NEW ZEALAND INSTITUTE OF EDUCATION

MSL TRAINING
An NZIE brand

STUDENT HANDBOOK

Mā te Mātauranga ka Mōhio;

Mā te Mōhio ka Tutuki

With Knowledge Comes Understanding;

With Understanding Comes Application

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The Student Handbook

Welcome!

We put together this Student Handbook to provide essential information about the institution and its policies. Within the Handbook are sections that will take you through important rules and guidelines.

When NZIE (New Zealand Institute of Education) is referred to in this handbook, it is referring to all its branding names which include MSL Training.

Please make sure you read this handbook carefully and refer to it if you have any questions during your studies with us. If you have any questions or require additional information please reach out to your Student Success Team member.

Message from NZIE`s CEO

Your passport to a world of opportunities.

Kia ora koutou katoa!

Welcome to New Zealand Institute of Education (NZIE), where ambition is activated, and your potential is realised. Our aim is to help you not only succeed in your studies but to make a real difference in your life, career, and community.

At NZIE, we've created a dynamic, industry-focused learning environment, where every qualification is shaped by the latest industry demands and taught by experts who are deeply passionate about what they do. We pride ourselves on offering real-world skills that are practical, ensuring that your learning journey connects you directly with growing industries in New Zealand and beyond.

Learning with us is a journey filled with excitement, challenges, and lots of support from our team along the way. Our NZIE whānau are here to ensure that when you graduate, you're ready to step confidently into the workforce or further study equipped with practical skills as well as a great qualification.

I look forward to seeing you thrive and achieve your goals with us. Together, let's amplify your potential and create an extraordinary future.

Ngā mihi nui,

Rob MarksCEO

Theoretical Framework

The underpinning framework of our programmes Mā te Mātauranga ka Mōhio; Mā te Mōhio ka Tutuki (With Knowledge Comes Understanding; With Understanding Comes Application), which applies to both ākonga/student and NZIE. Just as ākonga/students are on a learning journey to fulfil their career and educational development, NZIE is on its own journey of learning and discovery as it strives to understand and address the learning needs of our diverse and underserved ākonga/students.

Our Mission

NZIE's mission is to educate and equip ākonga/student with the knowledge and skills to thrive in a changing world, no matter their āko/learning requirements, cultural identity, wellbeing or āko/learning challenges.

Summary of the Treaty of Waitangi

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

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

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

Student Support

Supporting you every step of the way!

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

We provide support and guidance to all NZIE ākonga/students both during their studies and after graduation. This support includes:

- Wellbeing and Cultural support
- Guidance on academic and non-academic related issues
- Career support through CV and cover letter guidance, workshops and industry connections.

The Student Success Advisor is the first point of contact for any ākonga/student. Please reach out to us if you:

- Have questions about accessing your lessons or resources, whether you are studying online or on campus
- Need an appointment with an NZIE staff member
- Have any other questions relating to your studies or support.

Please promptly inform the Student Success Advisor of any changes to your personal contact details, emergency contact details, or next of kin during your enrolment period. If an ākonga/student changes address, please let NZIE know immediately. This enables NZIE to communicate effectively throughout your learning journey with NZIE and enables us to send your results to you when you complete.

If it is identified that an ākonga/student is not achieving the outcomes of their course and programme, then NZIE identifies them as being at risk of not completing the programme. NZIE will then put together a plan to assist them back into learning. Ākonga/students identified as being at risk of not completing their programme will meet with their Programme Leader and Student Success Advisor in order to develop and confirm a Study Support Plan. This plan will identify the learning support structures that will assist the ākonga/student back into a learning mode that will enable them to refocus and then achieve successful outcomes

in their programme.

If an ākonga/student does not respond to the NZIE Study Support Plans, then the ākonga/student may find that they complete the programme unsuccessfully. However, in such circumstances, NZIE will strive to enable the ākonga/student to successfully complete as many components of the programme as possible.

Individual Learning Needs

We recognise that every journey is unique. If you need any specific or additional support to succeed, please let us know.

Student Voice

The Programme Leaders and Student Success Advisors are responsible for organising ākonga/student forums. NZIE is committed to providing timely feedback to ākonga/students either one-on-one, directly to the relevant class, or via the Student Forum Group meetings.

All ākonga/students are encouraged to participate in the forums and surveys to provide feedback and suggestions at any time, including academic and non-academic issues that require immediate attention.

Ākonga/students receive surveys throughout their studies at NZIE, offering an opportunity to provide honest, anonymous feedback about their experience.

Attendance

NZIE has a policy regarding capturing ākonga/students' attendance, and we strongly encourage attending all schedule classes.

NZIE defines ‘low attendance’’ as a lack of participation, whether through missing classes or not engaging with learning materials.

When attendance and learning engagement are expected, such as for continuation of the StudyLink support, NZIE is obliged to inform the Ministry of Education (as appropriate) when attendance is considered low. If you are unwell or are looking after others who are unwell, please let your tutor, Student Success Advisor, or Programme Leader know so that an absence can be recorded as justified. When justified, the low attendance triggers may not

be activated. NZIE will support you as we can.

Assessment completion and marking

The assessment process is an essential part of your learning experience, designed to evaluate your understanding and application of course materials. Assessments may include quizzes, assignments, projects, observations, demonstrations and practical work each with specific criteria outlined by your tutor. It is important to submit your work on time and meet the required standards to achieve success in your course. Feedback will be provided to help you improve, and if you encounter any difficulties, such as needing an extension or disputing a grade or mark, please follow the procedures in your programme handbook. Academic support is available, and you should understand copyright and plagiarism rules; ask your tutor if you have questions. Please refer to your programme handbook for more information regarding assessment completions and marking.

Academic Transcripts and Certificates

The final Transcript and Certificate will be issued after moderation is complete, all programme components are confirmed, and the Quality Assurance Team approves the certification.

Completed work will be archived for NZQA moderation and monitoring purposes.

Code Of Conduct

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

1. Treat everyone with respect and kindness regardless of diversity, sexuality, gender, race, beliefs, age, health or learning challenges.
2. Adopt an appropriate dress code that is fit for the purposes of their profession, their role and activity, and health and safety requirements that are not offensive or threatening to others;
3. Treat all ākonga/student, NZIE staff or visitor possessions and personal information with the care and respect it requires without causing damage or breaching the Privacy Act.

Dishonest Practices

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

Health and Safety

When studying on campus, it is the responsibility of NZIE at the time of orientation to ensure each ākonga/student understands NZIE's Health and Safety policy and has had the site-specific hazards explained. It is the responsibility of all staff and ākonga/students to reduce the risk of accidents and injuries by eliminating or isolating hazards that may cause personal injury, occupational illness or property damage. It's the ākonga/student's responsibility to keep themselves safe and ensure their actions do not endanger the safety of others. Any potential hazard identified by an ākonga/student must be brought to the attention of their Tutor, the Programme Leader or Student Success Team. The member of staff will then follow the procedure to investigate this issue and try every practicable step to isolate or eliminate the hazard.

Studying from home can raise several unique risks which are not present in the normal

workplace or campus environment. It is important that both NZIE and the ākonga/student acknowledge this and take steps to identify and manage these risks to mitigate any potential for harm, to ensure the ākonga/student`s health, wellness and safety is maintained when studying from home. Some important things NZIE ākonga/students can do to create a safer study environment at home include:

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

Programme Fees

Programme fees must be paid prior to course commencement or alternative arrangements in place to pay.

Failure to pay all fees on time without explanation and agreement will result in interest being charged, or the enrolment being cancelled. NZIE 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.
- Ākonga/students are not permitted to take home any course related items, i.e. books, manuals, tool kits, etc until they have paid their tuition fees and/or programme related costs. This refers to ākonga/students, including online ākonga/students, who have not paid their tuition in full.

Fees Protection

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

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

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

Notices will be posted on the NZQA website (www.nzqa.govt.nz) regarding any meetings for ākonga/students affected in the unlikely event of NZIE's closure. The student fee protection

mechanism is in compliance with Section 355, 357, 361, and Section 452 rules of the Education and Training Act2020.

Consumer Protection Mechanisms

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

Bad Debts

If money is owed to NZIE and not paid on time or according to agreed arrangements, NZIE reserves the right to refer the debt to a collection agency. Any costs associated with debt collection will be added to the amount owed.

Harassment Policy

Definition

Harassment may be physical, verbal, sexual, ethnic, psychological, or hateful. If staff, an ākonga/student or visitor is offended, hurt or humiliated by the actions of others at NZIE it can be deemed harassment.

Policy

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

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

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

Behaviour that constitutes harassment includes any unwelcome actions, regardless of whether the person being harassed makes it clear. Harassment may include, but it is not limited to, the following behaviours:

- Personal and offensive remarks
- Jokes or innuendoes
- Comments or teasing about a person's private life, preferences, religious beliefs, sexual activities or preferences or gender,
- Offensive hand or body gestures
- Physical contact such as patting, pinching or touching another person's body
- Unwelcome social invitation or, comments via telephone calls or texts, or from any other messaging app, zoom or similar video communication app
- Presenting or displaying any offensive images

- Sexual, physical, racial or hateful assaults or offences of any kind
- Any illegal activity that affects or impinges on others in any unwelcome form.

All complaints will be dealt with through a natural justice process. The Academic Manager or delegate (as appropriate) will be responsible for investigating and resolving all complaints. The Academic Manager may appoint an external mediator to facilitate a resolution to the complaint.

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

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

Human Rights

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

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

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

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

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

Privacy Act

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

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

National Student Index and Authorised Information Matching

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

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

Grievance Procedures

Responsibility

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

Grievance definition and scope

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

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

Terminology

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

Principles

The following principles are important in dealing with grievances:

- Staff and ākonga/students are given full information about the process through induction and orientation procedures (staff handbooks, student and programme guide and handbooks)
- Staff and ākonga/students can raise issues of concern in an environment free from fear of retribution or breach of confidentiality. There will be times when the only way to deal with a complaint involves identifying the complainant to the

respondent. Where this is deemed to be the case, the facilitator should secure the agreement of the complainant beforehand

- Attempts to solve problems should be focused at the level closest to the problem itself and should only be referred to a higher level if this fails
- The respondent has as much right to fair and just treatment as the complainant, honouring natural justice principles
- Solutions should focus on conflict resolution or solving the problem rather than taking punitive action (although punitive action may sometimes be necessary)
- Possible outcomes may include: no further action required, mediation, referral to counselling, taking disciplinary action, revising policies, referral to the police, providing compensation.

Procedures

Informal Complaints

Examples of informal complaints might include the following:

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

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

The following points are helpful in reaching a resolution:

- The ākonga/student should express their concerns
- The complainant should focus on the subject rather than the respondent (unless the subject is the behaviour of the respondent)
- What would be a satisfactory resolution?
- Agree on a plan for resolution
- NZIE will facilitate the implementation of the plan

Resolution of an informal complaint is achieved by the complainant verbally expressing

satisfaction with the outcome, or at least verbally accepting the decision reached by the facilitator.

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

Formal Complaints

Examples of formal complaints might include the following:

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

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

The following points are helpful in reaching a resolution:

- Formal complaints should be made in writing
- The complainant may ask the facilitator for help in articulating their complaint in written form and in a manner, which is helpful to its satisfactory resolution. Where such help is given, the complainant should sign the complaint to indicate agreement with its final form
- A formal complaint will be entered into the complaints register and progress towards a resolution will be tracked. If complainants are uneasy about discussing a complaint with someone whom they see as an authoritative figure, they will be given the opportunity to bring a friend/colleague in support. Options for alternative facilitators may also be given if appropriate
- Meet with complainant and discuss nature of complaint
- Concerns to be explained
- The complainant to advise what they would regard as a satisfactory resolution

- Further steps to be explained to reach a decision. (This may often result in adjournment until the respondent has an opportunity to give their side, or until further evidence can be gathered)
- Agree on a plan for resolution
- Implementation of the plan to be facilitated
- An outcome statement to be prepared, which is communicated, to both complainant and respondent outlining the resolution
- Resolution of a formal complaint is achieved by an outcome statement being prepared by the facilitator which the complainant signs expressing satisfaction with the outcome, or at least accepting the decision reached by the facilitator. Notes should be kept by the facilitator throughout the process to facilitate effective follow-up. Once the outcome statement has been completed and signed, these should be destroyed. The outcome statement is the only documentation that needs to remain on file.
- If the outcome is unsatisfactory, the complainant is entitled to appeal the decision, at which time it should be put in writing and submitted to the internal appeals process of the institution. It then becomes a formal matter, which needs to be recorded in the complaints register.

Discipline Policy and Procedures

General Disciplinary Matters

This is an escalation process:

1. Where an ākonga/student is spoken to regarding any breach of the Code of Conduct or workplace ethics, this will be done in the first instance by their Tutor.
2. Should the ākonga/student need to be spoken to again about the same matter or ongoing general disciplinary matters, the Programme Leader will do this in conjunction with the Tutor.
3. A diary note will be made and held in the ākonga/student's record of any discussions with any Tutor or Programme Leader.
4. The ākonga/student may upon request to see his or her own file.
5. A third interview will result in a contract being issued, either:
    a. Laying out the specific terms of continued enrolment on the course i.e. to avoid withdrawal, or

b. Clearly stating NZIE's responsibilities and the ākonga/student's responsibilities in terms of reaching the required academic outcomes.

6. The ākonga/student will be immediately withdrawn from the programme. There will be no refund of course fees.

Serious Disciplinary Matters

NZIE has a Disciplinary Process in place for unacceptable behaviour.

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

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

Notification

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

Support Services

All staff are available for support and guidance relating to both academic progress and other issues ākonga/student wish to discuss. Ākonga/student may also raise concerns with the Student Success Team. Referral to outside agencies for specialist support can be arranged where appropriate.

Support Services	Information about?	Who to contact?
Accommodation	Flatting and tenancy	**New Zealand Tenancy Services** 0800 836 262 www.tenancy.govt.nz/
Advice and Counselling (Youth)	Counselling and free advice to youth	**Youthline** 0800 376 633 - Free txt 234 www.youthline.co.nz
Alcohol and Drug Helpline	Individual and family counselling on alcohol and drug issues	**Alcohol Drug Helpline** 0800 787 797 - Free txt 8681 https://alcoholdrughelp.org.nz/
Anxiety NZ	Anxiety and other mental health experiences	**Anxiety NZ** 0800 269 438 https://anxiety.org.nz/
Asian Family Support	Nationwide free, professional and confidential face-to-face or telephone support	**Asian Family Services** 0800 862 342 https://asianfamilyservices.nz/
Depression	Support for those experiencing depression	**Depression Helpline** 0800 111 757 or text 4202

		https://www.depression.org.nz/ **Suicide Crisis Helpline** 0508 828 865
Disability	Disability Support Services	**Whaikaha – Ministry of Disabled people** 0800 566 601 https://www.whaikaha.govt.nz/
Domestic Violence Support	Family Violence	**Are You OK** 0800 456 450 https://www.areyouok.org.nz/ **Women's Refuge** 0800 733 843 www.womensrefuge.org.nz **Shakti Crisis Line -** For migrant or refugee women 0800 742 584 https://shaktiinternational.org/shakati-new-zealand/
Employment New Zealand	Your rights while working in New Zealand	**Employment New Zealand** 0800 20 90 20 https://www.employment.govt.nz/
Financial Services	To assist with money problems and promote good money management.	**Financial Services Council NZ** +64 09 802 1532 https://www.fsc.org.nz/

Gender and Sexual Identity	Gender identity and sexual orientation	**Rainbow Youth** (09) 376 4155 https://ry.org.nz/ **OutLine** 0800 688 5463 https://outline.org.nz
General Advice on Living in NZ	(General advice) housing, financial, vehicle and legal issues	**Citizens' Advice Bureau** 0800 367 222 Citizens Advice Bureau (cab.org.nz)
Healthcare Providers	Up-to-date information on healthcare providers and healthcare services.	**Healthline** 0800 611 116 https://www.healthline.com/
Humans Right	Advice and legal protection against discrimination	**Human Rights Commission** 0800 496 877 www.hrc.co.nz
Māori Support Services	Online directory to find Māori providers – health and social services	**Te Rau Ora** 0800 628 284 https://terauora.com/
Men`s Support Groups	Counselling services and programmes for men	**Man Alive NZ** 0800 826 327 https://www.manalive.org.nz/
Mental Health Support	Counselling and advice on mental health	**Mental Health Foundation** 0800 611 116 www.mentalhealth.org.nz
Netsafe	Online safety	**Netsafe** 0508 638 723

		https://netsafe.org.nz/
Pacific Island Support Services	Mental Health, disability and social services, ''by Pacific, for Pacific'' Information and support for Pasifika families on mental health	**Vaka Tautua** 0800 825 282 https://www.vakatautua.co.nz/ **Le Va** 09 261 3490 www.leva.co.nz
Parent Help	Counselling for parents	**Parent Help** 0800 568 8556 https://www.parenthelp.org.nz/
Police, Fire or Ambulance	Emergencies involving safety and wellbeing and non-urgent or life-threatening situations	**New Zealand Police** 111 – Emergency Services ONLY For non-emergencies phone 105 www.police.nz
Problem Gambling	Help with problem gambling	**Problem Gambling Foundation** 0800 654 655 or text on 8006 www.gamblingproblem.co.nz
Sexual Health and Wellbeing	Contraception and sexual health services	**Family Planning Association** 07 810 6610 https://sexualwellbeing.org.nz/
Smoke Free	Information and support on quitting smoking.	**Smoke Free** 0800 778 778, or text 4006 anytime. https://www.smokefree.org.nz/

Support and Wellbeing	Confidential support for emotional and mental well-being	**Lifeline** 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP) https://www.lifeline.org.nz/ **1737** Free call or text 1737 Talk with a trained counsellor, anytime
Tax	General tax matters	**Inland Revenue Department** 0800 775 247 www.ird.govt.nz
Victim Support	What to do if you have been a victim of a crime	**Victim Support** 0800 442 846 www.victimsupport.org.nz

Payment of Programme Fees

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

- If an ākonga/student is paying fees by way of a Student Loan or through the Fees-Free scheme, then the application must be completed with all supporting information supplied prior to programme commencement.
- If an ākonga/student is not using a Student Loan to pay the fees, the programme fees must be paid prior to course commencement to confirm one's place or alternative arrangements need to be made before the programme commences. Please talk to our Admissions team if you require alternative arrangements.

Studylink

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

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

Fees Free

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

You are eligible for Fees-Free if you are:

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

*Conditions apply

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

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

Student Loans

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

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

There are 3 parts to the Student Loan:

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

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

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

NZIE is committed to giving value for this investment in an ākonga/student's future.

Student Allowances

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

apply. Contact StudyLink for details.

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

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

Withdrawal and Refund Policy

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

Where appropriate, NZIE will contact any relevant New Zealand Government organisations regarding an ākonga/student withdrawal in accordance with their individual policies. This includes StudyLink, Tertiary Education Commission, Work and Income New Zealand and Inland Revenue.

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

Course Length	**Withdrawal Period**	**Refund Amount**
Programmes of 2 days or less	None	Any refund is at NZIE's discretion
Programmes of more than 2 days but under 5 weeks	Up to the end of 2 calendar days of the programme commencing	A minimum of 50% of the amount the ākonga/student paid for the programme
Programmes of 5 weeks or more but less than 3 months	Up to the end of 5 calendar days of the programme commencing	A minimum of 75% of the amount the ākonga/student paid for the programme

Programmes of 3 months or more	Up to the end of the eighth day after the start of a programme.	A full refund will be made less $500.00 or 10%, whichever is the lesser amount, provided that all course material is returned in perfect condition within this time frame. Ākonga/student withdrawals after eight days shall NOT be eligible for any refund of fees

Note: If fees have not been paid this money is due to be paid to NZIE. You will be invoiced for the amount due.

External Quality Outcomes

Approval to deliver Programmes

The programmes delivered by NZIE are approved by the New Zealand Qualifications Authority under sections 260 and 282 of the Education and Training Act 2020, and the New Zealand Institute of Education is accredited to deliver these under section 250 of the same act.

External Evaluation and Ratings

In October 2022 the New Zealand Qualifications Authority conducted the External Evaluation and Review. As a result of the process, “NZQA is Highly Confident in the educational performance of New Zealand Institute of Education” and that “NZQA is Highly Confident in the capability in self-assessment of New Zealand Institute of Education”. As a result of the External Evaluation and Review, NZIE is a Category 1 provider of tertiary education in New Zealand. The final External Evaluation and Review can be found at https://www.nzqa.govt.nz/providers/details.do?providerId=785027001&site=1

Statutory Actions and Compliance Requirements

NZIE has no imposed Statutory Actions or Compliance Requirements.

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

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

Disclaimer

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

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

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

Dyslexia-Friendly Formatting

Dyslexia-friendly formatting has been used in the production of this document, employing:

• Arial font

• Font size of 11 and larger

• One and a half line spacing

• Left-aligned

• White space

• Consistency in heading formatting