



# STUDENT HANDBOOK

May 2020

## PROGRAMMES

- Certificate in English for Academic Purposes and IELTS Preparation (Levels 3, 4 and 5)
- NZ Certificate in Study and Career Preparation (Level 3)
- NZ Diploma in Hospitality Management (Level 5)
- NZ Diploma in Hospitality Management (Level 6)
- Bachelor of Applied Hospitality and Tourism Management (Level 7)
- Graduate Diploma in Hospitality and Tourism Management (Level 7)
- Postgraduate Diploma in Hotel Management (Level 8)
- Master of Hotel Management (Level 9)

**THE  
PACIFIC INTERNATIONAL  
HOTEL MANAGEMENT SCHOOL  
(PIHMS)**

*recognises its obligations with respect to the*

**TREATY OF WAITANGI**

*as legislated*

*and applies these within the*

**PIHMS  
STUDENT HANDBOOK**

## Contents

Message from the Chief Executive Officer.....	5
Vision .....	6
Mission Statement.....	6
Our Values.....	6
PIHMS Philosophy of Learning .....	6
A.1 Introduction to the Handbook .....	8
A.2 General Information.....	8
A.3 Education (Pastoral Care of International Students) Code of Practice 2016.....	10
B.1 Administration Services.....	13
B.2 Refund Policy .....	14
B.3 International Student Visas and Work Permits .....	15
C.1 Health and Safety Policy .....	17
C.2 Personal Safety .....	17
C.3 Fire Wardens.....	20
C.4 Emergency Evacuation .....	20
C.5 First Aid Kit Locations .....	21
C.6 Sickness / Medical Access.....	21
C.7 Illness Reporting Policy Flowchart .....	22
C.8 Student Support Services .....	23
C.9 Counselling .....	23
C.10 Social Welfare and Support Agencies .....	23
C.11 New Zealand Laws that may be helpful .....	27
D.1 Curriculum Content.....	31
D.2 Timetables .....	31
D.3 Learning Support.....	31
D.4 Attendance .....	32
D.5 Accommodation requirements.....	35
E.1 Lecturers and Staff .....	37
E.2 Hotel Operations Services .....	37
E.3 Industry Placement .....	42
E.4 Personal / Professional Development.....	43
F.1 Assessment Schedules.....	50
F.2 Recognising learning for credit .....	50
F.3 Theory .....	51
F.4 Vocational.....	52
F.5 Personal and Professional Practice .....	52

F.6	Industry Placement Assessment .....	53
F.7	Assessment and Grades Awarded.....	53
F.8	PIHMS Awards for Excellence .....	54
F.9	Publication of Results .....	56
F.10	Complaints and Appeals Regarding Academic Decisions .....	57
F.11	Progression Rules for Certificate in Academic English and IELTS Preparation .....	59
F.12	Completion Rules for NZ Diploma in Hospitality Management (L5) .....	59
F.14	Completion Rules for NZ Diploma in Hospitality Management (L6) .....	60
F.13	Completion Rules for PIHMS Diploma in Hotel Management (L6) .....	60
F.15	Completion Rules for Bachelor of Applied Hospitality and Tourism Management (L7) .....	61
F.16	Completion Rules for Graduate Diploma in Hospitality and Tourism Management (L7) .....	62
F.17	Completion Rules for Postgraduate Diploma in Hotel Management (L8).....	62
F.18	Completion Rules for Master of Hotel Management (L9).....	62
F.19	Completion Rules for Industry Placement for Diploma and Postgraduate students.....	63
F.20	Eligibility to Graduate .....	65
G.1	IT Services .....	67
G.2	Network Device Authentication.....	72
G.3	PIHMS Student Identity (ID) Card .....	72
G.5	Learning Centre.....	72
G.6	Photocopier and Printing Facilities .....	74
G.7	Booking Meeting Rooms and Classrooms .....	75
G.8	Gymnasium.....	75
G.9	Swimming Pool .....	76
G.10	Squash Court.....	76
G.11	Laundry Facilities.....	76
G.12	Maintenance.....	76
G.13	PIHMS Van .....	76
G.14	Snack Bar .....	77
G.15	Community Facilities .....	77
G.16	Student Discounts .....	77
H.1	Code of Conduct Introduction .....	79
H.2	Serious Misconduct .....	79
H.6	Amendments to the Code of Conduct .....	86
I.1	Complaints Policy (other than Academic - see F.10).....	88
I.2	Types of Complaints .....	88
I.3	Procedure for Lodging a Complaint.....	89
I.4	Follow Up.....	89
I.5	Student Complaint Form.....	90

J.1	Finding a Homestay .....	92
J.2	Homestay Policy and Procedures.....	93
J.3	Application to Live Off-Site .....	95
K.1	Community Facilities .....	97
K.2	Transport .....	100
K.3	Examination Rules and Procedures.....	101

## Message from the Chief Executive Officer

*On behalf of everyone associated with the Pacific International Hotel Management School (PIHMS), it is my pleasure to welcome you to, or back to, PIHMS for this semester.*

*Over the next few weeks you will be a member of a very special 'family' as you progress towards attaining your career goals and objectives. My hope is that PIHMS will provide you with a learning experience, which will not only help prepare you for a new career, but overall enhance your development as an individual.*

*You will have the opportunity to meet, work and live in a close environment with people representative of many nationalities and to form friendships which in many cases will last well beyond your time at PIHMS.*

*I would encourage you to utilise your time to your best advantage by being positive and active about your work, using your time effectively and taking an active part in all of the PIHMS activities. We are here to assist you in attaining your goals and I know all the staff will work hard to support you in achieving the best possible outcomes for your time at PIHMS.*

*Best wishes with your study, I look forward to meeting you and will watch your progress and development with a great deal of interest.*

*Kind regards*

*Bill McCallum*

*Chief Executive Officer*



## Vision

To serve the world and be the best.

## Mission Statement

To inspire and create a future in hospitality management.

## Our Values

Passion for excellence

People are the key to our competitive advantage

The customer is king

Accountability and responsibility

Constancy of purpose

Partnership with our community

## PIHMS Philosophy of Learning

PIHMS has established a philosophy of 'Student Centred Learning' which is a means of internalising investigative outcomes evidenced through the application of knowledge, skills and attitudes.

This form of learning encourages students to be 'self-directed learners' where lecturers facilitate an environment of successful learning through students taking responsibility for their own learning and engagement in discovery.

PIHMS follows the 'Three Pillars' approach to the application of Student Centred Learning. This approach concentrates on **Vocational Skills, Theoretical Knowledge** and the development of **Personal and Professional Attitudes of the student**.

We deliver our curriculum through a blend of theory and practical experiences which centre around a working hotel. On campus students 'operate the hotel' to develop their vocational skills.

Personal and professional attitudes are consistently monitored in the areas of grooming and behaviour as well as developed through mentoring and vocational applications.

## SECTION A

# INTRODUCTION

- Introduction to the Handbook
- General Information
- Education (Pastoral Care of International Students) Code of Practice 2016



## A.1 Introduction to the Handbook

The purpose of this Handbook is to provide new and returning students with information about PIHMS. The information contained in this Handbook is important and should be of great benefit to you in understanding life at PIHMS and what you should expect of PIHMS and what, in turn, is expected of you.

It is the responsibility of students to familiarise themselves with the content of the latest published edition of the Student Handbook, prior to the start of the semester, as it is a living document and may change. The document can be found on the J:Drive (Student Drive) under the folder 'Student Handbook'. In the event of a student not having access to the J:Drive she or he may request an electronic copy from the Academic Services Department.

PIHMS retains the right to make changes to the Student Handbook as and when required.

Additional rules and regulations are contained in the 'Course Outlines' and 'Delivery and Assessment Schedules' and these must be read in conjunction with the Student Handbook. In the event of a conflict between the Student Handbook and 'Course Outlines' the 'Course Outlines' and 'Delivery and Assessment Schedules' will be considered the correct source.

## A.2 General Information

***As part of PIHMS professional, academic and educational obligations, and to ensure PIHMS provides a programme that is current and appropriate, PIHMS is required to substantiate its activities. The following groups have these designated responsibilities:***

### Student Association

The Student Association is an elected body of students. There is one Student President, up to two Student Vice Presidents as well as a representative from each programme/semester group. Student Association Membership Levy is payable at enrolment. The Student President (or delegate) sits on the Academic Board as a spokesperson for the student body. The Student Support Co-ordinator is the first point of contact for all work of the Student Association.

The **PIHMS Student Association Incorporated** (PSA Inc.) has been set up under the auspices of the Student Association. Under this Association the following areas of responsibility have been established:

- Social/Cultural – to organise social activities and events.
- Sports – to organise sports tournaments.
- Media – to manage communication of the Association.
- Student Grounds – to look at how students use the facilities.

### Academic and Support Staff

Each programme has a Programme Co-ordinator. They are responsible for the support of students in academic, vocational and personal development in that programme. They are assisted in the administration of these duties by teaching and administration staff and report to the CEO.

### Health and Safety Committee

PIHMS has a Health and Safety Committee which meets regularly to review systems for ensuring the health and safety of students, staff and visitors to PIHMS.

PIHMS has a Health and Safety Administrator whose role is to take a proactive approach to making sure top level procedures are in place to promote a healthy and safe workplace through risk assessments, audits and communication. This is to make sure we meet current legislation in the Health and Safety at Work Act 2015.

As part of the new legislation we now have three certified Health and Safety representatives:

- Food and Beverage
- Housekeeping
- Property

We also have a cloud based software system to help us meet current legislation in Health and Safety through the website “SAFETYSEEK” [www.safetyseek.nz](http://www.safetyseek.nz).

***Please remember that Health and Safety is everyone’s responsibility.***

## Academic Board

The Academic Board is authorised by PIHMS’ Board of Directors to advise the Board on matters pertaining to the Education and the Character and Mission of PIHMS.

It has responsibility for ensuring that there is on-going and rigorous review of curriculum and quality issues.

This Board ratifies information and makes decisions on academic matters such as verification of applications recognising learning for credit and outcomes of student assessment. It evaluates recommendations from the Student Association, the Research and Ethics Committee and Industry Advisory Board and generally monitors student progress.

The Student Association is represented on the Academic Board by the Student President, or delegate; the Academic Board is chaired by a member of the Board of Directors.

## Research and Ethics Committee

The Research and Ethics Committee is a subcommittee of the Academic Board. It is responsible for the review of applications for ethical research clearance and for the provision of advice on student and/or staff research related matters for PIHMS. In general, the role of the PIHMS Research and Ethics Committee is to provide protection for all participants in the research process including the researchers themselves. It must ensure that all researchers are aware of and seek guidance about the principles and values of ethical research.

## Industry Advisory Board

The Industry Advisory Board offers PIHMS a diverse knowledge base, and meets to review the Industry’s requirements and to support and advise PIHMS on course relevance and current trends. The Industry Advisory Board incorporates a wide cross-section of (international) industry perspective as well as representatives in the areas of education, management, hospitality, international hotel chains, domestic hotel chains, boutique hotels, tourism/market research, marketing and professional organisations.

## PIHMS Alumni

Graduates of PIHMS automatically become members of the PIHMS Alumni. This is a global network of former PIHMS students who are able to stay in touch with PIHMS and with each other via the [Graduate Facebook Group](https://www.facebook.com/groups/403061733379497/) <https://www.facebook.com/groups/403061733379497/>. Graduates are able to organize reunions and keep each other informed of exciting job opportunities, as well as keeping each other up-to-date with their contact details.

## A.3 Education (Pastoral Care of International Students) Code of Practice 2016

### Caring for International Students - The Code of Practice

When you come to New Zealand to study as an international student, education providers have a responsibility to ensure that you are well informed, safe and properly cared for. In New Zealand we call this 'pastoral care'. You are entitled to be treated well, at all ages and at all levels of education. To support this, the New Zealand government has developed the Education (Pastoral Care of International Students) Code of Practice 2016.

### The purpose of the Code

The Code describes the minimum standards of advice and care that you can expect as an international student. It provides a complaints procedure that you can follow if you have concerns about the pastoral treatment you have received from an education provider or from the agent of a provider. The Code does not apply to concerns about academic standards. Only education providers who are signatories to the Code are allowed to enrol international students. NZQA maintains a register of all [Signatories to the Code of Practice](#)

### How to get a copy of the Code?

You can view the Code of Practice at the [New Zealand legislation website](#). The Code of Practice is available in other languages. If you want to know more about the Code, email NZQA at [code.enquiries@nzqa.govt.nz](mailto:code.enquiries@nzqa.govt.nz) (tertiary education providers).

### If something goes wrong

Your education provider must treat you in a way that meets the requirements of the Code of Practice. If you have concerns about the way you have been treated by your education provider or by an agent of your provider, your first step is to talk to someone at the provider where you are studying.

- If you are studying at a primary, intermediate or secondary school, talk to the Principal, the international student director, or another person who is responsible for dealing with complaints.
- If you are studying at a tertiary education provider, your student handbook should tell you who will help you to resolve your complaint.

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

### If your concerns are not resolved by your education provider

If your education provider has not resolved your concerns, you can make a complaint to NZQA. NZQA is part of the New Zealand government.

NZQA's website provides information about [making a complaint to NZQA](#) ([www.nzqa.govt.nz](http://www.nzqa.govt.nz)). You can submit your complaint query on the NZQA website, or send an email to [gadrisk@nzqa.nz](mailto:gadrisk@nzqa.nz). For more information on the complaints process, contact NZQA on 0800 697 296.

NZQA will make an independent assessment of your complaint and then:

- Investigate your complaint, or
- Refer your complaint to someone else who can better help you, or
- Advise you about any other options.

## Or, if it is a financial or contractual dispute you can contact iStudent Complaints

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

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75, or [www.istudent.org.nz](http://www.istudent.org.nz) or email [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz)

## Advising NZQA of concerns about a tertiary education organisation

If you have concerns about a tertiary education organisation which you think NZQA should investigate, this page gives you information about how to advise NZQA of your concerns. If you are a student (or someone representing a student), and you have a complaint about something that has affected you, refer to the [student complaints about a provider](#) page for advice.

## Providing NZQA with information about a tertiary education organisation

NZQA is responsible for the quality assurance of non-university tertiary education organisations. We use information from a wide range of sources to assist us with this role. Information provided to us by students, staff and the public can help to identify areas where NZQA intervention may improve the quality of outcomes for students. If you have evidence that there is a problem with a tertiary education organisation, please let us know about it. In the first instance, you can phone 0800 697 296 and speak with one of our Risk Management team, or you can fill out this [online form \(HTML, 3.3KB\)](#).

## What will happen next?

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

- Ask you for more information
- Refer you to a more appropriate agency
- Discuss the issues with the provider
- Carry out an investigation
- Make a note of the concerns for future reference.

Unless the concerns relate to you personally (in which case, the formal [student complaint process](#) may be more appropriate), NZQA will not give you information about any investigation and findings. We do, however, appreciate you bringing your concerns to our attention, and will take them seriously.

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

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

## SECTION B

# ADMINISTRATION SERVICES

- Administration Services
- Refund Policy
- International Student Visas and Work Permits

## B.1 Administration Services

Administration services are available each weekday.

**The Administration team consists of:**

CEO  
Deputy CEO  
Finance Manager  
Senior Administrator  
Programme Co-ordinators  
Administration Supervisor  
Homestay Co-ordinator  
Marketing and Recruitment Team  
Health and Safety Administrator  
Student Support Co-ordinator

All administrative matters of a general nature are conducted from the Administration Office, including student academic records and production and distribution of certificates and academic transcripts etc.

Students are invited to visit the Administration Office when they require assistance with the following – the list is not exclusive, and staff are happy to assist with any matter:

- Appointments with the CEO
- Assistance in emergencies – medical etc. (staff will ensure you have transport to a doctor or emergency treatment centre where necessary)
- Provision of access to any necessary or required counselling services
- Receipt of payments for fees
- Receipt of mail for outward postage
- Receipt of assignments
- Receipt of applications for Recognition of Prior Learning – Year Co-ordinators
- Advice on local facilities and resources available
- Advice on PIHMS procedures.

Matters pertaining to student fee account queries should be referred to the Student Financial Administrator.

Matters pertaining to individual academic records (including Academic Board matters, ratification queries etc.) may be referred to the Academic Services Department.

## B.2 Refund Policy

PIHMS Refund Policy is governed by the Education Act 1989 No 80 (as at 1 April 2012).

See **Student Fee Protection Rules 2013**: [www.nzqa.govt.nz/providers-partners/approval-accreditation-and-registration/student-fee-protection](http://www.nzqa.govt.nz/providers-partners/approval-accreditation-and-registration/student-fee-protection)

### 1. Domestic Students

**Domestic students are entitled to a refund if the withdrawal occurs up to the end of the eighth day after the start of the programme.**

Students are entitled to receive a full refund less administration costs of up to 10 per cent of any amount paid or \$500, whichever is the lesser.

From day nine onwards any refund is to be in accordance with PIHMS' own refund policy.

### 2. International Students

Please ensure you have your passport available when meeting with administration staff.

**International students are entitled to a refund if the withdrawal occurs up to the end of the tenth working day after the start of the programme.**

In such cases PIHMS may deduct up to 25 per cent of the fees paid, provided PIHMS has incurred costs to this amount and can justify these costs.

For international students, any monies to be refunded will be transferred directly back to the country of origin. Students on PIHMS visas will be required to return home immediately. PIHMS will assist in making travel arrangements if necessary, but students will need to pay for these and associated costs from any refunds to which they are entitled.

From the eleventh working day onwards, any refund is to be in accordance with PIHMS' own refund policy.

### 3. Withdrawals that occur after the refund times as set out above for domestic and international students

The full details of when refunds apply are contained in our Conditions of Acceptance Contract that students have to sign before commencing the first semester.

These can be summarised:

(a) *Withdrawal due to acute personal circumstances (e.g. serious health problem)*

On production of satisfactory evidence and at the discretion of the CEO / Student Financial Administrator a partial refund of unused tuition and accommodation may be approved.

(b) *Abandonment of the Course*

A refund of unused accommodation only may be applicable.

Agent fees paid may be deducted.

Government subsidies will be reversed if no longer applicable.

Note that unused tuition fees paid will not be refundable.

(Section 236A-2-(c) of Education Act 1989 No 80)

(c) *Termination of Studies on Recommendation of CEO*

Section 236A -2-c applies and no refund shall be made.

(d) *Deferral*

No refund but unused tuition and accommodation fees may be used to offset full fees for a subsequent semester with the prior authorization of the CEO.

For international students, any monies to be refunded will be transferred directly back to the country of origin. Students on PIHMS' visas will be required to return home immediately.

PIHMS will assist in making travel arrangements if necessary, but students will need to pay for these and associated costs from any refunds to which they are entitled.

#### 4. Applications for Credit Recognition and Transfer (CRT) and Recognition of Prior Learning (RPL)

NZQA describes credit recognition and transfer (CRT) as a process where credit for outcomes already achieved by a student through formal study in relation to a qualification is recognised as credit for comparable outcomes in another qualification.

Recognition of prior learning (RPL) is a process that involves formal assessment of a learner's relevant and current knowledge and skills (gained through prior learning) to determine achievement of learning outcomes of a qualification for the purpose of awarding credit towards that qualification. RPL leads to credit being awarded for existing skills, knowledge, and attributes acquired without regard for the length, place or method of learning (e.g. workplace, life, experience, hobbies, self-directed study).

Intentions to apply for CC, CT or RPL must be received by the Programme Co-ordinator by the end of the second week of the semester (Week 2). No further applications will be considered after that deadline. See Section F.2 of this Handbook for more details regarding these procedures.

#### 5. Request for temporary refund of fees paid in advance of upcoming semesters

All requests must satisfy **all** of the following conditions:

- (a) Signed permission received from parent and/or agent
- (b) Be surplus to the amount PIHMS has verified to Immigration NZ as covering fees payable for the issue of a visa.
- (c) Be surplus to the amount required to pay the fees for the duration of the Conditions of Acceptance.

### B.3 International Student Visas and Work Permits

During registration it may be necessary for you to apply for your student visa and work permit. Administration staff will assist you with the completion of the necessary forms. Please ensure that you have your passport available on registration day.

The cost for a study permit, student graduate visa, or work variation permit varies according to individual circumstance but is up to NZD\$250. This cost is subject to changes notified by Immigration NZ.



## SECTION C

# HEALTH AND SAFETY

- Health and Safety Policy
- Personal Safety
- Fire Wardens
- Emergency Evacuation
- First Aid Kit Locations
- Sickness / Medical Access
- Illness Reporting Policy Flowchart
- Student Support Services
- Counselling
- Social Welfare and Support Agencies
- New Zealand Laws that may be helpful

## C.1 Health and Safety Policy

PIHMS Health and Safety Policy complies with the requirements of the Health and Safety at Work Act 2015 and is devised to attain the highest standards achievable in an educational establishment.

PIHMS believes it can only achieve effective and excellent education development by being committed to the physical and mental wellbeing of all those at PIHMS. It recognises that the effective management of health and safety, leading to fewer accidents, fewer ill health incidents and reduced absenteeism of staff and students can help it achieve a more effective educational provision.

PIHMS will take reasonable practical steps to meet its responsibilities in relation to health and safety, with particular attention being given to:

- a) The provision and maintenance of a safe place of work and study;
- b) Arrangements for ensuring safety in the use, handling, storage and transport of objects and substances;
- c) The provision of sufficient health and safety information and training for employees and students;
- d) A safe and healthy working environment with adequate facilities for welfare of staff and students;
- e) Ensuring effective employer/employee and student consultation in accordance with current regulations and specific consultation with persons allocated health and safety functions;
- f) Obtaining expert advice if and when required to determine specific risks to health and safety that might arise and the precautions required to eliminate or reduce them.

It is essential that **students play their part in** ensuring health and safety at PIHMS by:

- a) Observing safety instructions, PIHMS procedures, codes of practice and safe systems of work;
- b) Seeking out, respecting, and contributing towards relevant information and instruction on potential risks to students' health and safety.

## C.2 Personal Safety

### Keeping yourself safe

- The emergency number for fire, ambulance and police is 111. Calls are free.
- Don't walk alone late at night and avoid unlit areas.
- There are police stations in all main towns and cities and in many rural areas. See [www.police.govt.nz/district](http://www.police.govt.nz/district) or local phone books.
- Don't carry large amounts of cash, valuables or expensive jewellery with you.
- New Zealanders are very sociable but you need to be sensible. Avoid accepting drinks from strangers and don't leave your drink unattended.
- Be aware of people around you when using ATMs (cash machines) and hide your PIN.
- For your own safety, hitchhiking or accepting rides from people you don't know is not recommended. If you do decide to hitchhike, Police strongly advise you not to travel alone.
- Make sure there is always someone who knows where you are going and when you should arrive at your next destination.

## Keeping your stuff safe

- Always lock your accommodation or vehicle and keep windows secure.
- Don't leave valuables, maps, luggage, GPS devices or visitor brochures visible in parked cars or campervans at any time, especially at scenic spots or trail heads.
- If there is a safe at your accommodation, use it to store your valuables.
- If you have to carry valuables in your vehicle, lock them in the boot (trunk).
- If you have to leave your belongings in your car/campervan for a short time in plain view, try to have someone stay with the vehicle.
- Keep a record of the description and serial numbers of your valuable items, e.g. camera. You can do it online at [www.snap.org.nz](http://www.snap.org.nz).
- Don't leave bags, backpacks, wallets or cameras unattended in public places, especially at airports, railway stations or ferry terminals.
- Park your campervan overnight in a holiday park, Department of Conservation camping ground or other speciality designated area. If in doubt, ask at the nearest i-SITE (official visitor information office).
- Report lost or stolen possessions as soon as possible to the nearest police station.
- Protect your personal information and your property. Do not share information with someone you do not know, limit the private details that you share on social media, keep your doors locked and put your money in the bank. These websites can help advise you: [www.snap.org.nz](http://www.snap.org.nz); [www.netsafe.org.nz](http://www.netsafe.org.nz); [www.theorb.org.nz](http://www.theorb.org.nz).

## Keeping safe around alcohol

- The legal purchase age is 18 years old. If you look 25 years or younger, you might be asked for proof of age.
- The only acceptable proof of age documents are a passport, a New Zealand driver's licence or the Hospitality Association of NZ (HANZ) 18+ card.
- Most towns and cities have alcohol bans in designated public places such as the central business district or around sports stadiums.
- Drinking alcohol or having an open alcohol container in a liquor ban area could lead to an infringement notice and instant fine of \$250.
- You can be fined for drinking alcohol on public transport, including taxis.
- Intoxicated people, by law, cannot be served alcohol or allowed entry to licensed premises, e.g. pubs, cafes, bars and hotels.
- If you do drink, get a friend to take you home or get a taxi (cab).
- Look after your friends and make sure they get home safely after drinking alcohol.

## Keeping safe on New Zealand roads

- Always rest before starting a road trip, especially after a long flight to New Zealand.
- **Drive on the left-hand side of the road and give way when you turn right.**
- Keep within posted speed limits – they are rigorously enforced by Police. Fixed and mobile speed cameras operate throughout New Zealand.
- You are required by law to carry your driver's licence with you when you are driving.
- All drivers and passengers must wear a safety belt. Children under 5 must be buckled into approved child restraints.
- It is illegal to use your mobile phone while driving, except to make an emergency 111 call.
- Helmets are compulsory if you are riding a motorbike or bicycle.
- Driving under the influence of alcohol or drugs is a crime. Penalties are severe and your vehicle could be impounded.
- There is a zero alcohol limit for drivers under 20. That means if you drive after even one drink you can be charged with drink driving.
- If driving slowly, pull over where it is safe and let faster traffic pass.

## Keeping safe outdoors and around water

- Be AdventureSmart. Before you go out and enjoy the many adventures New Zealand offers, visit [www.adventuresmart.org.nz](http://www.adventuresmart.org.nz). It has got tips and advice to help you prepare for your activities. You will also find the Water, Boating and Outdoor Safety Codes which have simple steps to help keep you safe.
- People often get into difficulty because they over-estimate their ability or under estimate the risks.
- Always wear a life jacket when boating.
- Plan your adventure and tell someone where you intend to go. Be prepared in case things go wrong.
- Check the weather and conditions before you go.
- Know your limits, don't take unnecessary risks.
- Take the right equipment including communications so you can call for help.

## Keeping safe via text messaging

- New Zealand's mobile phone providers Spark, Vodafone and 2degrees Mobile offer a text messaging service for visitors.
- You can text about your location and travel movements to 7233 [SAFE]. These details are kept on a central database, which can be accessed on request by Police to help find you.
- It is also a good idea to leave detailed information about your travel plans with friends or family back home.

## C.3 Fire Wardens

Each year PIHMS appoints a number of Fire Wardens who are trained in safety, first aid and fire procedures. They also support trained staff in first-aid duties. Fire drills are organized during the year to practise emergency evacuations.

The Fire Wardens system is regularly reviewed, with input from staff and students.

Points 1-6 below are summary points regarding the current Fire Warden system.

1. The prime responsibility of the Fire Warden position is to take a leadership role in the safe evacuation of students in the event of an emergency alarm. The senior designated Fire Warden is usually selected from the Year Three Fire Wardens. The senior Fire Warden is expected to take overall control in the event of an evacuation.
2. The Fire Warden position is one of significant responsibility and authority within PIHMS and will receive the respect that such a position deserves. All lawful demands of the Fire Warden in respect of their prime responsibility must be obeyed and be deemed to be a directive from PIHMS management.
3. The holders of a Fire Warden position will receive a certificate from PIHMS as official recognition of the position held at the successful completion of their responsibilities at the end of the semester.
4. It is recognised that those students volunteering to be a Fire Warden demonstrate the leadership abilities expected of hospitality professionals and future hospitality industry leaders.
5. All Fire Wardens will receive appropriate training in respect of their duties as a Fire Warden.
6. It will be the lecturer's responsibility to evacuate students during any class times to the assembly point, and students must stay in their class groups with the lecturer and return to class when the all clear is given.

## C.4 Emergency Evacuation

**If for any reason the evacuation alarms ring, this is the procedure for you, the students (and staff) to follow at any time, day or night:**

**Alarms are set off:**

- Leave your room or class and go to the Evacuation Assembly Point – Main car park on the far side of the squash court, nearest to Henwood Road / Main Highway Access – on the right hand side of main entrance (when facing the road).
- Exit your classroom or room closing the door when you leave.
- The Fire Wardens (who will be wearing high visibility vests) will open all accommodation room doors and ask the occupants to leave if they have not evacuated.
- To confirm for fire services, the room is empty - Fire Wardens will check the rooms, leaving a towel outside the closed door.
- Once the all clear is given by the Fire Department the Fire Wardens will ensure that all the room doors are **LOCKED** prior to any students being let back into the Accommodation Blocks.
- Once the room doors are all locked, only then will you be allowed to enter the Accommodation Blocks.

**Important Note:** If the alarm bells are turned off, this does not mean that you can re-enter the Accommodation Block.

**You must wait for the all clear from the Fire Department and the Chief Fire Warden.**

**Note:** [Remember to take your room key with you when you leave your room](#)

## C.5 First Aid Kit Locations

- PIHMS Kitchen
- La Vista Restaurant Office
- Management Offices
- Housekeeping Office
- Laundry
- Food & Beverage Lecturers' Office
- Maintenance Workshop
- Administration Office
- PIHMS cars
- Chief Fire Warden
- Student Support Co-ordinator

## C.6 Sickness / Medical Access

Advice of non-attendance at classes due to illness must be made prior to your first class by calling the Administration Office on **the first day, and any subsequent days** of your absence, on ex: 8102 or ex: 8045 from your room phone. This also applies to students in Homestay. PIHMS phone number is (06 968 1420).

**Any absenteeism you claim as medical must be substantiated by a Medical Certificate\* where the student is absent for three (3) consecutive days for domestic students or any one (1) day for international students.**

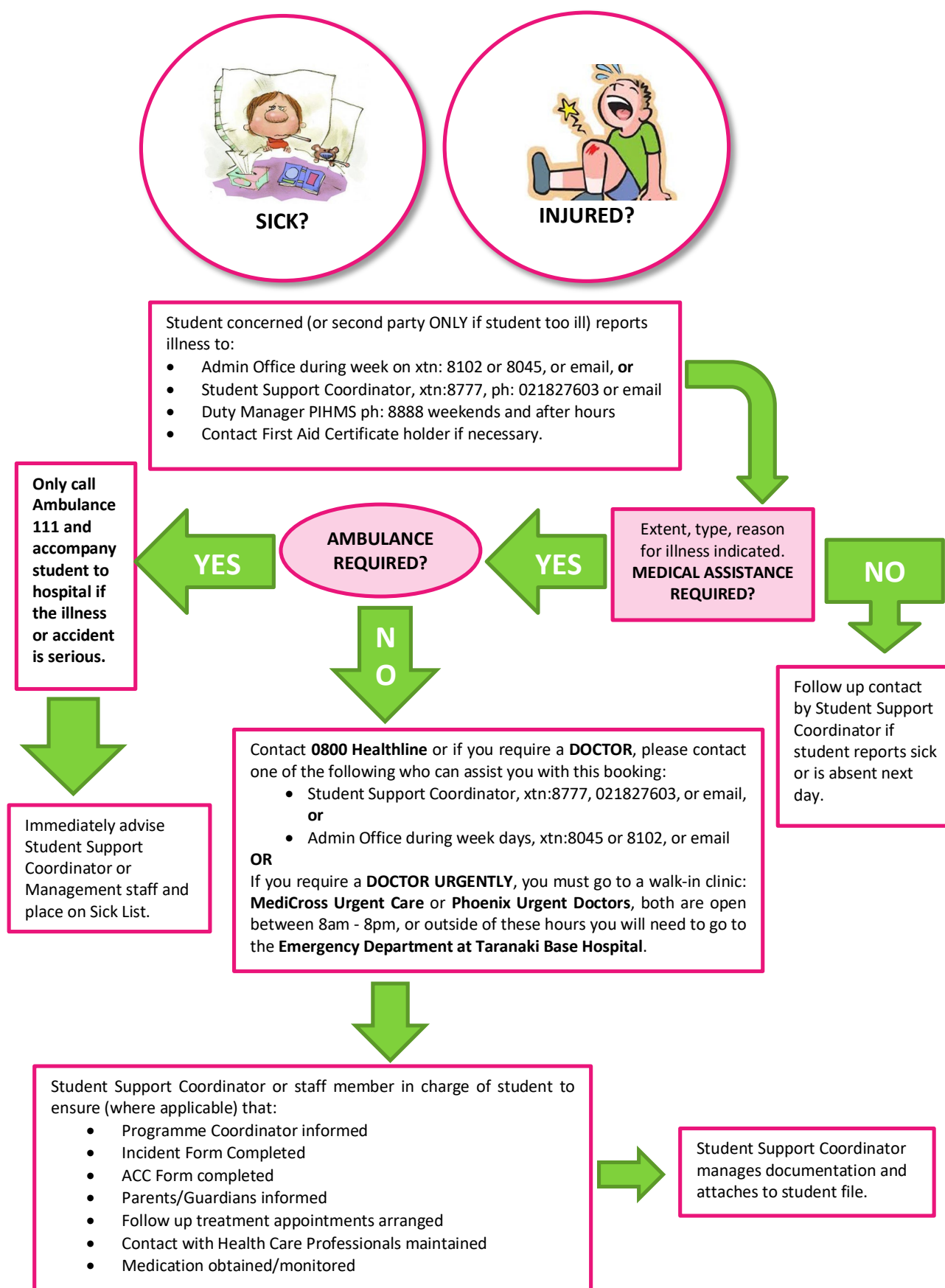
*\*Medical Certificate: A Medical Certificate is a note from your doctor or healthcare provider, usually typed, stating that he/she had an appointment with you, examined you, found you had sickness or an illness, and wrote a note to excuse you from work or class. The Certificate is your doctor's declaration that you were medically unfit to attend School.*

If illness occurs during the day, again you need to call ex: 8102 or ex: 8045 to advise Administration immediately. This will ensure that your absence, and reasons for your absence are officially noted, and that meals or any other relevant arrangements can be made.

To maximise your return to good health, once you have been registered as being sick you may not return to class until the next day.

Unexplained absences of over three (3) days may be taken as 'abandonment of programme' which for international students will mean Immigration NZ will be advised that PIHMS is no longer supporting that student's visa. The CEO will be advised and the necessary action taken.

## C.7 Illness Reporting Policy Flowchart



## C.8 Student Support Services

Student Support Services encompasses all aspects of safety and well-being for students at PIHMS.

- Recognising that some students are in a new cultural environment;
- Addressing the individual needs of all students;
- Assisting students to participate and develop interdependent relationships and networks that will give meaning to their life;
- Supporting students to achieve their goals;
- Developing best practice values for all students.

All staff are here to help you succeed while at PIHMS, and the Student Support Co-ordinator is available to provide friendly, confidential and informal support. Little problems are best shared before they become big problems. The Student Support Office is located in Block 700 – Room 721 or phone 968 1420; or if phoning from an internal landline 8777; or mobile phone 021 827 603.

## C.9 Counselling

PIHMS has a policy that students requiring counselling in relation to any issues emerging for them during their time at PIHMS or on Industry Placement should make appointments with the Student Support Co-ordinator, Subject Lecturer or Programme Co-ordinator in the first instance. External counselling services are available where identified as necessary.

## C.10 Social Welfare and Support Agencies

### C.10.1 Accommodation

- **Tenancy Services** - for renting information (<http://www.tenancy.govt.nz/>)
- **Housing New Zealand** – (<http://www.hnzc.co.nz/>)  
Information on renting in New Zealand

### C.10.2 Alcohol and Drugs

- **NZ Drug Foundation** ([www.drugfoundation.org.nz](http://www.drugfoundation.org.nz))
- **Drink Spiking: Watch Yourself, Watch Your Friends**  
(<http://www.ndp.govt.nz/moh.nsf/indexcm/ndp-publications-drinkspiking>)
- **Sorted Safer Party Drug Information Guide** ([www.cads.org.nz](http://www.cads.org.nz))
- **Alcohol Drug Helpline – 0800 787 797**  
(<http://taranaki.webhealth.co.nz/provider/service/view/4551/>)
- **Alcohol laws and penalties:**  
[www.police.govt.nz/advice/drugs-and-alcohol/alcohol-laws-and-penalties](http://www.police.govt.nz/advice/drugs-and-alcohol/alcohol-laws-and-penalties)



### C.10.3 Driving

- **Automobile Association (AA)** (<http://www.aa.co.nz/>)
- **NZ Transport Agency** (<http://www.nzta.govt.nz/>) General Road Safety, Driver Licensing, Motor Vehicle Registration
- **Warrant of Fitness Stations (WOF) for cars**  
(<http://yellow.co.nz/new-plymouth-area/warrant-of-fitness>)
- **NZTA information for visiting drivers:** [www.nzta.govt.nz/safety/driving-safely/visiting-drivers/](http://www.nzta.govt.nz/safety/driving-safely/visiting-drivers/) and **Drive Safe:** [www.drivesafe.org.nz/](http://www.drivesafe.org.nz/)
- For all those who do not have a NZ Driver's Licence or would like a refresh of the road rules, the following websites are helpful and give practice tests:  
<http://www.aa.co.nz/drivers/learn-to-drive-the-aa-way/road-code-quiz/> or  
<http://www.drivingtests.co.nz/>

### C.10.4 Government Agencies

- **Child, Youth and Family Services (CYFS) in Taranaki**  
(<http://2cu.co.nz/taranaki/listings/101439-child-youth-and-family-cyf-taranaki>)
- **Immigration New Zealand**  
(<http://www.immigration.govt.nz/>)
- **Earthquakes and other natural disasters:** <http://getthru.govt.nz>
- **Accident Compensation Corporation:** [www.acc.co.nz](http://www.acc.co.nz)
- **Office of Ethnic Communities:** <http://ethniccommunities.govt.nz>
- **Language Line:** <http://ethniccommunities.govt.nz/browse/language-line>

### C.10.5 Helplines

- **Gambling Crisis Helpline – 0800 654 655**  
([http://www.gamblinghelpline.co.nz/Home\\_452.aspx](http://www.gamblinghelpline.co.nz/Home_452.aspx))
- **Problem Gambling Foundation - Freephone 0800 664 262, Asian Family Hotline 0800 862 342, Mapu Maia 0800 664 262**  
(<http://pgfnz.org.nz/>)
- **Harmful gambling:** <http://choicenotchance.ogr.nz>
- **Smoking**
  - Tobacco control legislation and Smokefree law  
(<http://www.ndp.govt.nz/moh.nsf/indexcm/ndp-tobacco-legislation>)
  - For help to quit smoking (If you want to quit smoking and are a New Zealander), consider calling the **Quitline** on **0800 778 778**.
- **Lifeline Taranaki** –(<http://taranaki.webhealth.co.nz/provider/service/view/202089/>)for help with Counselling, Therapy, Addiction, Family/Whanau
- **Lifeline New Zealand – 0800 543 354**

- **Tautoko Suicide Crisis Helpline – 0508 828 865** for help if you are in distress, or worried about someone else.
- **Youthline Phone Counselling – 0800 37 66 33**
- **Relationship Services – 0800 735 283**  
New Plymouth Safe Community  
(<http://www.safetaranaki.org.nz/family-violence/groups/relationship-services>)

### C.10.6 Legal Services

- **Community Law Trust Taranaki** – free legal advice – 759 1492 or 0800 529 878  
(<http://www.safetaranaki.org.nz/family-violence/groups/taranaki-community-law-trust>)
- **Department for Courts** – (<http://www.justice.govt.nz/>)

### C.10.7 Medical and Health Services

- **Ambulance - 111**
- **All medical and health services including all counselling services are available at the Taranaki Base Hospital, David Street, New Plymouth, Phone (06) 753 6139.**
- **General Practitioner Services:**  
**Central Medical Centre**  
Dr Rall Koen  
72 Vivian Street,  
New Plymouth  
Phone: (06) 758 6666
- **Medicross Accident and Medical Clinic (Walk in only) 8.00am – 8.00pm**  
8 Egmont Street  
Richmond Centre,  
New Plymouth,  
Phone: 06 759 8915
- **Phoenix Urgent Doctors (Walk in) 8.30am – 8.00pm**  
95 Vivian Street,  
New Plymouth  
Phone: 06 759 4295
- **Unichem Bell Block Pharmacy**  
5 Bell Block Court, New Plymouth  
Phone: 06 281 1544  
Hours: Mon-Fri 8.30am-6.00pm, Sat-sun 9.00am-1.00pm
- **Healthline – 0800 611 116**
- **Sexual Health and Sexual Abuse**  
Family Planning Association – (<http://www.familyplanning.org.nz/clinics/new-plymouth>)  
Rape Crisis – 06 757 9570  
Sexual and reproductive advice: <http://shop.familyplanning.org.nz/international-students-sexuality-education-toolkit>

- **Community Health Services NP**  
(<http://www.healthpoint.co.nz/community-health-services/taranaki/new-plymouth/>)
- **Sun safety:** <http://sunsmart.org.nz/>
- **Water Safety New Zealand:** [www.watersafety.org.nz/resources-and-safety-tips/safety-info-tips/the-water-safety.code](http://www.watersafety.org.nz/resources-and-safety-tips/safety-info-tips/the-water-safety.code)

### C.10.8 Mental Illness

- **Lifeline Aotearoa** 0800 543 354. A telephone counselling service that provides 24 hours a day, 7 days a week counselling and support.
- **Youthline** 0800 37 66 33, free text 234, [talk@youthline.org.nz](mailto:talk@youthline.org.nz). Offers a free confidential counselling service for young people and their parents, family and friends over the phone, via text or email.
- **Suicide Prevention Helpline** 0508 828 865 (0508 TAU TOKO). For those considering suicide, or who are affected by suicide.
- **Skylight** 0800 299 100 (week days). For information and support on getting through change, loss, trauma or grief.
- **Depression helpline** 0800 111 757. Talk to a trained counsellor who can discuss your situation and find you the right support. Available 24 hours a day, 7 days a week.
- **OUTLine** NZ 0800 688 5463. Provides confidential telephone support for issues related to sexuality or gender identity.

### C.10.9 New Plymouth Citizens Advice Bureau

(<http://www.cab.org.nz/acabnearyou/newplymouth/Pages/home.aspx>)

General advice about personal, housing, financial, vehicle and legal issues

### C.10.10 NZ Police Bell Block

- **NZ Police Bell Block**  
Community Policing Centre, 31 Wynyard Street, Bell Block, New Plymouth  
Phone: (06) 755 9130
- **Emergency Services only – 111**  
(<http://www.police.govt.nz/>)

### C.10.11 Racial or Sexual Harassment

- **Human Rights Commission** (<https://www.hrc.co.nz/>)
- **Victim Support** (<http://www.victimsupport.org.nz/>)

### C.10.12 Translation Services New Plymouth

(<http://newplymouth.yalwa.co.nz/Translation-Services/10612/>)

### C.10.13 Work

- **Student Job Search** (<http://www.sjs.co.nz/>)
- **NZ Department of Labour** (<http://www.dol.govt.nz/contact/>)
- **Inland Revenue Department** (<http://www.dol.govt.nz/contact/>)
- **Work and Income – New Plymouth Service Centre**  
(<http://2cu.co.nz/taranaki/listings/101567-work-and-income-new-plymouth-service-centre>)
- **Employment Relations Information** (<http://www.era.govt.nz/>)
- **Budgeting resources:** [www.sorted.org.nz/life-events/studying](http://www.sorted.org.nz/life-events/studying)

### C.10.14 Youthline

[Youthline](http://youthline.org.nz) 0800 37 66 33, free text 234, [talk@youthline.org.nz](mailto:talk@youthline.org.nz).

Offers a free confidential counselling service for young people and their parents, family and friends over the phone, via text or email.

## C.11 New Zealand Laws that may be helpful

See website: <http://www.legislation.govt.nz/>

### ■ Consumer Guarantees Act 1993

The Consumer Guarantees Act (CGA) sets out guarantees that goods and services must meet when sold by someone in trade - that is, a retailer or service provider.

Automatic guarantees when buying from a business -

<http://www.communitylaw.org.nz/community-law-manual/chapter-11-consumer-law/automatic-guarantees-when-buying-from-a-business/>

### ■ Disputes Tribunals Act 1988

Provisions relating to small claims

Disputes Tribunal Hearings - <http://www.communitylaw.org.nz/community-law-manual/chapter-13-disputes-tribunal/disputes-tribunal-hearings/>

### ■ Education Act 1989

Student rights and responsibilities relating to education in New Zealand

Right to an education - <http://www.communitylaw.org.nz/community-law-manual/chapter-8-problems-at-school/right-to-an-education/>

## ■ Fair Trading Act 1986

Disclosure of consumer information relating to the supply of goods and services, and product safety

Protections against misleading or unfair trading - <http://www.communitylaw.org.nz/community-law-manual/chapter-11-consumer-law/protections-against-misleading-or-unfair-trading/>

## ■ Human Rights Act 1993

Provisions on harassment and discrimination

<http://www.communitylaw.org.nz/community-law-manual/chapter-4-human-rights/human-rights-act-1993/>

## ■ Immigration Act 2009

Student responsibilities relating to visas/permits

Employment Law for Migrants and New Arrivals -

<http://www.communitylaw.org.nz/resources/articles/employment-law-for-migrants-and-new-arrivals/>

## ■ Land Transport Act 1998

Driving rules and legislation - <http://www.police.govt.nz/advice/driving-and-road-safety/driving-rules-and-legislation>

Drink and drug-driving offences - <http://www.communitylaw.org.nz/community-law-manual/chapter-29-driving-and-traffic-law/drink-and-drug-driving-offences/>

## ■ Motor Vehicle Sales Act 2003

This has provisions relating to appropriate practices in the sale of motor vehicles.

Buying a motor vehicle - <http://www.communitylaw.org.nz/community-law-manual/chapter-11-consumer-law/buying-a-motor-vehicle/>

## ■ Misuse of Drugs Act 1975

For information about drug control laws

Police powers to search - <http://www.communitylaw.org.nz/community-law-manual/chapter-28-police-powers/police-powers-to-search/>

## ■ Privacy Act 1993

Collection of personal information - <http://www.communitylaw.org.nz/community-law-manual/chapter-6-privacy/information-privacy-principles/>

- **Residential Tenancies Act 1986**

Provisions relating to accommodation

Tenants' rights and obligations - <http://www.communitylaw.org.nz/community-law-manual/chapter-14-tenancy-and-housing/tenants-rights-and-obligations/>

- **Sale and Supply of Alcohol Act 2012**

Information about legal ages for purchase and consumption of liquor

Young people and alcohol - <http://www.communitylaw.org.nz/community-law-manual/chapter-7-youth-rights/young-people-and-alcohol/>

- **Smokefree Environments Act 1990**

For the legal age to sell and buy cigarettes, and other provisions relating to the use of cigarettes and tobacco.

Smokefree law - <http://www.health.govt.nz/our-work/preventative-health-wellness/tobacco-control/smokefree-law>

## SECTION D

# ACADEMIC PROGRAMME

- Curriculum Content
- Timetables
- Learning Support
- Attendance
- PIHMS Learning Agreements
- Accommodation Inspection Consent Form
- Student Progress Consent Form
- Use of Images Consent Form
- Student TEC Literacy and Numeracy Assessment Tool Consent Form

## D.1 Curriculum Content

PIHMS curriculum is designed to ensure that those graduating from PIHMS have the best possible opportunity to progress in and through the hotel industry in a management capacity. The curriculum is periodically reviewed and updated, with input from industry and other external advisory and moderator groups, to reflect content and teaching methods that are current and fit-for-purpose. The programme content includes all aspects of hotel management, encompassing:

- Food Service Management (including Food and Beverage Operations and Service)
- Rooms Division Management (including Housekeeping Operations and Front Office Operations)
- Management (including Organisational Management and Human Resource Management)
- Marketing (including Marketing Management and Strategic Marketing)
- Tourism (including Sustainability Tourism Management)
- Business Evaluation (including Financial Management)
- Applied Hospitality
- Facilities Management (including Property Management)
- Innovation Management
- Event Management
- Research
- Communications
- Computing

## D.2 Timetables

Programme timetables will be issued at the commencement of the programme. These are available on the 'Student J-Drive' of PIHMS IT network and should be checked prior to the start of each week, as class times vary in weeks affected by public holidays and special PIHMS events.

## D.3 Learning Support

PIHMS takes very seriously its obligation to provide students with the best possible opportunities for success, and acknowledges the demanding nature of its programmes of applied theory.

PIHMS offers the following learning support mechanisms:

### D.3.1 Learning support classes

All students who are new to PIHMS will undergo initial assessment of their academic skill levels. In subsequent semesters, students can expect to become more involved in their own self-assessment in relation to the levels which are expected of them in these later semesters of study.

Academic Skills are developed throughout the PIHMS curriculum to ensure students are equipped to cope with studies at increasingly complex levels throughout their programme. Additionally, students who have specific learning support needs identified throughout the semester (by themselves, their Subject Lecturers or Programme Co-ordinator) will be required to attend classes targeting those needs.



If attendance at specific support classes has been identified by the Programme Co-ordinator as necessary for a students' success on the course, students' attendance will be deemed **compulsory**. Where this is the case, acceptance of students' assignments for grading will be dependent on their attending such support classes.

### D.3.2 Individual learning support

Where a specific learning support need has been identified that requires on-going monitoring and evaluation, a student may be required to follow a programme approved by PIHMS. In these instances, the student, Programme Co-ordinator, Student Support Co-ordinator and any outside agencies will all agree to the terms of the programme.

## D.4 Attendance

Your professional development while at PIHMS will be **the** major contributor to your success on industry placement and upon permanent employment.

To support your professional development, PIHMS curriculum requires of you the same standards and performance levels demanded in the hospitality industry. This is reflected in our policies and procedures concerning punctuality, absence and make-up hours.

Attendance at all lectures, tutorials and rostered activities is imperative, requiring punctuality so as not to disadvantage your peers by interrupting your class. Ninety per cent attendance is required for all lectures, tutorials, operational classes, shifts and rostered activities. This applies for each subject and activity. International students must meet Immigration NZ's attendance requirements for re-issuing of visas and post study work visas.

In keeping with industry expectations, students should be at their class at least five minutes before the class is scheduled to begin.

As per normal employment requirements, personal appointments for medical and other professional services should be made according to your roster when there are no scheduled classes in order not to interfere with your academic progress.

Should you require excused leave of absence for anything specific, you are required to give prior written notice (e-mail) in good time to be considered by the Year Co-ordinator.

### D.4.1 Record of Attendance

The proportion of hours of class attended each semester is recorded on our data base system. This includes **all** absence hours, including sick and pre-excused absences. Student attendance is a requirement of the Ministry of Education and can be requested by Immigration for international students.

### D.4.2 Absence in operations classes or shifts

It is standard practice for employees (in any industry) to be allowed no leave (either annual (holiday) or sick leave) for the first six (6) months of employment.

Therefore, it is PIHMS' policy to record all absence from operations classes and shifts and to require students to 'make-up' those hours. This policy applies regardless of the reasons for absence, and acknowledges the fact that skill development requires practice and repetition throughout the duration of vocational classes.

## Notifying Absences

If you miss a class or shift, or part of any class or shift, you must:

- a) Notify your Programme Co-ordinator ***in advance, in writing (e-mail)*** if you have notice of the fact that you will be absent. (No other staff member is authorised to grant *excused* leave absences.);
- b) Notify Administration ex: 8102 or ex: 8045, and preferably also your class lecturer/shift leader ***prior to*** your class/shift time if you are absent due to illness;
- c) Students who are unable to come to Food & Beverage (Kitchen or Service) MUST email the lecturing team in either Kitchen or Service to notify their absence. ***This must be done before 8.00am.***
- d) Provide the Programme Co-ordinator with a Medical Certificate from your doctor or healthcare provider if you are absent due to illness, on three (3) consecutive days for domestic students, or any one (1) day for international students;
- e) If you have missed a class/shift without giving prior notice, due to accident, or causes beyond your control, notify Administration (ex: 8102 or ex: 8045) and/or your Programme Co-ordinator as soon as possible in writing (e-mail), explaining the reasons for this absence.

## Make-Up of Hours Missed

Absences are noted by class lecturers and are recorded on a centralised database.

The hours of absence that are entered into the database are recorded as:

- 'U' - Unexcused
- 'E' - Excused
- 'A' - Absent

Regardless of the classification of hours absent, you are required to make these up where they have affected operations classes. You will need to discuss with your class lecturer how and when to do this repeat of hours missed and catch up on class theory content.

A printout of make-up hours required will be generated from the centralised database and distributed to students with absences recorded in the system.

Students with make-up hours recorded for operations subjects need to have these signed off (on the Make-Up Hours printout) by their lecturer once Make-Up Hours have been completed.

These printouts, once signed, need to be returned to Administration so that hours made up can be recorded.

### D.4.3 Absence in academic classes

Attendance at academic classes is compulsory at PIHMS. Experience has shown that students who do not attend the majority of classes are not successful in passing academic subjects – regardless of their 'natural ability'. Therefore, it is PIHMS' policy to record all absence from academic classes and students with absences above 10% by midway through the teaching block will be put on a "cause for concern" action file, where the student will be required to see the Programme Co-ordinator and/or CEO.

## Notifying Absences

If you miss a class, or part of any class, you must:

- a) Notify your Programme Co-ordinator ***in advance in writing (e-mail)*** if you have notice of the fact that you will be absent. (No other staff member is authorised to grant *excused* leave absences.);

- b) Notify Administration (ex: 8102 or ex: 8045) **prior to** your first class for the day if you are absent due to illness;
- c) Provide the Programme Co-ordinator with a Medical Certificate from your doctor or healthcare provider if you are absent due to illness, on three (3) consecutive days for domestic students, or any one (1) day for international students;
- d) If you have missed a class without giving prior notice, due to accident, or causes beyond your control, notify Administration (ex: 8102 or ex: 8017) and/or your Programme Co-ordinator as soon as possible, in writing (e-mail), explaining the reasons for this absence.

## Make-Up of Classes Missed

There are no actual “make-up” hours for academic classes. It is the students’ responsibility to make up and complete all work that was done or needs to be done when they were away.

### D.4.4 Excessive absence

Excessive absence is deemed to be in breach of the PIHMS Learning Agreement and the PIHMS Code of Conduct. For international students on New Zealand study visas, excessive absence (above 10%) will also result in their being in breach of the terms of the study visa and liable to penalties which include visa cancellation and a requirement to return to their home country. International students must meet Immigration NZ’s attendance requirements for re-issuing of visas and post study work visas.

Continued absence from classes and operations rosters will result in a **first official written warning** letter from the relevant Programme Co-ordinator.

After the first warning letter, any on-going or further issues relating to absence will result in a second and final official written warning letter and a meeting with the CEO.

If issues are not resolved at this stage, the student may be asked to show cause as to why they should not be asked to defer their studies to a future semester. A final decision on this will be made by the CEO.

Absence due to illness may result in a student being asked to defer studies also. If in the opinion of the CEO the period of illness is such to have significantly affected the student’s performance, the student may be required to defer their studies to recommence at the appropriate time in a subsequent semester.

Unexplained absences of over three (3) days may be taken as “abandonment of programme” which for international students will mean Immigration NZ will be advised that PIHMS is no longer supporting that student’s visa. The CEO will be advised and strong action will be taken.

## D.5 Accommodation requirements

### LIVING TOGETHER

#### Your new home

Our community consists of PIHMS students from a diversity of cultures from around the world, so it gives you a great opportunity to meet new people and make lifelong friendships.

You will play an important part in your community though:

#### RESPECT

Our actions and attitudes have a tremendous effect on others - so keep them positive!

#### TOLERANCE

We recognise that your community is naturally diverse and tolerance is important to ensure a thriving community. We encourage a community where differences are valued.

#### SUPPORT

We have a support network to assist you in your journey

#### INVOLVEMENT

There will be lots of opportunities for you to become involved, so get out there and join the community.

#### LEARNING TO LIVE TOGETHER WILL BE A BIG PART OF YOUR EXPERIENCE, SO HERE ARE SOME TIPS:

- Think of others before making a lot of noise, whilst you may have a day off, someone may have an assignment to complete.
- Respect people's personal space, they will do the same for you.
- Clean up after yourself in common areas, a clean environment goes a long way.

If you have any issues or concerns please contact your Residential Assistant.

#### YOUR WELLBEING

Your wellbeing is important to us, so do let us know if you become ill, have an accident or have any medical issues, so that we can put the support in place.

We are aware that leaving home may trigger feelings of anxiety, frustration, or distress. Being involved in your community can help you overcome some of these feelings. We encourage you to talk to your RA/Accommodation Manager or Student Support Coordinator about the support available to you.

## SECTION E

# PIHMS OPERATIONS

- Lecturers and Staff
- Hotel Operations Services
- Industry Placement
- Personal / Professional Development

## E.1 Lecturers and Staff

A list of staff members' information, including staff contact details, is available in student rooms. This is updated as required and an updated version is available on the 'Student J-Drive' and Staff Extension Listings.

## E.2 Hotel Operations Services

### E.2.1 General information

#### a) Timetables, rosters and requesting shift changes

A timetable of class times for the Semester will be provided to you on PIHMS' 'Student J-Drive' of PIHMS IT network. Groups' rotation through rosters is signalled at the top of each week's timetable. On the timetable you will note the lecturer's initials and the room in which your classes will be held. This timetable should be checked prior to the start of each week as class times vary in weeks affected by public holidays and special PIHMS events.

PIHMS operates seven days a week just as a hotel does. The teaching week is considered to be Monday to Sunday (unless otherwise notified). All diarised events are compulsory unless otherwise stated.

More detailed rosters operate within vocational classes and outside of structured vocational class times, and are notified at the start of each rotation. It is your responsibility to check these rosters to see what other duties you are required for, e.g. management and weekend vocational.

If a rostered shift clashes with a prior engagement which you have requested in advance (e.g. an official event such as a specific family occasion), you may wish to negotiate a 'Shift Change'. To do this, you need to arrange for **another student to swap** with you **in advance**, and then **take your application to the Subject Lecturer and Programme Co-ordinator for approval 48 hours prior** to the rostered shift in question.

The application form needed - **Shift Change Form** - can be found on the 'Student J-Drive' under the *Frequently Used Forms* folder <J:\Frequently Used Forms\Shift Change Request Form.doc>.

Please note that this requirement also matches industry practice, where employees rostered on are required to arrange their own swaps if they wish to apply for absence from a rostered shift.

#### b) Hotel management structure

PIHMS has a philosophy that the students 'operate the hotel'. This means that the theory provided in the classroom is applied by the students in a vocational environment, with students concentrating on Food & Beverage, Rooms Division or Property Operations and Management depending on the programme they are undertaking.

Lecturing staff supervise the development and application of skills as well as the safety and wellbeing of the students in the vocational classroom.

The student body is simultaneously the provider and the receiver of service and therefore has the unique opportunity to observe and analyse the hotel product from both perspectives.

Students in the final year of the degree are rostered on as Duty Managers, responsible for the operation of the Hotel PIHMS. These students undertake specific events, in PIHMS calendar, while lower level students apply and develop personal skills through operational roles in Food & Beverage. All responsibilities are completed under the guidance and supervision of PIHMS' faculty and management. Details of the specific roles and responsibilities of the students' positions are contained in the respective job descriptions: the Duty Managers supervise the provision of services to resident students via a Duty Team under the guidance of PIHMS' staff.

### c) Payment for hotel services and PIHMS money

Every week students are required to settle their account with Reception, and will be 'paid' their PIHMS 'pay packet' money, with PIHMS currency (PIHMS \$).

PIHMS \$ are tendered for all services rendered, i.e. some meals, non-alcoholic beverages, etc. NZ\$ are tendered for alcoholic beverages and settling of general accounts, i.e. kiosk purchases.

The major credit cards that are accepted are Visa and Master Card. American Express and Diners Club Credit Cards ARE NOT accepted.

All students are required to check out on a rostered basis and settle their accounts, which must not exceed NZD\$50. If this is not adhered to credit facilities will be withdrawn.

## E.2.2 Food and Beverage

### a) Kitchens

The Kitchen is considered a teaching area. As part of their education, students at PIHMS are required to learn and apply a variety of skills through the preparation of a diversity of cuisines. It is important for all students to display patience and support for those students who are learning in this complex and skilled area. This respect extends to the vital support functions of stores and stewarding.

**NOTE: The Kitchen and associated areas are out of bounds to all students who are not on duty.**

**ALSO NOTE: Covered footwear MUST be worn at all times while in or accessing/visiting the kitchen (or other areas) for whatever reason. This includes but is not limited to, student training, lecturer visits and meetings, delivery of goods and items, staff/student meal collection, and any other reason as deemed required to meet training or employment goals.**

### b) Meals

Meal times will be advised at the commencement of each semester and will be evident in PIHMS' timetable. The process for booking meals will also be advised to you at the beginning, and throughout the semester as appropriate.

Bookings are essential for most weeks of the semester as this procedure allows for the development of related competencies in PIHMS restaurants. Arriving late will result in your booking having been cancelled.

Meals are available in a variety of locations and times around PIHMS. These meal times constitute part of the learning experience and all students' co-operation and understanding is essential for successful achievement of the learning outcomes for students in Food & Beverage and Kitchen classes.

A five week rotating menu will be in operation which will take into account the day and times meals are taken, the learning outcomes of the Kitchen and Food & Beverage classes and the timetable of applied hospitality students. The menu will be published in the first week of PIHMS with differing dining and service styles available at different meal times during the week which will become more involved as students move through the operational areas of PIHMS. The menu has been designed to achieve specific learning outcomes while sympathetic to cultural, religious and dietary requirements of students.

**La Vista Restaurant** is where students will enjoy the majority of their meals. First Semester students and Postgraduate students will operate the Dining Room with the assistance of PIHMS staff as part of their course. The dress code is PIHMS uniform, business attire and smart casual.

**Taranaki Restaurant** is another of our dining rooms which is solely used for special events and staff meals.

**Lunch** is served in any of PIHMS restaurants as required. Students may be required to make bookings in advance for specific dining times. Menu and service style will vary depending on the current learning outcomes of the Kitchen and Food & Beverage classes.

**Dinner** is served every evening in any of PIHMS restaurants. Again a dress code will apply, with menu and style of service relevant to the learning outcomes of the Kitchen and Food & Beverage classes. Detail regarding dress codes for restaurant dining is provided in Section E 5.1(d) of this Student Handbook.

Reservations are essential in the restaurant. You must cancel your booking 30 minutes prior to the opening of the Restaurant if you cannot make your booking time. Failure to cancel bookings may result in disciplinary duties due to the impact on student learning in these teaching areas if bookings are not kept.

### c) Refreshments in class

**For health reasons enclosed water bottles are permitted in classrooms. However, no other food or beverage items are allowed into any classroom, unless required for a presentation under authorisation.** No beverage or water bottles are permitted in the restaurants at any time.

## E.2.3 Rooms and Housekeeping

### a) Housekeeping

Rooms at PIHMS are typical hotel style rooms and your 'home' during your time at PIHMS. Therefore, we ask that all rooms be treated with due care so that the next occupants can enjoy the same environment. Rooms will be serviced on a weekly basis by PIHMS staff and dependent on the learning outcomes of the Housekeeping classes on a more regular basis by students.

During other times it is expected that they will be maintained in a clean and tidy manner; i.e. in the same manner as left by the Housekeeping Department. This is also important as a courtesy to fellow students - the majority of rooms at PIHMS are occupied on a twin share basis. Prior to the weekly service, the rooms will be inspected for tidiness and maintenance. Any damage incurred or misuse of facilities through negligence during the semester will be charged to the student's account.

At the end of the semester, upon vacation of the room, all rubbish is to be removed and discarded in the respective area. A final Check Out Form will need to be signed by Maintenance and the Housekeeping Department, before you check out and after your room has been inspected.

There is a pick-up service for Dry Cleaning during the week. If you require this service, please contact the Laundry. Dry Cleaning costs will be billed to your account. Three on-premises coin operated laundries are also available. Ironing facilities are located at these laundries and students are free to use these.

Due to safety and hygiene reasons, and for the effective sharing of accommodation, certain guidelines need to be observed. As a result, **no food preparation will take place in your accommodation;** however, hot beverages may be prepared in your room by using PIHMS-approved kettles only. **No other food preparation appliances are allowed and will be confiscated to be returned upon end of semester checkout.**

### b) Standards required for Student Room Servicing (House Policy)

As well as staff designated to clean rooms, students are trained in the procedure of servicing guestrooms to industry standards. In order to achieve this, your co-operation with the following House Policy is appreciated.

1. Student accommodation is designated a non-smoking area. A fine of \$400 may be charged and payable within seven (7) days if evidence of smoking is found.



2. All rooms are usually serviced once per week as rostered between the hours of 9.00am and 5.00pm.
3. You are required to vacate your room whilst the Room Attendants service your room.
4. Room Attendants will not disturb personal belongings, therefore, you are required to tidy your room and put your belongings away prior to Room Attendants arriving. Room Attendants will not open drawers or cupboards during your stay.
5. Bathroom – shower tray, bench top and floor must be clear of personal belongings to allow proper cleaning of these areas.
6. Beds should be free of obstacles and positioned in your room to allow Room Attendants space to pull the bed out to clean both under and around the bed.
7. Fridges are opened during your stay. If defrosting is required, you will be advised to empty your fridge to allow this.
8. Curtains – having regard to our image displayed to the public, you are requested not to tie your curtains in knots or hang anything from your windows.
9. Furniture and ledges – dusting of these areas is required. Please clear or tidy these to enable staff to dust.
10. Posters are allowed on the walls, attached with Blue Tac only.
11. Rubbish – as per industry standards, only rubbish in rubbish bins will be removed from your room.  
Rubbish bins are provided at the end of accommodation blocks for you to use if your rubbish needs emptying prior to room service. Spare bags are in the bottom of your rubbish bin.
12. Floor – all available floor space will be vacuumed.
13. Linen Replacement – in order to monitor linen stocks, only linen removed from your room during servicing will be replaced. If you are short of linen, please contact the Housekeeping Supervisor.
14. For security reasons, the doors and windows to your rooms will be locked after they have been serviced. If you should happen to forget your key and find yourself locked out, then you will have to find the Duty Manager to let you in.
15. As per Code of Conduct and in consideration of other students, no smoking, alcohol, prohibited drugs, candles or cooking are permitted in your rooms.
16. Please note that on an on-going basis, the Housekeeping Department will conduct Room Inspections. Where standards are not adhered to, appropriate action will be taken such as own room cleaning or disciplinary action as per the Code of Conduct.

#### c) Compulsory service of your room

Compulsory service of your room will be timetabled within the following hours:

Monday – Friday                      9.00 am – 5.00 pm

### E.2.4 Front Office Accommodation procedures

#### a) Procedure for lost student keys

- Students need to advise a Front Office Lecturer when they have lost their room key.
- There will be a charge of \$100 for replacement.

b) Room moves

- Students are not to move rooms without instruction from Front Office.
- Should a student want to move rooms a room move application form needs to be completed and handed to a Front Office Lecturer (Student Drive - Frequently Used Forms – Room Move Form)
- Room moves will be considered and approved on a case by case basis by a Front Office Lecturer only.
- When the room move application is approved the student will be allocated a new room, handed a new key and will be required to move within 24 hours.
- The room move form together with the key for the old room needs to be taken to a Front Office Lecturer weekdays between 08:00 and 17:00 once the move is complete, after a Front Office lecturer has signed the form, the form should be taken to Housekeeping by the student.

c) Final check out

- When a student is about to check out permanently a final check out form needs to be completed (Student Drive – Frequently Used Forms – Final Check Out Form).
- Front Office and Housekeeping will be the last departments to sign the form.
- This form and key should not be left in the room when you leave and should be handed to a Front Office Lecturer weekdays between 08:00 and 17:00, after a front office lecturer has signed the form, the form should be taken to housekeeping by the student.
- Students who will be leaving after hours (Weekdays after 17:00 till 08:00, Weekends and Public Holidays) should get into contact with a Front Office Lecturer to obtain further instructions.
- Should this procedure not be followed a 'walk out fee' of \$200 will be charged as well as \$100 for the key.

d) Moving off campus

- When an application to live off campus has been approved by the Programme Co-ordinator, Front Office and Housekeeping will be the last departments to sign the form.
- This form and key should not be left in the room when you leave and should be handed to a Front Office Lecturer weekdays between 08:00 and 17:00, after a front office lecturer has signed the form, the form should be taken to housekeeping by the student.
- Students who will be leaving after hours (Weekdays after 17:00 till 08:00, Weekends and Public Holidays) should get in contact with a Front Office Lecturer to obtain further instructions.
- Should this procedure not be followed a 'walk out fee' of \$200 will be charged as well as \$100 for the key.

e) Single room requests

- Students who would like to occupy a room by themselves should complete an Application for Single Room Form (Student Drive – Frequently Used Forms – Application for Single Room).
- This form needs to be handed to a Front Office Lecturer and the Lecturer will establish if there are single rooms available.
- Should there be a single room available the student will be required to see the Student Financial Administrator for financial approval to occupy a single room.
- After approval from the Student Financial Administrator, a Front Office Lecturer will allocate a single room and hand a key to the student.

- The student will be required to move to the new room within 24 hours of being handed the key.
- This form and key should not be left in the room when you have moved and should be handed to a Front Office Lecturer weekdays between 08:00 and 17:00 once the move is complete, after a Front Office Lecturer has signed the form, the form should be taken to Housekeeping by the student.
- Students who will be moving after hours (Weekdays after 17:00 till 08:00, Weekends and Public Holidays) should get into contact with a Front Office Lecturer to make arrangements in terms of the form and key.

**Should the front office procedures not be followed a 'walk out fee' of \$200 will be charged as well as \$100 if the keys were not handed in.**

## E.2.5 Reception and Accounts

### a) Reception Services

Front Office (Reception) is open Monday, Tuesday and Thursday from 10.15am to 1.00pm. Front Office is not open on Wednesdays, Fridays and weekends or public holidays.

You may collect your pay packets and purchase items such as stationery, postage stamps, phone cards, hairnets etc. from the kiosk during these times.

***(These hours are subject to change and updates of these hours will be published via School email.)***

### b) Telephones

Students will be connected to the PIHMS digital network using student devices and 'Zoiper' software. Students will be able to make campus-wide calls free of charge. This includes calling Front Office, Housekeeping, Restaurant, Duty Managers, Student Support and Security. Students using the 'Zoiper' application will be able to phone friends or campus.

Staff will be able to communicate with students using the digital phone system. All that is required to make calls is that a student needs to request 'Zoiper' on his/her device. The student ID number is the caller number.

### c) Vehicles

For security reasons, if you should bring your car, please park it outside the student accommodation block and on check-in at the beginning of each residential semester; please provide your car registration number.

The onus is upon individuals to take adequate security precautions, and cars are parked at the owner's risk. Unregistered cars on site at PIHMS may be towed away at the owner's expense. Students are prohibited from parking in the designated visitor car parks.

Off-site students are to park in the main car park.

## E.3 Industry Placement

### Overview

The objective of Industry Placement is to provide elements of relevant vocational job skills to enhance the students' understanding of current work practices within the industry. The philosophy of the programme is to cultivate the vital link between education and employment. Students are provided with the irreplaceable

opportunity to work with an approved employer, while employers are provided with highly motivated and trained staff. For more information request to see the Industry Placement Policy

Students can only work in PIHMS-approved establishments, and will be supervised by PIHMS or PIHMS' representative.

1. Students are not allowed to turn down a placement, once they are placed they must accept it. Should they turn down a placement they will immediately be charged for accommodation – even if they are within the 4 week free period.
2. Students must actively participate in their placement. I've had cases where students have not submitted CV's on time or have missed calls and not returned messages, therefore resulting in no placement. If I have proof of this, they will be charged for accommodation.

## E.4 Personal / Professional Development

As outlined earlier, the development of 'Personal/Professional Attitudes' is one of the critical 'Three Pillars' on which all operations of PIHMS are founded. A student's Personal/Professional development is to be observed in their attitude and resulting behaviour, including personal presentation.

It is appreciated that some students may wish to express their individuality through their personal appearance. However, this expression may be in conflict with the generally conservative standard of professional appearance that is acceptable within many sectors of the hospitality industry. Accordingly, in all circumstances where you may be unsure of what standard is acceptable and no specific rules and guidelines are provided in this document for these circumstances, then the CEO's decision will be binding.

### Uniform and Grooming

There are certain expectations within the hospitality industry regarding dress, personal hygiene and appearance in general. As a member of this industry an appropriate dress and uniform code will be observed for both identity and safety reasons.

Lifestyle choices often include body art and piercings. The expectations within the hospitality industry are that these are not permitted in some service positions. Tattoos that may be in an area exposed during service must be covered and this also applies to Industry Placement. Some Industry Placement roles involve short sleeve uniforms.

Uniforms or business attire is expected during normal business hours 8.00am – 5.00pm, Monday to Friday, while in public areas. Even if classes have finished students are expected to be aware of the professional image required during these times.

**If for any reason you are unable to wear your uniform the dress code is business attire.**



**PIHMS male and female uniform with waistcoats**

## a) PIHMS Uniform

The formal PIHMS uniform is as follows, and must be worn in all theory classes and at all other official PIHMS activities including transiting between classrooms and restaurants:



**PIHMS female and male uniform with jackets**

### **Females**

- PIHMS Charcoal jacket
- PIHMS Charcoal skirt or dress trousers
- White shirt
- PIHMS twist tie
  - English Language – Light Blue
  - Diploma – Dark Blue
  - Degree – Purple
  - Postgraduate Diploma – Green
- PIHMS Waistcoat (optional)
- Name badge on blazer lapel
- Only polished black court shoes, no ballet-type flat shoes
- Black pantyhose
- Black belt (if used)

### **Males**

- PIHMS Charcoal Business Suit
- White shirt
- PIHMS tie
  - English Language – Light Blue
  - Diploma – Dark Blue
  - Degree – Purple
  - Postgraduate Diploma – Green
- PIHMS Waistcoat (optional)
- Name badge on blazer lapel
- Polished black shoes
- Black socks
- Black belt

In theory classrooms, students are permitted to remove their waistcoat and/or suit jackets. In addition, full vocational uniform may be worn when attending a vocational lesson prior to or after theory classes. Skirt length is to be no shorter than 5.5 cm above the knee and no longer than 5.5 cm below the knee. For safety and aesthetic reasons shoe heel sizes must be no more than 5 cm in height. Loosening of ties and removal of jackets may be permitted in classrooms but must be worn correctly upon leaving the classroom. During the summer periods (up until reading break in April and after reading break in October), females do not have to wear pantyhose.

## b) Personal and Professional Appearance

Personal appearance, as well as your attire, should always be impeccable. PIHMS insists on the highest of grooming standards. This includes good personal hygiene:

- Daily showers
- Clean teeth with fresh breath
- Clean hands (do not use your skin as notepaper)
- Deodorants
- Light, mild fragrances.

In addition, nails must be kept clean and well-manicured. Any cuts etc. must be covered tidily with neutral or skin coloured bandages. Coloured bandages are allowed in the kitchen only.

### Males

Hair must be cut and worn off the collar. It must be conservatively styled, clean and well-groomed and of the student's natural, or conservative, colouring. Side burns must not extend past the ear lobe. All males are requested to shave daily, more than once if necessary.

A watch and/or wedding ring are the only items of jewellery allowed with PIHMS uniform. No earrings, visible chains, bracelets etc. may be worn during PIHMS hours or whilst on duty. This rule applies to pierced tongues.

### Females

If hair is worn short, it must be conservatively styled, neatly cut and groomed. If long, it must be tied back and worn up. It must never hang in the face. Ribbons, combs or clips must be conservative in colour and appearance. Black is the preferred option.

A watch, wedding ring and/or engagement ring, and/or one discrete dress ring, and/or necklace may be worn. Two gold, silver or pearl studs or small sleeper earrings may be worn in each ear lobe. No visible body piercings are permitted during PIHMS hours or whilst on duty. This rule applies to pierced tongues.

Only light make-up in conservative colours is permissible. Make-up, particularly lipstick, should be reapplied during the day to maintain a well-groomed appearance. Nail polish may be worn, but must be of a subtle shade. No nail polish is permitted in the kitchen or Food & Beverage service.

### Note re Hair Cuts/Styles

Students who against PIHMS' advice and industry standard choose to have or adapt inappropriate haircuts, styles or colour will not be allowed to take part in any PIHMS activity, including all classes and industry placement applications, until such time as the problem has been rectified to the satisfaction of the CEO.

**Remember the grooming standards set now are the standards that will be expected from future employers.**



## c) Department Uniform Dress Code

### ■ Food and Beverage

#### Kitchen

The Kitchen uniform is comprised of:

- White Jacket
- Chef's pants
- Chef's hat
- Apron
- Side cloths, tea towels (provided by kitchen)
- Student name badge (included in Starter Kit)
- Polished black enclosed flat heeled, lace up shoes with non-slip soles (supply own)
- Hairnet

Note: No jewellery or watches are to be worn in vocational kitchen classes.

#### Service

The Food and Beverage service uniform is comprised of:

- Charcoal trousers (males) /skirt (females) (included in professional uniform set)
- White shirt (males) /blouse (females) (included in professional uniform set)
- Black bow tie (males) and black cravat (females)
- Waiter's friend (included in Starter Kit)
- Black socks (males) /stockings (females) (supply own)
- Polished black shoes with a tread (supply own), not ballet type flat shoes
- Name badge (included in Starter Kit)

Note: If students have body art on their lower forearms they will need to purchase a suitable shirt/blouse to cover these areas during service.

#### Dining

The restaurant areas are the main teaching areas for Food & Beverage Service. **It is important to remember that while providing a facility to students, the restaurant areas are also classrooms and student conduct is to be of the highest standard at all times.**

The grooming standard for dining is full PIHMS uniform. Students who invite guests to the restaurant are requested to inform their guests of the dress code and suitable attire.

Those students who are performing vocational class duties will dine in the Student Staff Dining Area where the dress code is as per Theory Classes.

The restaurant's dress code for Friday night dinner is PIHMS uniform.



For weekends (Saturday and Sunday) students can come in tidy smart casual, but still requires some boundaries relevant for orderly and safe conduct, cultural sensitivity and social acceptability for a public space. As such the following will apply to all meals in the Dining Room:

- No Hats
- No Singlets unless previously approved by the F&B lecturer on duty
- No Midriff Tops
- No Open-toed Shoes
- No Swimwear, Track/Training Suits or Pyjamas

Abuse of the casual dress code may result in an implementation of full uniform status. Staff, particularly those involved in operating the restaurants, will be the arbitrators of appropriateness.

## ▪ Rooms Division and Housekeeping

### Housekeeping

The uniform for the performance of vocational Housekeeping classes is:

- White steward's jacket
- Dark blue trousers

The student is required to provide:

- Name badge
- Black polished shoes with a non-slip sole
- Black socks, black hair tie

In the instance of cold weather, where the student is required to work outside, warm, waterproof coats will be available for use, and will be provided by the housekeeping department.

### Front Office

There are a number of different functions carried out by the Front Office vocational class. The formal PIHMS uniform is the standard uniform for the Front Office Department. The Porters are not required to wear the jacket in the performance of their duties.

## d) Duty Managers

Business attire is permissible to be worn on your rostered Duty Manager shift. Suitable footwear should be worn (females - heels are not permitted. See specification on Food & Beverage uniform description).

Business attire should be worn for your shift regardless of the day of the week.

## SECTION F

# ASSESSMENT

- Assessment Schedules
- Cross Credit, Credit Transfer and Recognition of Prior Learning
- Theory
- Vocational
- Personal / Professional Practice
- Industry Placement Assessment
- Assessment and Grades Awarded
- PIHMS Awards for Excellence
- Publication of Results
- Complaints and Appeals regarding Academic Board decisions
- Progression Rules for Certificate in Academic English and IELTS Preparation
- Completion rules for NZ Diploma (L5)
- Completion rules for PIHMS Diploma (L6)
- Completion rules for NZ Diploma (L6)
- Completion rules for PIHMS Degree (L7)
- Completion rules for Graduate Diploma (L7)
- Completion rules for Postgraduate Diploma (L8)
- Completion rules for Master's Degree (L9)
- Completion rules for Industry Placement for Diploma and Postgraduate students
- Eligibility to Graduate

## F.1 Assessment Schedules

An Assessment Schedule is presented at the commencement of each semester to facilitate your planning and commitment to study.

All aspects of the course will be assessed including theory, vocational work, industry placement and personal/professional development.

## F.2 Recognising learning for credit

### F.2.1 Cross Credit (CC)

Credit for outcomes already achieved by a student through study of a qualification at PIHMS awarded as credit for comparable outcomes towards another PIHMS qualification.

### F.2.2 Credit Transfer (CT)

Credit for outcomes already achieved by a student at another institution recognised as credit for comparable outcomes towards a PIHMS qualification. The Academic Board will consult the course learning outcomes of their previous studies and determine if there is a good match with the learning outcomes of the PIHMS course outlines that they are applying for. Studies must have been completed in English to be considered for Credit Transfer.

### F.2.3 Recognition of Prior Learning (RPL)

Relevant and current knowledge and skills gained through informal learning recognised as credit for outcomes towards a PIHMS qualification. (RPL). Applications must be accompanied by approved evidence sources, such as attestation by an employer. The Academic Board will determine if there is a good match with the learning outcomes of the PIHMS programme course outline that they are applying for, and may require applicants to undertake a 'challenge test'.

### F.2.4 Application Process

Applications (one per subject) must be made on the Application Form (a copy of which can be found on the Student J:Drive) and be accompanied by approved evidence sources. Applications must be received by the Programme Co-ordinator by the end of the second week of the semester. If the course for which recognition is being sought has commenced, the student will be required to attend all classes for that course until the result of the application has been communicated.

The student must gain support from the following staff and approval from the Academic Board:

Finance Department → Subject Lecturer → Stream Leader → Programme Co-ordinator → Academic Board.

Under normal circumstances a challenge test may be required.

The Academic Board will reply to the student, in writing, informing them of the outcome of the application.

***Please note: there is a limit to the number of subjects you can receive credit for learning in each programme. Please see Application Form for details.***

## F.3 Theory

### F.3.1 Subjects assessed

Every subject will be assessed both formatively (for student learning) and summative (for the final grade of the course). The assessment schedule will be provided during the first class/lecture of the subject as part of the Delivery and Assessment Schedule.

***Please note: Resits for assessments are only allowed for medical reasons (where a medical certificate is required, see Section C.4) or in the event of unusual/unforeseeable circumstances in which case the student must discuss waiver of the rule with the Programme Co-ordinator at the earliest opportunity.***

### F.3.2 Assignments and Group Work

Written assignments can form part of the assessment process. Due to the character of PIHMS and the industry, some of these assignments will be of a group nature. Group work is a very important component of Student Centred Learning and if any student is concerned that another member of their group is not participating fully with the group they can discuss their concerns with their lecturer in the first instance. If the lecturer, on enquiry, agrees that the group member is not participating fully with the group then the lecturer will inform the Programme Co-ordinator who will issue the student with a warning concerning their group work participation. If the student still does not participate fully with the other members of their group that student will be excluded from the results of the group work.

### F.3.3 Academic Integrity

**PIHMS views academic dishonesty as serious misconduct which may lead to dismissal (See Section H.2).**

Each student in their first semester at PIHMS must complete an Academic Integrity course, which will guide you in PIHMS' expectations and provide instruction so you can avoid academic dishonesty.

Academic dishonesty may include, but is not limited to, the following categories (for further details please see Section H.2(h)):

- Plagiarism (unintentional and intentional);
- Assisting another student to commit academic dishonesty;
- Using forbidden resources during a test or other academic work;
- Unauthorised collaboration (group work);
- Impersonation of another student.

Resources for students:

- All students will be given an Academic Integrity Guide on their arrival at PIHMS. As part of the Academic Integrity course it is up to you to make sure that you read and understand this material. You need to complete this in your first semester at PIHMS
- Turn-it-in Plagiarism Detection Software

PIHMS is licensed for the use of Turn-it-in Software. This online tool for plagiarism prevention is used by educational institutions worldwide and is very successful in both encouraging originality in students' work and in detecting where plagiarism has occurred.

### F.3.4 Tests and Exams

Exam Rules and Procedures are reviewed and published on the J:Drive (Student Drive). The Appendix Section of this Handbook provides a guide to these rules - *Exam Rules and Procedures*.

For most subjects, in-semester tests and end of course exams will be included as part of the formative and summative assessments. Students are required to prepare for, and sit, tests and exams as scheduled, unless they have sought permission for foreseen absence from their Programme Co-ordinator.

Absence due to illness for a test or exam must be accompanied by a Medical Certificate. (Refer to Sections C.6 and D.4.)

In instances where absence has been excused (as above) a student *may* be permitted an alternative test or assessment.

Should a student be permitted a 'resit' for an exam (where a student was absent without Medical Certificate or Programme Co-ordinator's approval), the maximum grade obtainable for the subject will be a C- pass. Such resits are permitted at the discretion of the Programme Co-ordinator and cannot be expected as a matter of course.

## F.4 Vocational

Due to the very nature of the industry and our courses, the vocational subjects form a vital component of the curriculum. Therefore, as with theory subjects, vocational subjects are assessed. Assessment Schedules are provided at the beginning of each semester. The application of vocational skills will be the subject of a final examination at the end of the semester, based not only on the subject matter but also on demonstration of professional development, safe work practices, teamwork and hygiene.

## F.5 Personal and Professional Practice

### F.5.1 Representation of PIHMS/Student Body

There are many elements that contribute to the overall personal/professional practice of the PIHMS student. Expectations of the industry demand the highest standards – namely theoretical knowledge and vocational skills. The other expectation our students are able to meet is one that relates to high personal and professional standards. These include punctuality, reliability, grooming, respect for colleagues, a high service ethic and observance of the law and corporate policy.

It is the development of these traits, which makes our students sought-after by prospective employers. Once enrolled with PIHMS, the student becomes an ambassador for the School and the hospitality industry. For this reason, PIHMS is committed to the personal/professional development of the student.

### F.5.2 Assessment of Personal and Professional Practice

Each semester PIHMS' Operations teaching staff will evaluate each student's personal/professional practice, based on the following competencies:

- Punctuality
- Grooming and presentation
- Ability to follow instructions
- Demonstrated initiative

- Team work
- Responsiveness to authority
- Reliability
- Willingness to learn
- People skills
- Leadership

This evaluation is based on the expected behaviour of a hospitality professional and forms a key part of the assessment in vocational subjects, which are pre-requisites to industry placement.

## F.6 Industry Placement Assessment

Industry Placement is assessed and a Pass/Fail grade awarded based on the employer appraisal.

The Industry Placement Adviser will advise criteria for passing Industry Placement prior to students proceeding to placement.

Assessment is based on an approved placement, satisfactory work performance as confirmed by the employer appraisal, with the period of employment being six (6) months determined by the Contract and assignments prescribed.

## F.7 Assessment and Grades Awarded

Each course has an individual assessment process, and for each course the following final grades will be awarded:

A+	Pass	90 or above
A	Pass	85 – 89
A-	Pass	80 – 84
B+	Pass	75 – 79
B	Pass	70 – 74
B-	Pass	65 – 69
C+	Pass	60 – 64
C	Pass	55 – 59
C-	Pass	50 – 54
D	Fail	40 – 49
E	Fail	Below 40

*Other grades that may be applicable are:*

Aegrotat Pass (AP)

Competent (Comp)

Competent with Excellence (E Comp)

Not Competent (N Comp)

Credit Transfer (CT)

Cross Credit (CC)  
Recognition of Prior Learning (RPL)  
Pass (P)  
Result Withheld (RW)  
To Be Completed (TBC)

### Aegrotat Pass (AP)

Upon written application, a student may be granted an Aegrotat Pass for a course in exceptional and extreme circumstances and at the discretion of the Academic Board.

## F.8 PIHMS Awards for Excellence

PIHMS encourages and supports **all students** to achieve at the highest personal, professional and academic levels they can attain. At each graduation ceremony awards are presented in recognition of exceptional achievement by students. The awards were reviewed by the PIHMS Industry Advisory Board in April 2017 and the following awards, approved by the Academic Board, are to be awarded from the July 2017 graduation:

### PIHMS Leadership Award (*Optional Award*)

*Awarded by PIHMS Directors*

*Voted by PIHMS Directors*

*Nominated by PIHMS staff*

*Participation: All students are eligible for this award*

This student has demonstrated qualities of a great leader, such as excellent communication, inspiration, positivity, commitment and creativity, which have led to positive and quantifiable change for students at PIHMS.

### Matthew Warner 'Lead by Example' Award (2011)

*Awarded by students*

*Voted by students*

*Nominated by students*

*Participation: All graduating students are eligible for this award*

This award is given in memory of Matthew Warner, a former student of PIHMS.

The winner of this award has demonstrated during his/her time at PIHMS a consistently positive attitude, excellent rapport with and willingness to assist others. His/her attitude encouraged and fostered positive engagement at PIHMS amongst all students, whether in the classroom or participation in social, sport and extra-curricular activities.

## Industry Placement Food and Beverage Award (The Scenic Hotel Group Award)

*Voted by PIHMS staff*

*Nominated by PIHMS Industry Placement staff*

*Participation: Students who have completed F&B Industry Placement since the last graduation.*

The F&B Industry Placement Award is awarded to any Diploma student who has excelled during their F&B Industry Placement and gained recognition by their hotel for exceptional service.

## Industry Placement Rooms Division Award (Skycity Hotels Award)

*Voted by PIHMS staff*

*Nominated by PIHMS Industry Placement staff*

*Participation: All Diploma students who have completed Rooms Division Industry Placement since the last graduation.*

The Rooms Division Industry Placement Award is awarded to any student who has excelled during their Rooms Division Industry Placement and gained recognition by their hotel for exceptional service.

## Industry Placement Postgraduate Award (The Intercontinental Hotels Group (IHG) Award)

*Voted by PIHMS staff*

*Nominated by PIHMS Industry Placement staff*

*Participation: Postgraduate students who have completed Industry Placement since the last graduation.*

The Postgraduate Industry Placement Award is awarded to any Postgraduate student who has excelled during their Industry Placement and gained recognition by their hotel for exceptional service.

## NZ Diploma in Hospitality Management (Level 5) Dux (The Accor Award)

*Participation: All NZ Diploma L5 graduating students are eligible for this award.*

NZ Diploma L5 Dux will be awarded to the NZ Diploma L5 student who has achieved an average of 80% or higher for all subjects over the entire programme and is the top student in the cohort.

## NZ Diploma in Hospitality Management (Level 6) Dux (The Sudima Hotel Group Award)

*Participation: All NZ Diploma L6 graduating students are eligible for this award.*

NZ Diploma L6 Dux will be awarded to the NZ Diploma L6 student who has achieved an average of 80% or higher for all subjects over the entire programme and is the top student in the cohort.



## PIHMS Diploma in Hotel Management (Level 6) Dux

*Awarded by PIHMS*

*Participation: All PIHMS Diploma L6 graduating students are eligible for this award.*

PIHMS Diploma L6 Dux will be awarded to the PIHMS Diploma student who has achieved an average of 80% or higher for all subjects over the entire programme and is the top student in the cohort.

## Bachelor of Applied Hospitality and Tourism Management (Level 7) Dux (The Millennium Hotel Group Award)

*Participation: All Degree graduating students are eligible for this award.*

Degree Dux will be awarded to the Degree student who has achieved an average of 80% or higher for all subjects in Semester 6 and is the top student in the cohort.

## Graduate Diploma in Hospitality and Tourism Management (Level 7) Dux (The Accor Award)

*Participation: All Graduate Diploma graduating students are eligible for this award.*

Graduate Diploma Dux will be awarded to the Graduate Diploma student who has achieved an average of 80% or higher for all subjects over the entire programme and is the top student in the cohort.

## Postgraduate Diploma in Hotel Management (Level 8) Dux (The Scenic Hotel Group Award)

*Participation: All Postgraduate Diploma graduating students are eligible for this award.*

Postgraduate Diploma Dux will be awarded to the Postgraduate Diploma student who has achieved an average of 80% or higher for all subjects over the entire programme and is the top student in the cohort.

## Merit and Distinction Awards

*All students who achieve an average of 70% - 79% for their qualification, will receive their qualification with **Merit**.*

*All students who achieve an average of 80% or more for their qualification, will receive their qualification with **Distinction**.*

*All other graduates will receive the normal parchment.*

## F.9 Publication of Results

Provisional subject results will be given to students at the conclusion of each semester.

Students with subject Fails will be contacted by their Programme Co-ordinator.

At the successful completion of the student's programme of study the Academic Board will ratify student results and they will be eligible to graduate. At or after graduation students will be issued with their graduating parchment and academic transcript.

It is important that a current mailing address is available to Administration at all times for this and other purposes. Replacement, or additional copies, of academic transcripts or parchments will incur a fee, so these should be looked after carefully.

## F.10 Complaints and Appeals Regarding Academic Decisions

### F.10.1 Procedure for applying for a review/submission of an appeal regarding a provisional assessment decision

Procedures for lodging a complaint/appeal regarding a provisional assessment decision made by the lecturer and confirmed by the Programme Co-ordinator are outlined below.

Disagreement with provisional decisions does not in itself constitute grounds for a request for reconsideration by a candidate.

The CEO or delegated authority will reconsider a decision if they are satisfied that:

- i) The assessment was not conducted in accordance with the regulations for the course; or
- ii) The student's performance in the assessment was adversely affected by illness or other factors which she or he was unable, or for valid reasons unwilling, to divulge before the provisional decision was reached.

To lodge an appeal regarding a provisional assessment decision the following steps should be followed:

1. A student must first make best effort to resolve any issues arising regarding assessment via informal discussion with appropriate academic staff.
2. However, if the issues cannot be resolved and the student wishes to appeal against a provisional assessment grade, the student must lodge his/her appeal in writing with the Academic Services Department **within 14 days** of confirmation of the result.
3. Having considered all evidence the CEO or delegated authority shall decide the appeal as follows:
  - a) Reject the appeal, the reasons being made known to the candidate.
  - b) Require the examiners to reconsider their decision for reasons stated. (This will usually mean that the student's assessment will be re-checked to ensure that there have not been any inconsistencies or errors in the original marking. Post moderation will be reviewed.)
  - c) Declare the assessment null and void and require the candidate be re-examined.
4. The CEO or delegated authority will contact the student with a response within seven (7) days of receipt of the appeal.

### F.10.2 Procedure for applying for a review/submission of an appeal regarding an Academic Board decision

Procedures for lodging a complaint/appeal regarding a decision made by the Academic Board are outlined below.

Disagreement with the academic judgement of the Academic Board does not in itself constitute grounds for a request for reconsideration by a candidate.

The Academic Board is required to reconsider a decision if it is satisfied that there has been a material or significant administrative error.

To lodge an appeal regarding a decision made by the Academic Board the following steps should be followed:

1. If a student believes their **final** grade, as ratified by the Academic Board, to be incorrect, and therefore wishes to appeal against a decision of the Academic Board, the student must lodge his/her appeal **in writing** with the Secretary of the Academic Board **within 14 days** of ratification of that result by the Academic Board.
2. Academic Administration Fees are payable for the appeals process, however appeal fees are refundable if the student's appeal is upheld and a student's grade revised upwards, see Section F.10.5.
3. The Secretary of the Academic Board will gather such evidence as considered appropriate and advise the responsible Programme Co-ordinator and Lecturer(s) of the facts of the appeal and ask for a response.
4. The CEO shall determine whether or not the appeal is admissible under the conditions set out above.
5. Where there are considered to be no grounds for an appeal, the appeal will be deemed inadmissible, and the candidate will be immediately informed in writing of the reasons for the decision.
6. If grounds for an appeal are found to be in evidence, the student will be notified in writing of the procedure for giving evidence to the Academic Board, including:
  - a) Permission to submit a written statement for consideration by the Board, and
  - b) The right to support and/or witnesses.
7. Appeals will be heard as soon as possible and normally **within 28 days of a valid appeal being lodged**.
8. With evidence and witnesses heard and submitted documents examined, the Academic Board shall deliberate and reach a finding by simple majority vote, with the Chairperson having a second or casting vote where this is necessary.
9. Having considered all evidence the Academic Board shall decide the appeal as follows:
  - a) Reject the appeal, the reasons being made known to the candidate.
  - b) Uphold the appeal and require the final grade to be corrected according to proven evidence submitted.
  - c) Declare the examination null and void and require the candidate to be re-examined.
10. The findings shall be recorded and the Chairperson shall inform the appellant of its decision in writing, by the Secretary, within two (2) days of the hearing.

### F.10.3 Appeals against exclusion from PIHMS on academic grounds before completion of the programme

A student who is required to withdraw from his or her programme of study before it has been completed on the grounds of unsatisfactory progress, or who fails to reach the standard required for the award of the programme, has the right to appeal.

The appeal must be lodged **in writing** with the Chairperson of the Academic Board **within 10 working days of the date of the letter of notification of withdrawal**.

The grounds for an appeal are:

- That there were circumstances of significant influence adversely affecting the student's performance, which the student was unable, or for valid reasons, unwilling to divulge.
- That there is sound evidence of unsatisfactory instruction which the student was unable, or for valid reasons, unwilling to raise as problematic. In this case, the student is required to demonstrate why he/she was unable to raise the issue through other routes.

## F.10.4 Pursuing an appeal outside of PIHMS

*\* Students must exhaust every avenue available to them at PIHMS prior to engaging any external parties.*

Should you wish to pursue the matter outside of PIHMS you may contact the NZQA Students Complaints Process. The processes, and a Complaints Form, are all available online on the NZQA website. (<http://www.nzqa.govt.nz>).

You can submit your complaint query on the NZQA website, or send an email to [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz).

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

## F.10.5 Academic Administration Fees

Administration fees are charged in relation to appeals regarding Academic Board decisions and academic record replication:

<b>Replacement or additional Academic Transcripts</b> (Certified Copy)	\$50.00
<b>Replacement or additional Graduation Parchments</b>	Advised on Request
<b>Appeals against an Academic Board ratification</b> (refunded if grade changed)	\$100.00

## F.11 Progression Rules for Certificate in Academic English and IELTS Preparation

### F.11.1 Certificate in Academic English and IELTS Preparation (L3)

Students who complete the Certificate in Academic English and IELTS Preparation Level 3 gaining IELTS 5.0 (with no band score less than 4.5) may progress to Certificate in Academic English and IELTS Preparation Level 4.

### F.11.2 Certificate in Academic English and IELTS Preparation (L4)

Students who complete the Certificate in Academic English and IELTS Preparation Level 4 gaining IELTS 5.5 (with no band score less than 5.0) may progress to Certificate in Academic English and IELTS Preparation Level 5 or the NZ Diploma in Hospitality Management (NZQA Level 5).

### F.11.3 Certificate in Academic English and IELTS Preparation (L5)

Students who complete the Certificate in Academic English and IELTS Preparation Level 5 gaining IELTS 6.0 (with no band score less than 5.5) may progress to NZ Diploma in Hospitality Management (NZQA Level 6).

## F.12 Completion Rules for NZ Diploma in Hospitality Management (L5)

Students must complete all academic and operations papers and either elective Industry Placement 1 (F&B) or elective Business Communication in order to graduate and gain the NZ Diploma in Hospitality Management (Level 5) qualification.

*Students who are in the Operations Block of their programme and wish to take one outstanding academic subject may apply to do so to the Dean of Academics under the following criteria: good professional behaviour; satisfactory attendance; having achieved no lower than a D Fail (40-49%) in the academic subject being applied for; and any other criteria specific to the individual application.*

## F.14 Completion Rules for NZ Diploma in Hospitality Management (L6)

Students must complete all academic and operations papers in the NZ Diploma (L6) in order to proceed to Industry Placement 2 (Rooms Division). Once all academic and operations papers and Industry Placement 2 have been successfully completed students will be able to graduate and gain the NZ Diploma in Hospitality Management (Level 6) qualification.

*Students who are in the Operations Block of their programme and wish to take one outstanding academic subject may apply to do so to the Dean of Academics under the following criteria: good professional behaviour; satisfactory attendance; having achieved no lower than a D Fail (40-49%) in the academic subject being applied for; and any other criteria specific to the individual application.*

## F.13 Completion Rules for PIHMS Diploma in Hotel Management (L6)

### F.13.1 Progression from Semester 1 to Semester 2

#### Academic Papers:

Students who fail academic papers in Semester 1 are not permitted to go to Semester 2 Industry Placement, but instead must remain at PIHMS and do another semester where they repeat the failed Semester 1 papers, they may also be permitted to do some Semester 3 papers for which they have passed the requisite Semester 1 papers, with up to five papers being taken in total.

#### Operations Papers:

Students who fail their Operations 10-week block will be deemed to be 'Not Yet Competent' or 'Needs Further Training' and will have to successfully repeat the appropriate part of the course in a further 10 week block before they are eligible to go to Industry Placement.

For all operations courses students will be entitled to no more than two (2) enrolments. A third attempt will require Academic Board approval.

When these students have successfully completed all Semester 1 papers in this way they will be eligible to go to Semester 2 Industry Placement.

On return to PIHMS after successful completion of Semester 2 Industry Placement these students will then enter Semester 3 and complete any outstanding Semester 3 papers.

### F.13.2 Progression from Semester 2 to Semester 3

The contractual and course obligations for Semester 2 Industry Placement must be successfully completed in order to pass.

If these conditions are not met, then the student must repeat Semester 2 Industry Placement.

#### Progression Failure:

Students who fail Industry Placement Semester 2 twice (2) will be deemed to have failed the Year 1 Operations programme and will have to repeat Semester 1 Operations.

Students must have successfully completed all requirements for Semester 2 Industry Placement before they will be permitted to enter Semester 3.

### F.13.3 Progression from Semester 3 to Semester 4

#### Academic Papers:

Students who fail academic papers in Semester 3 are not permitted to go to Semester 4 Industry Placement, but instead must remain at PIHMS and do another semester where they repeat the failed Semester 3 papers.

When these students have successfully completed all Semester 3 papers in this way they will be eligible to go to Semester 4 Industry Placement.

#### Operations Papers:

Students who fail their Operations 10-week block will be deemed to be 'Not Yet Competent' or 'Needs Further Training' and will have to successfully repeat the appropriate part of the course in a further 10 week block before they are eligible to go to Semester 4 Industry Placement.

For all operations courses students will be entitled to no more than two (2) enrolments. A third attempt will require Academic Board approval.

When these students have successfully completed all Semester 3 papers in this way they will be eligible to go to Semester 4 Industry Placement.

### F.13.4 Progression from Semester 4 to Semester 5

The contractual and course obligations for Semester 4 Industry Placement must be successfully completed in order to pass. If these conditions are not met, then the student must repeat Semester 4 Industry Placement.

#### Progression Failure:

Students who fail Industry Placement Semester 4 twice (2) will be deemed to have failed the Year 2 Operations programme and will have to repeat Semester 3 Operations.

Students must have successfully completed all requirements for Semester 4 Industry Placement before they will be permitted to enter Semester 5.

***Students must have successfully completed all previous semesters in order to be eligible to proceed to Semester 5.***

## F.15 Completion Rules for Bachelor of Applied Hospitality and Tourism Management (L7)

Students must have fulfilled the Degree entry requirements (both the academic and PIHMS requirements) in order to enrol in the Degree.

The academic entry requirement to the Degree programme is an NZQA Level 6 Diploma or equivalent.

Students must have successfully completed all academic papers in the Degree (L7) in order to be able to graduate and gain the Bachelor of Applied Hospitality and Tourism Management (Level 7) qualification.

## F.16 Completion Rules for Graduate Diploma in Hospitality and Tourism Management (L7)

Students must have fulfilled the Graduate Diploma (L7) academic entry requirements in order to enrol.

The academic entry requirement to the Graduate Diploma programme is a Diploma or Degree.

Students must have successfully completed all academic papers in the Graduate Diploma (L7) in order to be able to graduate and gain the Graduate Diploma in Hospitality and Tourism Management (Level 7) qualification.

## F.17 Completion Rules for Postgraduate Diploma in Hotel Management (L8)

### F.17.1 Progression from Academic into Operations Management

Students must successfully complete all Academic courses before entering Operations Management. Any Academic course that receives a FAIL grade or Operations Block that receives a 'Needs Further Training' will have to be repeated. Please note: Postgraduate Diploma students who fail a course may not be able to enrol in the same course in the next semester because of timetabling issues and the programme may therefore be extended for the duration of the failed course. Usual fee conditions apply.

For all Operation Blocks students will be entitled to no more than two (2) enrolments. If further attempts are required, you will need special approval based on the Year Co-ordinator and Deputy CEO's recommendations to the CEO.

### F.17.2 Progression from Academic/Operations studies to Industry Placement

Students must have successfully completed all Academic courses and Operations Management in the 42 week programme before being eligible to go to Industry Placement.

The contractual and course obligations for Postgraduate Industry Placement must be successfully completed in order to pass. If these conditions are not met, then the student must repeat their Industry Placement component.

#### Progression Failure:

Students who fail Postgraduate Industry Placement twice (2) will be deemed to have failed the Operations block and will have to repeat the Operations block.

Students must have successfully completed all academic and operations papers and Industry Placement in the Postgraduate Diploma (L7) in order to be able to graduate and gain the Postgraduate Diploma in Hospitality and Tourism Management (Level 7) qualification.

## F.18 Completion Rules for Master of Hotel Management (L9)

Master's Degree students must successfully complete all first year Master's courses and in particular Research 5, before being allowed to enrol in Research 6. The provisional entry requirement for Research 6 is a B+ grade for the Dissertation Project Proposal.

Students must have successfully completed all academic papers in Master's Degree (L9) in order to be able to graduate and gain the Master of Hotel Management (Level 9) qualification.



## F.19 Completion Rules for Industry Placement for Diploma and Postgraduate students

Students on Industry Placement are still enrolled with PIHMS and are therefore still bound by the PIHMS Student Handbook and regulations in the Industry Placement (IP) Module Outlines.

For any student to pass the relevant IP Module the student must complete the assessments as stipulated in the Module Outlines.

### F.19.1 For Diploma students the following rules govern the successful completion of Industry Placement

#### 1. Successful completion of the Contract

Students must complete the contract entered into between the hospitality business and the student.

- a. Early termination of the contract will result in an IP FAIL, subject to the following:
  - i. Early termination will only be accepted in unusual circumstances where both parties to the agreement agree to terminate the contract. Unusual circumstances **exclude** “home sickness”, change of mind, “don’t like it” or any such personal reasons.
  - ii. The student is not allowed to unilaterally terminate the contract. Unilateral termination of the contract by the student will result in an IP FAIL.
  - iii. Early termination of the contract by the organisation due to misconduct, underperformance or any other disciplinary issue will result in an IP FAIL.
  - iv. Where a student is dismissed the student must follow the business’ disciplinary process to have the dismissal overturned. Failure to do so will result in PIHMS accepting the business findings and an IP FAIL will be awarded.
  - v. No IP of shorter than five months will be considered. Students are not allowed to swap roles between F&B and Rooms Division without the express permission of PIHMS.
  - vi. IP FAIL will only be awarded at the end of the contract (apart from iii and iv above). Students to whom a failed IP is awarded will be required to start another IP at the end of the original contract term. Where no completion date is specified a minimum period of six months will be applied between the start dates of the two employment contracts.
  - vii. Where a student is awarded a failed IP the student may defer for the rest of the IP period. The student will restart another IP with the minimum period of six months between the start dates of the two employment contracts.
  - viii. RPL will not be considered for students who have obtained a position for the remainder of the deferral period.

#### 2. Acceptable Performance Appraisal

- b. Students must submit to PIHMS a Performance Appraisal completed by the immediate supervisor and Human Resources Manager. In the event where a student has three or more ratings of “Consistently below established standards and expectations” the student will be deemed to have failed their IP.
- c. Where a student is rated “Not considered for future employment”, and sound reasons supported by the Performance Appraisal is evident, PIHMS will award an IP FAIL.



### 3. Course requirements

Students must complete all course requirements as per their due dates otherwise a course FAIL will be awarded. All exceptions are to be negotiated with the Industry Placement Adviser.

## F.19.2 For Postgraduate students the following rules govern the successful completion of Industry Placement

### 1. Successful completion of the Contract

Students must complete the contract entered into between the hospitality business and the student.

d. Early termination of the contract will result in an IP FAIL, subject to the following:

- i. Early termination will only be accepted in unusual circumstances where both parties to the agreement agree to terminate the contract. Unusual circumstances **exclude** “home sickness”, change of mind, “don’t like it” or any such personal reasons.
- ii. The student is not allowed to unilaterally terminate the contract. Unilateral termination of the contract by the student will result in an IP FAIL.
- iii. Early termination of the contract by the organisation due to misconduct, underperformance or any other disciplinary issue will result in an IP FAIL.
- iv. Where a student is dismissed the student must follow the Business’ disciplinary process to have the dismissal overturned. Failure to do so will result in PIHMS accepting the business findings and an IP FAIL will be awarded.
- v. No IP of shorter than five months will be considered. Students are not allowed to swap roles between F&B and Rooms Division without the express permission of PIHMS.
- vi. IP FAIL will only be awarded at the end of the contract (apart from iii and iv above). Students to whom a failed IP is awarded will be required to start another IP at the end of the original contract term. Where no completion date is specified a minimum period of six months will be applied between the start dates of the two employment contracts.
- vii. Where a student is awarded a failed IP the student may defer for the rest of the IP period. The student will restart another IP with the minimum period of six months between the start dates of the two employment contracts.
- viii. RPL will not be considered for students who have obtained a position for the remainder of the deferral period.

### 2. Acceptable Performance Appraisal

- a. Students must submit to PIHMS a Performance Appraisal completed by the immediate supervisor and Human Resources Manager. In the event where a student has three or more ratings of “Consistently below established standards and expectations” the student will be deemed to have failed their IP.
- b. Where a student is rated “Not considered for future employment”, and sound reasons supported by the Performance Appraisal is evident, PIHMS will award an IP FAIL.

PIHMS will investigate any IP FAIL grade awarded, and may award a PASS if appropriate mitigating circumstances are present.

### 3. International students who fail Industry Placement twice

International Postgraduate students who receive a FAIL grade for Industry Placement twice will have to return to their home country and find a suitable Industry Placement there in order to complete their

programme. This Placement will not be supported by PIHMS. The Industry Placement offer and contract made will be the responsibility of the student. This Placement needs to be approved by PIHMS Marketing prior to commencement. Normal assessment criteria will apply.

### F.19.3 For all students undertaking Industry Placement where a delay occurs in obtaining a suitable placement

Where there is a delay in placing a student into a suitable Industry Placement and the student is waiting at PIHMS for a placement offer, such a student will receive four (4) weeks free accommodation at PIHMS and will be expected to work operational shifts in order to strengthen their industry skills. After four (4) weeks, if no suitable placement has eventuated, the student will pay for their continuing accommodation at PIHMS but is free to go and find a job in industry as an interim position while awaiting their formal Industry Placement position.

Exceptions to this rule may be approved by the Deputy CEO on a case by case basis.

## F.20 Eligibility to Graduate

Students must have successfully completed all components of their programme in order to be eligible to graduate.

### \*Please Note:

**1. From first enrolment in a programme to completion will not be longer than:**

- NZ Diploma L5: two years
- NZ Diploma L6: two years
- PIHMS Diploma L6: five years
- Degree L7 (final six months): one year
- Graduate Diploma L7: two years
- Postgraduate Diploma L8: two years (academic)
- Master's Degree L9: three years

The Academic Board may, on an exception basis, approve a variation to these criteria.

- 2. Students will be permitted to enrol in any course (subject) two (2) times. A third attempt will require Academic Board approval.**
- 3. Any course that has to be repeated in order to complete all components of your programme of study in order to graduate will incur further fees which are over and above the standard programme fees. Any additional fees accrued in this way must be paid before starting the repeat course. Specific details as to costs are available from the Student Financial Administrator.**
- 4. Fees for Research 6 (Master's Degree) are for 12 calendar months. If any further time is required to complete Research 6 after the 12 calendar months have ended students will be charged full fees for Research 6 again.**
- 5. Should any international student be below 95% attendance and below 75% progression (failing papers) they will need Immigration New Zealand approval prior to being issued a new visa to continue their study.**

## SECTION G

# STUDENT FACILITIES

- IT Services
- Network Device Authentication
- PIHMS Student Identity Card
- ISIC Card (International Student Identity Card)
- Learning Centre
- Photocopier and Printing Facilities
- Booking Meeting Rooms / Classrooms
- Gymnasium
- Swimming Pool
- Squash Court
- Laundry Facilities
- Maintenance
- PIHMS Van
- Snack Bar
- Community Facilities
- Student Discounts

## G.1 IT Services

### G.1.1 Computing Facilities

The PIHMS computer network is a cloud based network with all processing being done offsite.

It is a student's responsibility to provide their own personal computer/internet accessible device. PIHMS policy of 'Bring Your Own Device' (BYOD) is a necessary requirement to enable students to complete in-class learning tasks.

Access to printing stations and PIHMS digital information resources for the purposes of PIHMS study and student and staff communications, is provided to all students and staff from their own devices via the PIHMS network.

Student access to the printing stations will be available up to 12 hours a day, seven days a week in the Learning Centre or Old Computer Suite during business hours (Monday – Friday 9.00am – 6.00pm).

#### Photocopying and printing

Photocopying and printing charges apply.

Refer to the table above.

Paper size	Grayscale	Grayscale double sided	Colour
A4	\$0.10	\$0.10	\$0.25
A3	\$0.10	\$0.10	\$0.25

#### Scanning

Scanning service is free.

### G.1.2 Electronic Mail

Electronic mail (e-mail) is used extensively by staff and students at PIHMS for communication regarding PIHMS events and issues. **Students must use the e-mail appropriately and be aware that it is a business tool and as such all communications should be of a high standard. It is the individual student's responsibility to check their e-mail at least twice a day.**

### G.1.3 Access to Computing Equipment for other Purposes

Any use of the computer facilities by students for other purposes must be authorised in writing by the CEO. This includes running of student-provided software, and storage of personal information. All such applications must be certified as being free of viruses by the Network Administrator before consideration of their use will be made by the CEO. Exceptional circumstances or cause must be shown before permission will normally be granted.

### G.1.4 Security of Files

All files are as secure as they can be made. Students are unable to access each other's work directly unless:

- (a) A USB Drive containing files is shared
- (b) Students share their passwords with other students.

Any attempt by students to gain access to files to which they are not authorised is **not permitted**, and the network will automatically 'lock out' these students from computer access. Failure by a student to be able to account for why they are 'locked out' may lead to computer privileges being denied. Students should not disclose their passwords to other students. If a student forgets his or her password, please contact the IT Helpdesk.

Certain network drives are made available for the sharing of files between users within the same year. For example, the 'Student J-Drive' contains read-only files which students may refer to for class work and assignments.

### G.1.5 Acceptable Use Policy – requirement of users

A user means any person using a computer system who is a:

- Staff member of PIHMS, whether employed on a fixed term, full time, part time or casual basis;
- Student of PIHMS;
- Person authorised by the Network Administrator to use the system.

1. The PIHMS IT facilities shall be used only by authorized users.
2. Users must take all reasonable precautions to maintain the integrity of passwords and any other security mechanisms.
3. If a password becomes insecure or potentially insecure, a user must, as soon as is practicable, implement a new secure password.
4. Users must not cause costs related to IT services to be incurred:
  - (a) By PIHMS without the authority of the Network Administrator, or
  - (b) By any person or organization without the consent of that person or organization.
5. Unless they have the authorization of the Network Administrator, users must not:
  - (a) Do anything that damages, restricts, jeopardises, impairs or undermines the performance, usability, reliability, confidentiality or accessibility of any digital information system, programme, or other stored information or data.
  - (b) Access, read, alter, delete or in any other way interfere with, any information, data or files (including electronic mail) held by another person, or attempt to do any of these things, regardless of whether the operating system of the computer permits these acts.
6. Users must:
  - (a) Comply with any instruction by the Network Administrator about the use of the PIHMS computer system;
  - (b) Respect the rights of other users with respect to access to computer systems and enjoyment of use;
  - (c) Comply with all applicable New Zealand law, including law on copyright, privacy, defamation, objectionable material, and human rights.

7. Users must not:
  - (a) Ignore or breach any lawful and reasonable instruction by the Network Administrator;
  - (b) Use a computer system in any way that constitutes discrimination, harassment, or sexual harassment;
  - (c) Use a computer system in a manner, or for a purpose, which would bring PIHMS into disrepute;
  - (d) Assist, encourage or conceal any unauthorised use, or attempt at unauthorised use, of any computer system;
  - (e) Leave their computer unattended so that others might gain entry and use the computer for any reason;
  - (f) Introduce viruses to PIHMS Servers or individual computers;
  - (g) Modify programmes loaded to computers e.g. Microsoft Office;
  - (h) Intentionally prohibit the running of maintenance and checking routines;
  - (i) Deliberately send messages using somebody else's name;
  - (j) Plagiarise, i.e. the intentional use of other people's material without attribution.
8. Use of licensed software
  - (a) Users must comply with the terms of any licence agreement between PIHMS and any third party that governs the use of software.
  - (b) Users must not make copies of proprietary software unless explicit authority is granted by either the software provider (for example, where PIHMS has a site licensing agreement) or, where applicable, by a system administrator.
  - (c) Users must not make proprietary software available for use by any other organisation or individual without the authority of the software provider or the Network Administrator.
  - (d) A user who intends to distribute outside PIHMS, in whole or in part, application program containing embedded proprietary software, must first obtain the written permission of the software provider for each instance of distribution.
  - (e) A user who publishes material identifying proprietary software must include in the publication explicit and accurate identification of the software provider.
9. Use of Internet, Email or other online information repository
  - (a) Users of the Internet facility must conform to any requirements established and notified by PIHMS for the use of a system or network accessed over the Internet.
  - (b) Users must not use PIHMS computing and networking facilities for the transmission of objectionable material as defined by the Films, Videos, DVDs and Publications Classification Act 1993 including, but not limited to:
    - Pornography;
    - Articles that promote crime or violence, or incite or instruct in matters of crime or violence;
    - Articles that describe or depict material in a manner, or of a nature, that is likely to cause offence to a reasonable adult.
  - (c) Any publication on the Internet or other online information repository using PIHMS facilities must:
    - Not be designed to mislead or deceive;

- Not breach the Copyright Act 1994;
  - Not promote the personal commercial interests, or political, religious or other personal views of a user or a user's acquaintances, friends or family in such a manner that it appears to have the endorsement of PIHMS;
  - Conform to lawful and reasonable employer instructions and policies on online publication. Unless authorized by the Network Administrator, a user must not request or accept payment, in money, goods, services, favours or any other form of remuneration, either directly or indirectly, for any activity using a computer system.
- (d) PIHMS is not responsible for the content of, or events arising from, communications or interactions between users and others on Internet sites where access is not controlled by PIHMS.

10. Personal Use

Users must not publish online information that is of a personal nature and unrelated to research or career as if it were part of any officially published information; personal information must include a disclaimer that makes clear its unofficial status. Please note that this includes social networking sites.

11. Requirements and authority of the Network Administrator

- (a) The Network Administrator is responsible for maintaining security of the systems for which he/she is responsible, sufficient for authorised users to make effective use of the facilities on those systems and to maintain the integrity of their passwords and any other security mechanisms.
- (b) The Network Administrator is authorised to monitor the activities of users and to inspect files and other information for the specific and sole purpose of ensuring that the provisions of these regulations are being met.
- (c) The Network Administrator must respect the rights of users to privacy and avoid any unnecessary disruption to the legitimate activities of users.

12. Disclosure of information

- (a) In order to exercise the authority provided under section 11 of these regulations, the Network Administrator is entitled to access personal information about a user and the user's activities on the computer system if there are reasonable grounds for suspecting that the user may have breached these regulations.

The Network Administrator who accesses personal information about a user under these circumstances may provide the information to relevant authorities, including the Police and PIHMS management of PIHMS.

13. Complaints

A dispute or complaint concerning any matter under these regulations may be referred to the Network Administrator who will determine, on the evidence provided by the complainant and any other evidence that the Network Administrator may obtain at his or her discretion, whether there has been a breach of these regulations.

14. Appeal against decisions made by the Network Administrator

A user may appeal to PIHMS Management against any action or decision under these regulations by the Network Administrator.

## G.1.6 Technology Fees

Included in the programme costs is a technology fee which covers the cost of supply of IT equipment, printers, Hi-speed internet, telephones, photocopiers etc.

Usage of the internet is on a data volume basis therefore the downloading of large music or video files will consume your internet quota very quickly. Maximum of 30 Gb of data per person per month will be supplied. Additional charges may be incurred if this data cap is exceeded, or alternatively PIHMS may reduce the speed of your internet.

Where students require IT work in addition to that supplied by PIHMS, e.g. laptops, digital cameras etc, a labour charge of \$50 per hour or part thereof will apply.

## G.1.7 Personal Computer Network Setup and Support

Personal computers require setup to access the PIHMS network. This enables access to the Internet, PIHMS e-mail, PIHMS student web portal, the student shared drive and in-class learning modules.

The IT team has a Wireless network available for laptops.

### Requirements

- The minimum operating system requirement is Windows XP Professional or Windows 7.
- Antivirus software installed and is up to date with the latest virus definitions.
- A firewall program such as zone alarm, tiny firewall or Norton firewall is installed.
- All software is legal. If pirated software is found PIHMS, under our supply agreements, will notify the software distributors.

## G.1.8 IT Helpdesk

Helpdesk is a service that provides information and assistance to the users of the PIHMS computer network. Urgent IT issues can be reported directly to the Helpdesk office. *Please refer to the Helpdesk process G.1.8.B.*

### A. Before Contacting IT Helpdesk

- 1. Write down any error messages**  
If you can tell us the wording of any error messages you are getting, it will make it a lot easier for us to identify your exact problem and help you fix it.
- 2. Remember what you were doing when it happened.**  
What software package were you using at the time? Word, Excel, Internet Explorer?  
What were you trying to do? Print, Save, Access something you haven't accessed before?  
When was the last time you did this successfully? Or is this the first time you have tried it?
- 3. Find out if anyone near you has the same problem**  
If there is a problem with one of our services, such as the print server or the Internet, then other people will be having the same problem. If you are the only one having a particular problem and others nearby are not, that helps us narrow down the source of the problem.
- 4. Provide your username/student ID**  
The username/student ID is the name you use when you log onto your machine. When we know your username we can look up your account details more quickly to find any problems there.
- 5. Restart your Computer**  
Often problems can fix themselves if you close down the program you are having problems with



and then open it again. More extreme problems can sort themselves out if you close all your programmes, then close down your machine completely, then start it up again. Always remember to SAVE your work first.

PLEASE provide all the information. It is understood that sometimes people make mistakes. If you accidentally deleted some files, please do not feel frightened to tell the Helpdesk everything. The fault cannot always be diagnosed unless you forward all information about EVERYTHING that has happened to your computer.

## B. IT Helpdesk Process – How to Report IT Issues to Helpdesk

- Phone call – 06 927 3049

Only use this method if you have no access to the PIHMS network.

- E-mail your IT issue to [support@nakicloud.co.nz](mailto:support@nakicloud.co.nz)
- IT Helpdesk information can be located on the Intranet or on the Student Drive (IT Helpdesk folder).
- Hours are Monday to Friday 9am to 5pm.

## G.2 Network Device Authentication

All users of the Network will be required to follow a daily authentication process.

## G.3 PIHMS Student Identity (ID) Card

You will have your PIHMS Student ID Card made during registration. This is called a proximity card and also serves as your photocopier and printer card. You will receive further information about this once your ID card is issued.

## G.5 Learning Centre

The Learning Centre is situated on the first floor of the teaching block overlooking the tennis court.

### G.5.1. Learning Centre opening hours

<b>Monday – Friday</b>	<b>9.00am – 6.00pm</b>
<b>Saturday and Sunday</b>	<b>Closed</b>

Alterations to opening hours (when the need arises) will be announced via e-mail and a notice posted on the Learning Centre door.

### G.5.2 Learning Centre support

A qualified Learning Centre Coordinator is available during business hours to offer students assistance in using and locating appropriate learning resources. If you require in-depth assistance to find information for assignments, if the Learning Centre is busy you may need to book a time with the Learning Centre Coordinator for a Research Consultation.

### G.5.3 Learning Centre collection

The Learning Centre collection is under on-going review and is updated regularly. The Learning Centre collection provides access to key books and increasing electronic content which provides access to millions of electronic journals and other digital resources. These resources are additional industry-specific and peer reviewed resources, compared with what you will find on the internet. PIHMS subscribes to the electronic journal databases so students can have access to additional authoritative digital material.

One of the two PIHMS student print stations is located in the Learning Centre. Print stations let students release printing jobs, scan and photocopy materials. Student print stations are black and white copying only. Colour printing can be done through Administration.

### G.5.4 Databases

Students can access the PIHMS subscribed electronic journal databases at any time through the PIHMS student portal <https://student.pihms.ac.nz/>.

When you are on the PIHMS student portal log-on page your username and password are your usual everyday PIHMS network details. Once you are logged on and inside the secure web portal access to the databases should be immediate and automatic because your details have been authenticated via your initial log-on.

Databases that you can access include:

- **Ebsco** – Hospitality and Tourism Complete; Business Source Premier; ANZ Reference Centre; etc.
- **Gale Cengage National Package** (a collection of 15 databases)
- **Emerald Insight**
- Plus, other websites and hospitality resources.

### G.5.5 Textbooks

Some of the courses at PIHMS require you to have set textbooks; however, most do not. It is your personal decision whether you choose to purchase a textbook; they can be a very useful resource especially if the subject is new to you. Please consult with individual lecturers to find out more about their requirements.

The purchase of textbooks is a student's own responsibility. **The cost of textbooks is not included in PIHMS school fees.** PIHMS does not include this cost so that students have the opportunity to purchase second-hand textbooks for themselves. **Budgeting for textbooks (whether they are new or second-hand or a combination of both) is a student's own responsibility**

The PIHMS Learning Centre does not lend out prescribed textbooks. One reference copy of each textbook is available to view in the Learning Centre only. Neither does the PIHMS Learning Centre manage sales of second-hand textbooks.

Textbook lists are updated quarterly every year for each semester. Textbook lists for each programme level can be located on the Student J: Drive on the PIHMS network or the PIHMS student portal. Or, can be accessed via the PIHMS website [www.pihms.ac.nz](http://www.pihms.ac.nz). Each list is located at the bottom of each programme information page on the website

The best place for students to look for second-hand textbooks is to:

- a) Send a PIHMS email to the "students" outlook email group and asks if anyone is selling textbooks.
- b) Post that you wish to buy or sell textbooks on the Facebook PIHMS Social Page. This is a closed group and you will have to send a request to ask to join.

<https://www.facebook.com/groups/1413820772207415/>

If you cannot locate second-hand textbooks, you will need to purchase what you require from the PIHMS textbook supplier – [www.textbooksrus.co.nz](http://www.textbooksrus.co.nz)

### How to order 'book' textbooks

- Go to TextbooksRUs [www.textbooksrus.co.nz](http://www.textbooksrus.co.nz). You will need to register and create a personal account.
- Choose the Level that you will require textbooks for under the PIHMS logo on the front page of the website.
- Select and add titles to your shopping cart. Complete payment using either Internet banking, or a credit card or [debit card](#) (Debit cards can be purchased from New Plymouth Post Shop).
- Postage is \$8.50 NZ no matter how many items are ordered. There is a possibility this may be waived if there is a bulk purchase by PIHMS students (this option is available in the early weeks of a new semester).

#### **PIHMS Courier Postal Address**

PIHMS (Pacific International Hotel Management School)  
4 Henwood Road  
Bell Block 4372

### How long will your order take?

Single book deliveries will be sent via Courier post and will normally be delivered the next working day if you place your order before 12.00pm on the previous working business day. Multiple book orders will usually be delivered in 1-2 working days. **Please note that prices and editions are subject to change at any time.**

**Changes to prescribed course texts may be made at the onset of a new semester.** Delivery Schedules will be updated to reflect changes.

To purchase electronic copies of e-textbooks if available, please refer to the semester textbook list on the student J: Drive or PIHMS website.

If you have any questions, please contact the Learning Centre Co-ordinator.

## G.6 Photocopier and Printing Facilities

A photocopier and printer are provided for students in PIHMS' Learning Centre. Students are to use their Student ID cards as their proximity cards. You will need to have enough credit available on your ID card to allow you to print. All new students have credit loaded onto their Student ID card as part of their School fees for photocopying and printing. The amount varies depending on your programme. You can purchase more credit to top up your card at the Administration Office. Photocopying and printing is charged at 7 cents per copy for B&W copies.

### Printing

PIHMS uses a system called **PaperCut** for printing. Printing at PIHMS requires students to have their own device (laptop, phone or tablet) and Student ID card with them.

- Attach documents for printing to an email from PIHMS Outlook email account (printing does not work from a personal email account such as Gmail etc.)
- Send email to [webprint@pihms.ac.nz](mailto:webprint@pihms.ac.nz)
- A reply email will be sent by PaperCut within 30 seconds that includes a link confirming the print job has been received and is ready to print
- Click OK twice

- Go to the default print station (the Learning Centre is currently the default print station)
- Swipe your Student ID card and select ALL PRINT jobs, and printing will be released.

Full printing instructions can be found on Student J: Drive [https://student.pihms.ac.nz/Student-Drive/Printing\\_Instructions](https://student.pihms.ac.nz/Student-Drive/Printing_Instructions).

## G.7 Booking Meeting Rooms and Classrooms

When not in use as classrooms, Rooms 1, 2, 3, 7, 8 and Pouakai can be booked for meetings.

These rooms should be booked through the Administration Office.

All Food & Beverage rooms are required to be booked through the Food & Beverage Lecturer.

The Pouakai Room can also be booked for movies through the Year Co-ordinator.

### Procedures

1. All meeting rooms and classrooms are required to be booked in advance.
2. Bookings are made through Administration during opening hours, 8.30am to 5.00pm, Monday to Friday.
3. When booking a meeting room, the following information will be required:
  - Name of booking contact
  - Phone number or extension number
  - Date booking required for
  - Date booking was made
  - Room(s) required
  - Reason for the booking
  - Time room required for
  - Set up of room including equipment
  - Cancellation details if necessary
4. Each booking contact is to be advised that the basic set-up of the room remains the responsibility of the client, so please allow time for this set-up when making your booking time. Liaise with Duty Manager's for assistance if required.
5. Each booking contact is also to be advised that the room booked must be left in a clean and tidy state ready for the next class. This is the responsibility of the booking contact person.
6. If you no longer require the meeting room booked and wish to cancel, please do so promptly through Administration so that others may book.

## G.8 Gymnasium

PIHMS has a gymnasium for the use of students and staff which is located adjacent to the squash court, behind the Marketing Office. Correct gear must be worn in the gymnasium.

## G.9 Swimming Pool

PIHMS has a swimming pool for the use of students and staff. The following rules must be followed when using the pool:

- The pool is closed between 10.30pm and 6.00am
- No running or jumping
- Liquor ban at all times
- No glassware
- Use sunscreen and observe summer burn times
- There is no lifeguard on duty
- Children under the age of 10 must be accompanied by an adult.

## G.10 Squash Court

PIHMS has a squash court for the use of students and staff which is located adjacent to the gymnasium, behind the Marketing Office. White soled shoes and non-marking balls only are to be used in the court. If the squash court is locked ask at the Administration Office for the key.

## G.11 Laundry Facilities

There are two washing machines, two dryers and an iron and ironing board located in each of the 700, 800 and 900 accommodation blocks for students to use at their convenience. There is also a clothesline located behind the 900 Block, road end.

Laundry Charges:

For a student to use a washing machine in the accommodation block	\$2
For a student to use a dryer in the accommodation block	\$1

## G.12 Maintenance

In line with industry standards, all maintenance problems noted will be forwarded to the Executive Housekeeper by electronic job request. You may report any maintenance problems to the Housekeeping staff, or fill in the Job Request Form on the 'J-Drive' in the *Student Services* folder and e-mail it to the Executive Housekeeper.

**Note that the removal of any items of equipment (mechanical, electrical or other) belonging to PIHMS from one area to another without permission may be viewed as theft and disciplinary action will follow. This includes glassware, crockery, cutlery and linen.**

## G.13 PIHMS Van

PIHMS van is solely for business use and only available to students on official PIHMS business who hold a full and current New Zealand Drivers Licence and have been approved to drive the van. Only the CEO can approve student drivers. If students need transport for medical services, administration staff are available to arrange this.

## G.14 Snack Bar

Snacks are available from on-site coin vending machines or from the shops in Bell Block.

## G.15 Community Facilities

There are numerous facilities available within the city and surrounding area for student access (see Appendix K.1 for extensive listing).

## G.16 Student Discounts

Upon presenting your student ID card you will be eligible for discounts from certain businesses in Bell Block and in New Plymouth City. When making purchases it is a good idea to ask if a student discount is available.

## SECTION H

# CODE OF CONDUCT

- Code of Conduct Introduction
- Serious Misconduct
- Misconduct
- Accommodation Misconduct
- Disciplinary Procedures
- Amendments to the Code of Conduct

## H.1 Code of Conduct Introduction

It is an expectation that all members of PIHMS will always act in a manner that mirrors the highest standards of professionalism expected in the hospitality industry.

As many of you are just entering the industry, it is appropriate that specific rules and guidelines are provided in order to give you an appreciation of these expected standards which are in place to ensure the safety and general well-being of all students and staff. This Code of Conduct sets out the rules and guidelines of behaviour expected of all members of PIHMS.

In providing such information it is understood that not all circumstances can or should be covered in this document. In encountering such circumstances, a reflection on what a true industry professional would do should provide the appropriate response. However, if in doubt, it is strongly recommended that you seek advice from the Industry Placement Team.

PIHMS's Code of Conduct is designed to facilitate the ease of learning and living together, and has major input from the Student Association. This Code forms the basis for personal behavioural standards and it is therefore vital that every student is familiar with PIHMS' requirements. Breaches of the Code of Conduct can lead to disciplinary action which may include dismissal in a severe case.

Any changes to the Code of Conduct during the semester will be notified at that time.

## H.2 Serious Misconduct

**The following items constitute serious misconduct and may lead to disciplinary action including the students involved being instantly expelled, Police intervention, legal action and/or reparation:**

### 1.1 The following actions constitute **misconduct**:

Action	Definition/Rule
Drinking	<p>A sensible approach to alcohol is a vital element in effective and responsible hotel management. Therefore, alcohol is served as part of the training programme, under supervision to students 18 years and over. No alcohol is to be stored or consumed in any other areas of PIHMS campus, including the accommodation area. <b>Intoxication is viewed as serious misconduct.</b></p> <p><b>Intoxication may lead to the student(s) involved being expelled or stood down from PIHMS.</b></p> <p><b><i>Note: Fusion Bar will be available for supervised alcohol consumption on a notified basis.</i></b></p>
Excessive absenteeism	<p>Unexplained or unreported or continued absence is deemed <i>misconduct</i>.</p> <p>Excessive absence is deemed to be in breach of the PIHMS Code of Conduct. For international students on New Zealand study visas, excessive absence (above 10%) will also result in their being in breach of the terms of the study visa and Immigration NZ's expectations, and liable to penalties which include visa cancellation and a requirement to return to their home country.</p> <p>Unexplained absences of <u>over three (3) days</u> may be taken as "abandonment of programme" which for international students will mean Immigration NZ will be advised that PIHMS is no longer supporting that student's visa. The CE will be advised and strong action will be taken.</p>



Failure to attend rostered duties	Failing to report for a rostered duty outside of normal class times, other than for reasons of reported sickness, will incur disciplinary consequences.
Failure to notify absence from campus	<p>Unless specific permission is granted by the CE, all Diploma students are expected to live on campus throughout the semester.</p> <p>For security reasons it is imperative that students advise the Student Support Co-ordinator by text on 021 827 603 if they are to be absent from the campus overnight or for more than one night and again on their return to the campus. Students need to provide a contact number and address where they can be reached while off campus overnight or for more than one night.</p>
Failure to protect PIHMS and student security	<p>All students are provided with a locked entrance to their room and locks on the windows to the room. It is each individual's duty to ensure that their room is secure at all times by taking their key with them.</p> <p>This responsibility extends to the entire campus, and all students need to take an active interest in the wellbeing of their colleagues and their property as well as for the property of PIHMS in general.</p> <p>Entry to the students' residence blocks is limited to students in residence, Room Attendants and tradespeople for repairs and maintenance (by appointment or prearrangement only through the CE). The main door is locked and access is by a card. It is each student's responsibility to maintain personal room security measures as well as general security on campus. It is also necessary for students to carry their PIHMS ID card at all times.</p>
Failure to respect PIHMS community	Students are required to respect the comfort, safety, hygiene and security of all other members of this community which consists of students, staff and alumni. Students must respect each other and their staff at all times and in all circumstances which includes electronic media.
Failure to respect PIHMS local neighbourhood	Students are expected to reflect the standards of PIHMS in dealings with the local community, both in and out of uniform, to represent themselves faithfully and truthfully to the local community as being students of PIHMS, when seeking assistance from these people on behalf of PIHMS.
Gambling	Gambling on PIHMS premises is forbidden.
Inappropriate classroom behaviour	Students who are asked to leave class by a lecturer are required to see the lecturer at the end of that class. This could incur make-up work or more severe disciplinary action depending on the reason for dismissal from a class. Students dismissed a second time by the same lecturer in a semester will be brought to the attention of management for disciplinary action.
Inappropriate language	'Off colour', blasphemous or inciteful language will not be tolerated at PIHMS. This condition also applies to social media when students are either representing or discussing PIHMS.
Representing PIHMS off-site	<p>Students who are representing PIHMS off-site in any capacity, for example, being involved in an event or doing research as part of their PIHMS programme, must do so in a manner that does not bring PIHMS into disrepute or puts themselves or other PIHMS students or staff in harm's way.</p> <p>Any student activities that may require travel to a location outside of PIHMS, where students make use of non-PIHMS supplied transportation, will be at</p>

	the students' own risk and the students are expected to obey the laws of New Zealand and behave in a proper manner.
Unprofessional behaviour	Any stupid or jocular behaviour that is likely to cause injury to personnel or damage to company product or property is forbidden.
Visitors on campus	<p>Any student wishing to have a visitor on campus must obtain prior written permission from the Student Support Co-ordinator. Permission for a guest to dine in PIHMS restaurant must be approved by a Food &amp; Beverage Lecturer.</p> <p>A <i>Visitor on Campus Request Form</i> must be completed for both cases. This form is found on the Student J-Drive in the <i>Frequently Used Forms</i> folder <a href="J:\Frequently Used Forms\Visitor on Campus Request Form.doc">J:\Frequently Used Forms\Visitor on Campus Request Form.doc</a>.</p> <p>Students are responsible for the behaviour of their guest(s) at all times.</p> <p>No visitor is permitted on campus between 2200 - 0800 hours (10.00pm - 8.00 am), and students are responsible for ensuring their quiet departure from campus. No visitors are allowed in the students' rooms, other than for a brief visit, and must always remain in the company of the student hosting their visit.</p> <p>This permission is granted as a privilege and failure to adhere to the conditions will result in disciplinary action. These conditions are in place to ensure a safe, secure and peaceful environment for all members of the campus community.</p> <p>All visitors must display a 'Visitor Identification Card' while on campus. Where visitors are on campus between the hours of 8.00am and 5.30pm (weekdays), these are to be obtained from the Administration Office by the visitor and returned prior to departure.</p> <p>Where visitors are expected on campus after hours, the student applying for permission for visitor entry must collect the Visitor Identification Cards from Administration before 5.00pm. Monday to Friday and return them after their visitors have departed. Visitors not displaying Visitor Identification Cards will be asked to leave.</p>

1.2 The following actions constitute **accommodation misconduct**:

Action	Definition/Rule
Abuse of, or damage to, PIHMS environment and/or buildings	<p>Wilful and deliberate acts affecting quality and safety will be dealt with as follows or may involve being reported to the Police.</p> <p>Any wilful damage will be charged as follows:</p> <ul style="list-style-type: none"> <li>Accommodation room damage: Registered room occupants will be responsible for any costs for repairs unless the perpetrator of any such damage is identified and verified. This is to be paid for when the damage has been costed.</li> <li>Accommodation block corridor damage: Students, occupying rooms in the following specified accommodation areas, will be held equally responsible for any costs associated with damage done to the accommodation block in those areas, e.g. corridors etc. The specified areas are: <ul style="list-style-type: none"> <li>700 block upstairs;</li> <li>700 block downstairs;</li> <li>800 block upstairs;</li> <li>800 block downstairs;</li> <li>900 block upstairs;</li> <li>900 block downstairs.</li> </ul> </li> <li>Public areas damage: Those students involved with damage done to the public areas at PIHMS will be responsible equally for any costs. This is to be paid for when the damage has been costed.</li> </ul>
Burning candles or lighting fires in accommodation blocks	<p>The practice of burning candles or incense in rooms is strictly forbidden as accidents can easily lead to fires. Dripping wax causes expensive damage and others may find the aroma of incense objectionable or detrimental to their health. Lighting fires in the accommodation blocks is also strictly forbidden.</p> <p><b>If the Executive Housekeeper and Assistant Housekeeper together agree that burning candles or lighting of fires has taken place in the accommodation blocks, then the students involved will be given an instant fine of \$400.*</b></p>
Cooking food in accommodation blocks	<p>Cooking food in the accommodation area or accommodation rooms is prohibited due to health and safety regulations.</p> <p><b>If the Executive Housekeeper and Assistant Housekeeper together agree that cooking has taken place in the accommodation blocks, then the students involved will be given an instant fine of \$400.*</b></p>
Excessive noise/activity	<p>Students are required to cease any noisy activity by 2200 hours, until 0800 hours the following day, at which time a 'noise curfew' is in place. Because everyone is sharing accommodation with other students who may not share the same taste in TV programmes or music, these should at all times be played at an unobtrusive volume.</p>

	<p>On days which are non-class days, such as the weekend, students staying on campus are encouraged to be in their room by 0100 hours, observing common courtesies to neighbours - not only those on campus, but also those in the proximity of PIHMS.</p> <p>Following a complaint, if noise/activity persists and becomes too excessive following warnings and refusal to demonstrate consideration to others then the misconduct becomes serious.</p> <p><b>If the Security Officer and Manager on Duty together agree that excessive noise/activity has taken place, then the students involved will be given an instant fine of \$200.*</b></p>
Failure to care for PIHMS environment	<p>Proper care and respect of the working and leisure environment is imperative. Issues arising from failure to care for the PIHMS environment may result in disciplinary action.</p> <p>Rooms of residence that are declared not habitable by Housekeeping will require the student to rectify the situation under supervision, in their own time, to PIHMS' standard.</p> <p><b>If the Executive Housekeeper and Assistant Housekeeper together agree that students have failed to keep their accommodation room in a satisfactory condition, then the students involved will be given an instant fine of \$250.*</b></p> <p><b><i>*If a student wishes to appeal against any fine received then the appeal will go through the misconduct process.</i></b></p>
Smoking	<p>For health, safety and environmental reasons, as well as Government policy, it is forbidden to smoke in any buildings on the campus. Smokers are requested to confine their smoking to designated open areas, where ashtrays are provided.</p> <p>As smoking in rooms creates a fire hazard (this is the major cause of hotel fires the world over) in addition to breaking the law, breach of this policy will lead to disciplinary action.</p> <p><b>If the Executive Housekeeper and Assistant Housekeeper together agree that smoking has taken place in the accommodation blocks, then the students involved will be given an instant fine of \$400.*</b></p>
Visitors on campus	Refer page 2 of this Policy and procedure

### 1.3 The following actions constitute **accommodation serious misconduct**:

Action	Definition/Rule
Casual stay overs	<p>Casual stay overs are prohibited. Students are not allowed to invite visitors back to their accommodation to stay overnight.</p> <p>There is a strict process to follow if you wish to have visitors on-site (see 1.1 Misconduct, Visitors on Campus). <b>No visitors are permitted on campus between 10.00pm and 8.00am.</b> Those students visiting other students' rooms should be mindful that their presence may be disruptive to one or both occupants of that room. 1.1 Misconduct above.</p>

Cohabitation	<p>Cohabitation is prohibited. 'Cohabitation' means living together in the same room as if the parties were married. Cohabitation implies that the parties are in an emotionally and/or sexually intimate relationship.</p> <p>Cohabitation may result in students involved being stood down or expelled from PIHMS.</p>
Prostitution	<p>Under the <i>Health and Safety at Work Act 2015</i> PIHMS is required to provide a safe physical and emotional environment for students and ensure the safety of students and employees.</p> <p>The nature of prostitution is such that the requirements of the above Act cannot be assured by PIHMS where:</p> <ul style="list-style-type: none"> <li>• Students and employees are accessing and sharing the same space;</li> <li>• Hygiene facilities and linen are shared by students and accessed by housekeeping employees;</li> <li>• The hazard of sexually transmitted diseases cannot be eliminated, controlled or isolated.</li> <li>• The security and safety of international students is at risk as set out under the <i>Education (Pastoral Care of International Students) Code of Practice 2016</i> of which PIHMS is a signatory.</li> </ul> <p>Therefore, prostitution is not permitted and if any student is found to be operating as a prostitute (as defined by the <i>Prostitution Reform Act 2003</i>) or admits to operating as a prostitute that student may be expelled.</p>

- 1.4 The following actions constitute **serious misconduct** and may lead to disciplinary action including the student/s involved being instantly expelled, Police intervention, legal action and/or reparation.

**Assault on another person, use or possession of prohibited drugs and/or utensils, and theft of company or another student's property will be dealt with by the Police.**

Action	Definition/Rule
Academic dishonesty	<p>Academic dishonesty, cheating and plagiarism, will lead to receiving a '<b>zero grade</b>' for the assessment and/or subject concerned and may also lead to the student(s) being expelled.</p> <p>Academic dishonesty may be defined as an attempt by a student, or any attempt by an individual to aid a student, to gain an unfair advantage in any assessment (including an assessment of practice or an assessment in practice) by deception or fraudulent means, and may be exhibited in a number of ways of which the following are examples:</p> <ul style="list-style-type: none"> <li>• Aiding and abetting a student in any form of dishonest practice.</li> <li>• Bribery: paying or offering inducements to another person to obtain or to attempt to obtain an unfair advantage.</li> <li>• Collusion: the representation of a piece of unauthorized group work as the work of a single student.</li> <li>• Commissioning another person to complete an assignment which is then submitted as the student's own work.</li> <li>• Computer fraud: the use of the material which belongs to another person and which is stored electronically without acknowledgment and or without the written permission of the owner.</li> </ul>

	<ul style="list-style-type: none"> <li>• Duplication: the inclusion in coursework of any material which is identical or substantially similar to material which has already been submitted for any other assessment within the institute or elsewhere (for example, the use of essay banks.)</li> <li>• False declarations made in order to receive special consideration by examiners or to obtain extensions to deadlines or exemption from work.</li> <li>• Falsification of data: the presentation of data, e.g. in laboratory reports, projects, clinical profiles, assessment portfolios, based on work purported to have been carried out by the student, but which have been invented by the student or altered, copied or obtained by unfair means.</li> <li>• Forgery: the falsification of signature(s) or documents related to certification or assessment.</li> <li>• Misconduct in examinations or tests: behaviour aimed at gaining an unfair advantage, e.g.:             <ul style="list-style-type: none"> <li>○ Taking unauthorized materials into an examination or test.</li> <li>○ Calculator fraud: the use of unauthorized material stored in the memory of a programmable calculator with storage facilities.</li> <li>○ Electronic devices fraud: the use of material accessed on a mobile phone or other electronic device in an exam or test.</li> <li>○ Obtaining an advance copy of an “unseen” written examination or test paper.</li> <li>○ Communicating, or trying to communicate, in any way with another student during an examination or test.</li> <li>○ Copying from another student.</li> <li>○ Leaving the examination or test venue to consult pre-hidden cribs/notes.</li> <li>○ Removing any items of stationery or other materials from the examination or test venue without permission or contrary to instructions.</li> </ul> </li> <li>• Impersonation: arranging or attempting to arrange for another person to take one’s place in an examination or test; or being a party to an impersonation.</li> <li>• Plagiarism: the representation of another person’s work as one’s own or the use of another person’s work without acknowledgment, e.g.:             <ul style="list-style-type: none"> <li>○ The direct importation into one’s work of more than a single phrase from another person’s work without the use of quotation marks and identification of the source.</li> <li>○ Making a copy of all or part of another person’s work and presenting it as one’s own by failing to disclose the source.</li> <li>○ Making extensive use of another person’s work, either by summarizing or paraphrasing it merely by changing a few words or altering the order of presentation, without acknowledgment.</li> <li>○ The use of the ideas of another person without acknowledgment of the source, or the submission or presentation of work as one’s own which is substantially the ideas or intellectual data of another.</li> </ul> </li> </ul>
Defamation of either PIHMS or an employer	Those students who defame either PIHMS or an employer may be immediately expelled and the Police may be involved. In the case of

	international students their visa may be withdrawn and as a result they will be required to leave the country.
Falsification of records	Presentation of false records or alteration to existing records may, depending on the nature and impact of the falsification, lead to the student(s) involved being expelled.
Harassment and Bullying	<p>Harassment is physical, verbal or visual contact that is unwelcome, uninvited, unwarranted or offensive, directed by a student to another person.</p> <p>Bullying is repeated actions and/or practices, directed by a student against one or more persons that is: persistent; hostile; unwanted; deliberate and intentional.</p> <p><i>Relevant legislation</i> – see 7. Quality Standard of this policy  <i>Refer</i> <a href="http://www.bullyingfree.nz">www.bullyingfree.nz</a> for further information</p>
Misuse of PIHMS email and/or internet	See <i>Information Technology and Computer Security (acceptable Use) Policy and Procedure</i>
Prostitution	See page 5 of this <i>Student Code of Conduct</i> .

## H.6 Amendments to the Code of Conduct

PIHMS reserves the right to make changes to the Code of Conduct and Disciplinary Procedures without prior notice. These changes will be set out in an updated Student Handbook, a copy of which is situated on the 'Student J:Drive'. Once notified of such changes, it is your responsibility to familiarise yourself with any changes. Any issues that arise and need clarification or a ruling may be taken up with the CEO.

## SECTION I

# STUDENT COMPLAINTS

- Complaints Policy (other than Academic)
- Types of Complaints
- Procedure for Lodging a Complaint
- Follow-up
- Student Complaint Form



## I.1 Complaints Policy (other than Academic - see F.10)

PIHMS believe that we have a responsibility to provide you with a study environment which is physically safe, free from harassment of any kind, and conducive to the achievement of good learning outcomes. While we are sympathetic with any situation which causes you distress, the main areas this policy is intended to deal with relate to the following:

- Inappropriate application of PIHMS policies and procedures;
- Failure to act in accordance with our policies and procedures;
- Actions by staff or students which cause upset to others.

## I.2 Types of Complaints

### I.2.1 Informal Complaints

Informal complaints are suitable for minor issues, which can be resolved with the minimum of difficulty, in keeping with the principle of dealing with problems at the lowest level.

Examples of informal complaints might include the following:

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

Informal complaints are usually made verbally. If a student brings an informal complaint to a staff member, they will direct them to the person best able to address their complaint and facilitate a speedy resolution.

### I.2.2 Formal Complaints

Formal complaints are suited to more serious issues. If a student brings a complaint to a staff member, they should refer them to the Student Support Co-ordinator in the first instance. The Student Support Co-ordinator will then follow the correct procedure depending on the nature of the complaint. Examples of formal complaints might include the following:

- Harassment by staff or other students;
- Inappropriate treatment by staff or other students;
- Unfairness in a formal assessment situation;
- Unfair application of PIHMS policies;
- Unsafe learning situation.

## I.3 Procedure for Lodging a Complaint

If you have a grievance or complaint this is what you need to do:

- i) Talk to the Student Support Co-ordinator and explain the situation.
- ii) If the issue cannot be resolved informally, the concern should be submitted **in writing** to the CEO or delegated authority **within 14 days of the occurrence**. A Student Complaint Form is available to help you in this process (see Section I.5 of this Handbook). This form can be obtained from the Administration Office or the Student J:Drive.
- iii) The CEO or delegated authority will investigate your complaint and will contact you with a response.
- iv) ***\*Students must exhaust every avenue available to them at PIHMS prior to engaging any external parties.***

If your education provider has not resolved your concerns, you can make a complaint to NZQA. NZQA is part of the New Zealand government.

NZQA's website provides information about [making a complaint to NZQA \(www.nzqa.govt.nz\)](http://www.nzqa.govt.nz). You can submit your complaint query on the NZQA website, or send an email to [gadrisk@nzqa.nz](mailto:gadrisk@nzqa.nz). For more information on the complaints process, contact NZQA on 0800 697 296.

## I.4 Follow Up

The Complaints Register will be reviewed on a regular basis by the CEO or delegated authority, who will ensure actions arising from complaints are followed up to ensure long term quality improvements.

## I.5 Student Complaint Form

### STUDENT COMPLAINT FORM

Please use this form to register a formal complaint regarding any aspect of your studies at the Pacific International Hotel Management School.

<b>Student Name</b>	<b>Programme/Semester</b>	
<p><b>Please write below, details of the problem:</b> <i>(Try to give specific examples that support your complaint and provide facts such as dates, times and places. Attach extra pages if necessary)</i></p>		
<b>Have you tried to resolve the problem with any member of PIHMS Staff?</b>	<b>Yes</b>	<b>No</b>
<p><b>If 'Yes', please give details below:</b> <i>(Who did you speak to, when, what action has been taken to try to resolve the problem.)</i></p>		
<p><b>What action would you like PIHMS to take now?</b></p>		
<b>Student Signature:</b>	<b>Date:</b>	
<p><b>Please give this form to the Student Support Co-ordinator, PIHMS</b></p>		
<p><i>Thank you for taking the time to complete this form. We will make every effort to resolve any issue or concern you may have. You will be contacted within seven (7) days of lodging this complaint.</i></p>		

**You can find this form on the J:Drive (Student Drive)**

## SECTION J

# LIVING OFF-SITE REQUIREMENTS

- Finding a Homestay
- Homestay Policy and Procedures
- Application to live Off-site

## J.1 Finding a Homestay

PIHMS is signatory to the **Education (Pastoral Care of International Students) Code of Practice 2016**. This provides a high level of care for students' physical and emotional needs. This Code sets out procedures to ensure that placement in a New Zealand home will be as safe as possible and that the student will be well cared for.

**Homestay** is living outside PIHMS in a home/family environment. PIHMS has on-campus accommodation; however, Degree students, Postgraduate students and students who receive permission from the CEO, may live off-site. The off-site accommodation may include homestay. English Language students are given the option to live in a homestay and a suitable homestay will be arranged for them. Homestay is good for English Language students because:

- It is an opportunity to experience New Zealand culture.
- It helps you with speaking and understanding the English Language.

**If you are going into a homestay situation you will need to:**

- Make an appointment with the Homestay Co-ordinator (see Administration Office).
- At the appointed time, you will need to answer some questions about yourself, your culture and your family. This is important information for your homestay parents. You should also ask any questions you need to know about homestay.
- After you have had the interview you will be matched up with a suitable host family. This can take up to two weeks.

**Once you are matched to some suitable host families, a time that is suitable for both the student and the host families will be made and you will be taken to their home for a visit.**

- You will be given a choice of two or three homestays.
- You will be invited to look at the room which is available for you.
- The host parents will want you to ask questions. They will want to know something about you. Remember first impressions count.
- Please feel free to ask the homestay what their rules are and what is expected of you.
- You need to make your choice quickly as other students will be waiting to be placed.
- The Homestay Co-ordinator will arrange a time with the homestay to pick you up and take you home (please be ready).

***Please note that it is considered rude and disrespectful if you keep them waiting.***

**If you do not wish to choose the homestay you have visited:**

- Thank the host parent for showing you the room and for taking time to see you.
- Tell the Homestay Co-ordinator that you do not wish to move in there.

**Once it is settled that you will be going into homestay, collect your homestay pack and a 'Checkout to Homestay Form' from the Homestay Co-ordinator.**

- When you have moved out of campus please hand in your room key to Housekeeping as soon as possible; make sure whoever you hand the key to signs the check-out form.
- Complete the check-out form and hand it to the Homestay Co-ordinator as soon as possible

**On arriving at your homestay you will need to:**

- Give your host parents the homestay pack which includes a **\$210** cheque for one week. This is a trial week for both the student and homestay.

**If you wish to stay with the host family after the first week and they are happy for you to stay, then you need to:**

- Pay **\$420** per fortnight, in advance to the host family. You can choose to have PIHMS pay automatically to your homestay on your behalf. This is a free service.

**Should you wish to leave the homestay for any reason you will need to:**

- Let the Homestay Co-ordinator know **first** before discussing it with your homestay. They can contact the host family on your behalf if you wish.
- Give your host family **one week's** written notice. A notice form is in your Student Homestay Booklet, or you can get one from the Homestay Co-ordinator.
- Fill in the date you will be leaving then give it to your homestay so they can sign it.
- Return the notice to the Homestay Co-ordinator.
- Pay any money that you owe.
- **Thank** the host parents for having you. This is good manners.
- Leave the room clean and tidy and remove all your rubbish.
- Give back any keys you might have.

During your stay you need to always be respectful, polite, considerate and courteous because these people are opening up their homes and their hearts to you.

**Making your homestay a positive, rewarding and fulfilling experience is a two way process. You need to expect to give and receive.**

If you have a problem or something is worrying you, please contact the Homestay Co-ordinator and make an appointment to talk to them about it. We will try as much as we can to accommodate your needs.

From time to time the Homestay Co-ordinator may need to speak to you and will make an appointment to talk to you. Please remember your appointment time. **It is very impolite not to turn up.** If you cannot attend a scheduled meeting, please let the Homestay Co-ordinator know well before the appointment time.

## J.2 Homestay Policy and Procedures

***(For further information on Homestay Policy and Procedures please request a copy of the 'Homestay Policy and Procedures' document from the Homestay Co-ordinator.)***

**Aim: To offer students the opportunity to practise their English in and out of the classroom and to learn about New Zealand lifestyle and culture.**

- Certificate in English Language* students may be required to live in homestay accommodation while studying at PIHMS. It is an ideal environment to learn English and learn about New Zealand lifestyle and customs.
- Homestay families are sourced and vetted by the Homestay Co-ordinator. Interested families will be required to fill out an application form and be Police vetted. If a student finds a host family, that family will be required to go through the vetting procedure. Under no circumstances is a PIHMS international student allowed to be in a homestay that has not gone through the vetting procedure.

**The vetting procedure consists of:**

- A visit to the home of the host family.
- Viewing of the accommodation and facilities provided.
- An interview with the host family outlining the following:
  - 1) The Education (Pastoral Care of International Students) Code of Practice 2016
  - 2) Brief outline of PIHMS' programmes
  - 3) Policy and Procedures, including homestay fees and their collection
  - 4) Expectations of a PIHMS Homestay
  - 5) Expected student behaviour, including study habits
  - 6) Awareness of cross cultural communications/customs
  - 7) Complaints procedure
  - 8) Follow-up questionnaire/visit
  - 9) Police vetting
  - 10) Facility check, including inspection of smoke alarms
  - 11) Culture shock awareness
  - 12) Collection of relevant information, including homestay's expectations.
- c) A meeting between the student and host family will be made prior to the student moving into the homestay. The host family will be provided with an information sheet about the student. This will give a brief outline of the student's background. It will also include any known food requirements, illnesses, allergies and other special conditions specific to each student. Once the student has chosen the homestay they wish to live in, the Homestay Co-ordinator will make contact with the homestay and make arrangements for collecting the student. The time arranged will be mutually agreed upon. It is the responsibility of the homestay to move the student into their homestay.
- d) The student will pay for the first week in advance and then pay fortnightly in advance after that. Students may choose to have their homestay fee paid automatically through PIHMS or pay the homestay themselves. PIHMS takes no responsibility for paying the host family; it is an arrangement between the host family and the student. If there are any payment problems the Homestay Co-ordinator should be contacted and will seek to solve the problem. There is a **placement fee of \$75** to students when placed in a homestay. PIHMS takes no other payment from the student related to homestay accommodation.
- e) *Certificate in English Language* students are expected to pay the set price of **\$210** per week to the homestay family. There is to be no bargaining over this base price. If there are two students in the house they will pay the same price of **\$210** each. If the student tries to make changes to the fees, the host family needs to notify the Homestay Co-ordinator.

The student's weekly payment is to cover food, electricity, transport to and from PIHMS and other everyday household costs. All internet and toll calls are the student's responsibility; however, the host family will need to monitor the student's use of these facilities. We advise the homestay to encourage the students to use telephone cards. These can be purchased at PIHMS.
- f) There will be one student per host family, and in special cases two will be allowed but they should have different first languages. This is in keeping with the aim of the programme.
- g) There are breaks throughout PIHMS year and students may wish to go away for these periods. Students will need to pay a \$50 per week holding fee for their rooms.

- h) The host family will need to provide two (2) substantial meals per weekday for the student and three (3) meals at the weekend. The student will have lunch at PIHMS restaurant during the week and will be charged \$20 per week to cover this. There may be issues regarding food and these will need to be worked through. The student needs to fit in with the host family and the host family needs to make allowances for their student's dietary requirements. Meals need to be varied. Involving the student in the cooking and shopping process, to some extent, may help.
- i) If a student is ill and unable to attend PIHMS, the homestay should notify PIHMS in the morning (06) 755 0025 before 9.00am or class start time. The host family will need to make arrangements to ensure that the student is comfortable and has food for the day.
- j) If the student is very sick, the homestay should take the international student to their General Practitioner or to their own GP and contact PIHMS Administration on 755 0025. Attendance at all classes is compulsory unless prior arrangements have been made with the relevant Year Co-ordinator.
- k) Students are required to wear uniform or a business suit to PIHMS. These need to be laundered and kept in good condition. A high standard of grooming is expected at PIHMS. This is the student's responsibility, but they need to have access to laundry facilities and be taught how to use them.
- l) The student and host family will be required to complete a questionnaire to be given or sent back to the Homestay Co-ordinator. This will not be shown to the other party, but will be read by the Homestay Co-ordinator and the relevant Year Co-ordinator. The aim of these questionnaires is to monitor the programme and this may alleviate some of the cross-cultural issues that often lead to misunderstandings between all parties concerned. Any problems, questions or issues relating to the homestay situation should be written on the questionnaire. These can be discussed at the 'Follow Up' meetings. The information obtained will be used to help with preparing host families and students for the homestay environment.
- m) PIHMS will run an information evening for host families twice a year. Everyone is welcome, whether you have a student or not. A Homestay Orientation programme is run for students at the beginning of each semester.
- n) If there are any complaints, they can be referred to the Homestay Co-ordinator or the relevant Year Co-ordinator. If complaints are written, students will receive a written reply and a copy will be kept on the student's file. If there are complaints about the way the programme is run, they can be addressed to the relevant Year Co-ordinator and/or the Homestay Co-ordinator or the CEO of PIHMS.
- o) The student needs to be given reasonable means to get to PIHMS. This is the responsibility of the host family, as the cost of the transport is reflected in the homestay fees.
- p) In the event of termination of the homestay, one week's written notice is required for either of the parties – student or host family. In the case of a student giving notice, if one week's notice is not given, one week's homestay fee will be charged to the student. In the case of the host family giving notice, if one week's notice is not given the student will be required to pay no fee, i.e. the one week's payment will not be charged to the student.

### J.3 Application to Live Off-Site

If you are an English Language, Postgraduate or Degree student you can apply, through your Year Co-ordinator, to live off-site. If you are a Diploma student you can, in exceptional circumstances, and at the discretion of the CEO, apply to live off-site. You will need to complete the form **Application to Live Off Campus**, which can be found on the 'Student J-Drive' under the following link <J:\Student Services\Application to Live off Campus.docx>.



## SECTION K

# APPENDICES

- Community Facilities
- Transport
- Exam Rules and Procedures

## K.1 Community Facilities

### ■ Bell Block School Facilities

The Bell Block School has kindly indicated that PIHMS students are permitted to use outside facilities and are welcome any day from 4.00pm onwards.

However, it is important that the parameters of this generous offer are not exceeded.

Classes and after school activities continue until 4.00pm and PIHMS students are asked not to use these facilities prior to that time on week days when the school is open.

### ■ Natural Gas Corporation Community Pool, Bell Block

10 Murray Street, Bell Block Telephone number – 755-3993

8.00am – 4.30pm: Monday – Sunday (opening hours change with seasons – check opening hours)

Opening Hours for 'Lane Swimming'

6.00am	-	11.00am	Monday - Friday
12noon	-	1.30pm	Monday - Friday
5.00pm	-	7.00pm	Tuesday and Thursday
9.00pm	-	12noon	Saturday morning

### ■ Bell Block Walk

Mangati Reserve Walk Bell Block – located near Bell Block Beach, a walk through open parkland and pasture. Brochure available from Sport Taranaki (Old Barrett Street Hospital, Morley Street, Call Free 0800 223 228)

### ■ Bell Block Library

Located in the shopping complex on Parklands Avenue, Bell Block

Opening Hours are:	Monday, Wednesday and Friday	9.30 am – 5.00 pm
	Tuesday and Thursday	9.30 am – 7.00 pm
	Saturday	9.30 am – 12.00 pm

The telephone number for the Bell Block Library is: 755-0939

More information on the Bell Block library can be found at

<http://www.pukeariki.com/en/library/districtlibraries.asp>

More information on Bell Block activities can be found on website

<http://www.newplymouthnz.com>

## ■ New Plymouth Public Library

Located on Ariki St (behind Puke Ariki)

Opening Hours are: Monday, Thursday and Friday: 10.00 am – 8.30 pm

Tuesday and Thursday 10.00am – 5.30pm

Saturday 9.00am – 4.00pm

Sunday 9.00pm – 5.00pm

The telephone number for the New Plymouth Public Library is: 759-6060

More information about Puke Ariki and library catalogue access can be found at [www.pukeariki.com](http://www.pukeariki.com)

## ■ Govett Brewster Art Gallery

Located on Queen Street, New Plymouth

Opening Hours are: Monday to Sunday: 10.30 am – 5.00 pm

The telephone number for the Govett Brewster Art Gallery is: 758-5149

## ■ Event Cinemas - New Plymouth

Located on Devon Street East

Fliers are posted on the student noticeboard which include information about which movies are currently screening.

The telephone number for Event Cinemas New Plymouth is: 759-9077

## ■ New Plymouth YMCA

Located on Liardet Street

Provides many facilities and below are the student rates:

1 month	\$55.00	3 months	\$130
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6 months	\$220.00	12 months	\$336
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This entitles the student to an assessment and programme, aerobics, circuits, sauna.

The telephone number of the YMCA is: 758-3666.

## ■ Aquatic Centre

Located in Kawarua Park

Swimming is available all year round.

## ■ Mineral Pools

Located at 8 Bonithon Avenue, New Plymouth

- **Bowlarama Tenpin Bowling Centre**

34 Dawson Street, New Plymouth - 757 8169

- **Action Indoor Sports Stadium (Hot Shots)**

Katere Road, New Plymouth – 758 5044

- **Inglewood Indoor Speedway**

31 Richmond Street, Inglewood – (06) 756 6008

- **Platoon Wargames**

Phone: 0800 752 866

More information on Taranaki activities can be found on website :<http://www.newplymouthnz.com>

- **Visitor Centre**



**New Plymouth i-SITE Visitor Centre**  
C/- Puke Ariki 65 St Aubyn Street, New Plymouth

The New Plymouth Visitor Centre (i-SITE) is located in the foyer of Puke Ariki. The centre is a valuable source of information about the New Plymouth district and the Taranaki region.

It also maintains a comprehensive range of information on other cities, towns and destinations of New Zealand. The i-SITE handles visitor bookings, can organise accommodation, and sells a wide selection of maps and guidebooks. This would be a wise first stop for visitors, who can view the centre's displays and collect a variety of brochures.

The i-SITE also acts as an agent for TranzRail, including Tranz Scenic, the Interislander and Lynx Ferries, Newmans Coach Lines, Intercity Coachlines, Dalroy Express and Origin Pacific Airways.

The visitor centre is open every day and is an accredited member of New Zealand's nationwide Visitor Information Network and operates under the 'i-SITE' brand. Contact us now for comprehensive, impartial and up-to-date information about New Plymouth and Taranaki.

Open seven days:

Monday, Tuesday, Thursday, Friday - 9am-6pm

Wednesday - 9am-9pm

Saturday, Sunday - 9am-5pm

Phone +64 6 759 6080, Fax +64 6 759 6073

Email [info@newplymouth.govt.nz](mailto:info@newplymouth.govt.nz).

## K.2 Transport

### ■ New Plymouth TAXI

PIHMS has been able to obtain an excellent flat rate of \$18 for one-way trips into town or returning to PIHMS. Phone 7573000.

### ■ Pro Drive

Pro Drive is a car relocation service.

The telephone number for Pro Drive is 7594943.

### ■ Air New Zealand

Telephone 0800 737000 or [www.airnewzealand.co.nz](http://www.airnewzealand.co.nz)

### ■ New Plymouth Bus Services

Bus services are currently available and will be advised to students via the Campus and Student Services Manager.

### ■ Driving Laws in New Zealand

There is a current Road Code in the Learning Centre and other information on road safety for pedestrians and cycle safety rules (please ask the Learning Centre Coordinator for these).

Please visit the New Zealand Transport Agency website for more information (<http://www.nzta.govt.nz/>), including:

- The Road Code (<http://www.nzta.govt.nz/resources/roadcode/index.html>)
- Getting your Drivers' Licence (<http://www.nzta.govt.nz/licence/getting/index.html>)
- Your vehicle (<http://www.nzta.govt.nz/vehicle/index.html>)
- Road and travel information (<http://www.nzta.govt.nz/traffic/index.html>)

## K.3 Examination Rules and Procedures

### EXAMINATIONS

#### Procedures, Rules, and Student Examination Check List

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##### RULES AND PROCEDURES FOR CANDIDATES

(Refer also to PIHMS's Code of Conduct (Section H))

**1. Prior to the Scheduled Examinations, it is the Responsibility of the Student to:**

- 1.1. Ensure that he/she is aware of PIHMS rules for examinations.
- 1.2. Ensure that he/she is aware of the correct time, date and location of all examination sessions that he/she is required to attend.
- 1.3. Ensure that any outstanding fees, fines or monies owed to PIHMS have been paid, and/or permission to participate in an exam has been authorised where any issues with payment exist.

**Please note:**

Students will generally **not** be entitled to sit exams or progress to the next stage of the course, or to receive any award, unless outstanding amounts have been settled.

- 1.4. Ensure that he/she is eligible to sit the exam, in that he/she has met course requirements which are a prerequisite to taking that exam, and have no outstanding make-up hours for missed attendance on that course.
- 1.5. Ensure that any personal and/or medical issues which are likely to severely impact exam performance are discussed with the Semester Co-ordinator as soon as they become known.

**Please note:**

Medical and/or personal issues cannot be taken into account in assessing performance if not declared prior to commencing the examination.

- 1.6. Wear PIHMS uniform or business attire to exams and comply with the grooming standards as outlined in PIHMS's Code of Conduct.
- 1.7. If in a final semester of study, undertaking a final exam, have obtained a 4-digit "Exam ID Number" from Administration. This 4-digit Exam ID Number serves as a method of ensuring anonymity in the marking process and thus obtaining the fairest process possible for students in their final semester of studies.
- 1.8. Bring their **PIHMS Student Identification Card** to the exam and place it on the top corner of the desk/table as verification of student identification and attendance;

**Please note:**

Students without an Identity Card will be asked to leave the exam room. Students who are not in possession of their standard PIHMS Student Identity Card at exam time will need to see Administration to have a replacement identity card issued. They will then have to take this "replacement card" plus photo ID (e.g. Passport or Driver's Licence) into the exam as proof of identity.

## 2. Entering an Exam

- 2.1. Candidates are responsible for presenting themselves at the examination room in good time before the exam is due to begin, with their PIHMS Student Identification card.
- 2.2. Any candidates arriving after the first 30 minutes of the exam starting will not be allowed entry. No additional time is available to students arriving late for an examination.
- 2.3. Candidates will not be allowed to enter an exam room until instructed to by the Exam Supervisor. This will be a few minutes prior to the exam starting. On entering the exam room silence must be maintained.
- 2.4. All coats, papers, texts and any other non-authorised material must be given up when entering the exam room and left in a suitable place as directed by the exam supervisor. This includes mobile phones (which must be switched off) and any other electronic devices. PIHMS will not be responsible for the loss of any of these items.
- 2.5. If a candidate is prevented from attending an exam through illness, a doctor's certificate must be presented prior to the exam start or at the earliest convenient time. (Refer to Notes 1.5 and 7.1)

## 3. During an Exam

- 3.1. Upon entering the room, students are under the authority of the examination personnel, and must follow their instructions.  
  
The Exam Supervisor or their delegate(s) is/are the sole guardian(s) of time.
- 3.2. Candidates must not communicate or attempt to communicate in any way with fellow students after entering the exam room.
- 3.3. Smoking, eating or drinking (other than water) is not permitted in the exam room.
- 3.4. Candidates are responsible for ensuring they have the correct exam paper.
- 3.5. Candidates are not to start writing answers until instructed to do so.
- 3.6. Reading Time will be allowed in all exams. It is only during Reading Time that any questions can be asked or answered. These questions must relate to the actual exam questions. During Reading Time a student can record notes relating to the exam questions, but not in the exam Answer Booklet.
- 3.7. Candidates must work on the official supplied stationery and must write their student ID number (Semester 1 and 3) or 4-digit exam ID number (Semester 5; Degree and Postgraduate) on each stationery item supplied and used.
- 3.8. No paper or rough work is to be removed from the room.
- 3.9. Candidates must not have in their possession, nor make use of, any unauthorised books, manuscripts, papers, calculators, mobile phones, electronic devices, or any other aid which is not specified as being part of the exam.
- 3.10. Candidates who are required to use a calculator must provide their own. Such calculators as are permitted must be:
  - Single display;
  - Independently powered and silent;
  - Without memory;
  - Not capable of text storage or graphic display.

Should you have any queries or concerns, please see the Subject Lecturer no later than 24 hours prior to your examination for approval/disapproval of your calculator.

- 3.11 'Translation' dictionaries are not permitted in exams as the level of academic English for PIHMS programmes is at a level that does not require translation assistance.
- 3.12 Ensure all examination answers are written in clear and legible English. Only blue or black pens are to be used when answering any exam questions. Pencils and rubbers/erasers are allowed to be used for drafting exam answers, however any work recorded only in pencil **will not be marked** (unless the Subject Lecturer has given specific instructions that pencil can be used). Twink, White-Out or other correction materials are NOT permitted to be used in examinations. All rough workings, calculations etc. are to be made in pen on supplied blank paper. These "Working Sheets" will be collected along with exam papers at the conclusion of the examination.

### 3.13 **Cheating**

**Cheating will result in a FAIL grade** being recorded for that exam (**with no resit opportunity**). Where exam passes are a compulsory requirement for a subject pass, the outcome of cheating in exams is inevitably a **SUBJECT FAIL**. As such behaviour constitutes **serious misconduct**, this will be dealt with through PIHMS Disciplinary Procedure (see Student Handbook).

- 3.14 Any candidate who causes an unreasonable disturbance will be required to leave the exam room and will not be re-admitted. Candidates asked to leave for this reason will be required to see the Year Co-ordinator immediately.
- 3.15 Candidates must stop writing immediately once they have been instructed to do so.
- 3.16 At the end of the exam all candidates must remain seated and silent until all Answer Booklets, Exam Papers and Working Sheets have been collected. Students will then be told when they are permitted to leave the examination room.
- 3.17 All Exam Papers must be handed in by all students, along with Answer Booklets and Working Sheets.

## **4. Leaving the Examination Room**

- 4.1 Candidates must not leave their place or seat without the Exam Supervisor's permission.  
Candidates may attract the attention of the Exam Supervisor by raising their hand.
- 4.2 Any candidate who leaves the room without permission will be deemed to have withdrawn from the exam and will not be readmitted. A grade will be recorded for completed (or non-completed) exam work.
- 4.3 No candidate may leave and be permitted to return to the exam room **in the first hour of an exam, or during the last 15 minutes of any exam** (unless an emergency of a private and/or public concern occurs).
- 4.4 There are no toilet breaks in exams.

## **5. Early Termination of an Examination**

- 5.1 If a candidate wishes to discontinue an exam, they must attract the attention of the Exam Supervisor by raising their hand, and have their Answer Booklet collected.
- 5.2 Students are not to disturb any other candidates while leaving the room.
- 5.3 Candidates who have had their Answer Booklet collected will not be readmitted to the exam.



## 6. Publication of Results

See Section F.9 above.

## 7. Appeals of Examination Results

See Section F.10 above

## 8. Variations to Exam Regulations

- 8.1 Where the nature of exams makes necessary any variation to the above regulations, candidates will be informed of any change(s) by the Exam Supervisor or designated authority.

<b>Student Examination Check List</b>	<i>Check</i>
Have I paid all appropriate fees?	
Am I eligible to sit my exams? (i.e. having met attendance and coursework requirements)	
Do I know my exam schedule and my exam rooms?	
Do I have my Student Identification Card?	
Do I have my 4-digit ID number (if applicable)?	
Is my uniform in good condition and is my grooming of expected standard?	
Do I have black/blue pens to use in the exam?	
Do I have my calculator (if allowed)?	
Have I organized my wake-up calls?	
Have I planned for having breakfast before my exams?	
Am I aware of the impact cheating has on exam outcomes?	