) 838 6826, 838 6844, 838 6849

International Education Appeal Authority

Phone: (64 4) 462 6660

Fax: (64 4) 462 6686

Email: ieaa@justice.govt.nz

Website:

www.justice.govt.nz/tribunals/international-education-appeal-authority

New Zealand Qualifications Authority

PO Box 160

Wellington

Phone: (04) 802 3000

Freephone: 0800 697 296

Fax: (04) 802 3112

Single Parent Services

Link House

2 Dawson St, Hamilton

(07) 839 1051

Work & Income

Phone: 0800 559 009

Tertiary Education Commission

Freephone: 0800 601 301

Child Youth & Family Services

Freephone: 0508 326 459

Gambling Helpline *(24hr/7days)*

Freephone: 0800 654 655

Waikato Hospital *(24hr/7days)*

Phone: 839 8899 *(all departments)*

Housing NZ Tenancy Services

Freephone: 0800 836 262

Section 6: ATC Directory

National Office

Location: 21 Ruakura Road, Hamilton 3216
Telephone: (07) 853 0222
Fax: (07) 853 0223

Chief Executive Officer	Chris Hubbard
National Principal - Vision College	Alan Peary
Interim National Divisional Manager - Trainme	Alan Peary
Christchurch Campus Manager	Gary Taylor
East Tamaki & Pukekohe Campus Manager	Andrew Gillgren
Divisional Manager – Instant Solutions	Mike Randall
Divisional Manager – ATC Professional	Glenda Hamilton

Vision College- Hamilton Campus

Location: 21 Ruakura Road, Hamilton 3216
Telephone: (07) 853 0777
Fax: (07) 853 0223
E-mail: Hamilton@visioncollege.ac.nz or
admin@visioncollege.ac.nz

National Principal	Alan Peary	Ext 893
Deputy Principal (Ham)	Ken Francis	Ext 817
Administrator	Glenys Bishop	Ext 837
International Student Co-ordinator	Josephine Swindley	Ext 201
Marketing Coordinator	Paul Watkins	Ext 878
Librarian	Vicki Jones (Tuesday – Thursday)	Ext 832

School of Counselling

Head of School	Andrea Dobbs	Ext 836
Course Co-ordinator/Tutor (Yr 1)	Gail Tharratt	Ext 874
Tutor	Lynne Miles	Ext 850

School of Early Childhood Education and Care

Head of School	Pam Wilson	Ext 884
Course Co-ordinator		
Tutor	Viki Johnson	Ext 885
Youth Guarantee Early Childhood L3	Zoe Forrest	Ext 885

School of Information Technology

Head of School	Chris Harrow	Ext 218
Course Co-ordinator Web	Grant Sherson	Ext 861
Tutor – Software	Savio Azavedo	Ext 861

School of Leadership

Head of School	Brett Bennett	Ext 810
Tutor	Simon Moetara	Ext 839

School of Music

Head of School	Joanne Whitt	Ext 825
Tutor	Brett Wilson	Ext 849
Tutor	Caleb Driver	Ext 827

Vision College- Christchurch Campus

Location:	334 Manchester Street, Christchurch 8013
Telephone:	(03) 377 8878
Fax:	(03) 377 9271
E-mail:	Christchurch@visioncollege.ac.nz

Freephone: 0800 834 834

National Principal	Alan Peary
Campus Manager	Gary Taylor
Administrator	Josephine Swindley
Receptionist	Helen Hartstonge

Vision College-East Tamaki

Location: 25a Springs Road, East Tamaki, Auckland 2013
Telephone No: (09) 279 3049
Fax No: (09) 278 3049
Email auckland@visioncollege.ac.nz

National Principal Alan Peary
Campus Manager Andrew Gillgren
Reception/PA/Admin: Fiti Taunuu

Vision College-Pukekohe

Location: 52 Franklin Road Pukekohe
Telephone No: (09) 238 0548

National Principal Alan Peary
Campus Manager Andrew Gillgren
Administrator/Reception: Glenys Bishop/Rochelle Gillgren

Trainme - Hamilton Campus

Location: 21 Ruakura Road, Hamilton 3216
Telephone: (07) 853 0222
Fax: (07) 853 0223
E-mail: info@trainme.org.nz

Interim National Manager Alan Peary
Campus Manager Lance Langley
Administrator: Lynda Vallandingham
Freephone: 0800 872 466

South Auckland Area Campuses

Trainme - Pukekohe

Location: 52 Franklin Road, Pukekohe
Telephone: (09) 238 0548
Fax: (09) 238 7551

Interim National Manager Alan Peary
Campus Manager Andrew Gillgren
Reception Rochelle Gillgren
Freephone: 0800 872 466

Trainme – East Tamaki

Location: 25a Springs Road, East Tamaki, Auckland 2013
Telephone: (09) 576 5111

Interim National Manager Alan Peary
Campus Manager Andrew Gillgren
Reception Fiti Taunuu
Freephone: 0800 872 466

ATC Professional

Location: 21 Ruakura Road, Hamilton 3216
Telephone: (07) 853 0222

Divisional Manager Glenda Hamilton
Administrator Lu Robertson-Linch
Administrator (LDNZ) Terry Lewis

Instant

Location: 21 Ruakura Road, Hamilton 3216
Telephone: (07) 886 4972
Divisional Manager Mike Randall
Administrator: Lynne Liddle
Production & Customer Services: Sandy Strawbridge

