



NZIBT
NEW ZEALAND INSTITUTE OF
BUSINESS AND TECHNOLOGY

AUCKLAND | CHRISTCHURCH

Student Handbook

Auckland Campus - 2020





NZIBT
NEW ZEALAND INSTITUTE OF
BUSINESS AND TECHNOLOGY

AUCKLAND | CHRISTCHURCH

Kia ora and welcome!

On behalf of the educational community at New Zealand Institute of Business and Technology (NZIBT), the staff and your fellow students, I would like to welcome you and wish you every success in your studies.

Here at NZIBT, we value every individual for the contribution they make to the life of the institute and make every effort to assist them in reaching their educational goals.

We take great pride in the achievements of all our students, past and present, and constantly strive to improve our services so that each student can realise their potential.

If you have any suggestions as to how we could better fulfil our mission or you are experiencing difficulties with your studies, feeling confused or isolated, please feel free to speak with me or any one of our staff.

Good luck, and I look forward to meeting you in person.

Kingsley Wang
Chief Executive, New Zealand Institute of Business & Technology

Christchurch Campus
150 Lichfield Street – 4 Ash Street, Christchurch 8011
Auckland Campus
Level 3, 238-242 Queen Street, Auckland 1143

Free Phone: 0800 4 NZIBT or 0800 469 428
Email: info@nzibt.ac.nz
Website: www.nzibt.ac.nz

TABLE OF CONTENTS

OUR PHILOSOPHY, MISSION AND VISION	5
Our Philosophy	5
Our Mission	5
Our Vision	5
Our Strategy	5
Our Goals (KPIs).....	6
Our Team Commitment	6
INTRODUCTION	7
Office Hours	7
Contact Number	7
Campus Location	7
Campus Location	8
FIRE EARTHQUAKE EMERGENCY AND SAFETY PROCEDURES.....	9
EMERGENCY PROCEDURES	11
NZIBT STAFF	14
ENROLMENT – TERMS AND CONDCTIONS	21
Change of address or contact details	21
Student Agreement.....	21
STUDENT SUPPORT AND SERVICES	22
Orientation Week.....	22
Student Support	22
Student Representative.....	22
Staff Contact Details.....	22
Student ID card.....	23
Library Services	23
Printing/Photocopying	23
IT Help Desk.....	23
Computer Equipment.....	23
Learning Resources	23
Health and Safety	23
Student Rights and Responsibilities	24
Access and Equity.....	24
Behaviour/Campus Rules	24
Cost of Living	26
Accommodation Options	26
Student Visa	28
Working in New Zealand	28
Emergency Services and Service Provider Links	29
Useful Service Provider Links	30
PASTORAL CARE OF INTERNATIONAL STUDENTS.....	31
Introduction	31
What is the Code?	31
Who does the Code apply to?	31
What is an ‘international student’?.....	31

How can I get a copy of the Code?	31
How do I know if an educational provider has signed the Code?	31
What do I do if something goes wrong?	31
What will the Disputes Resolution Service (DRS) do?	32
What can the Review Panel do?	32
What is the Disputes Resolution Service	33
INSURANCE AND HEALTH SERVICES	34
Health Insurance Plan	34
Eligibility for Health Services	34
Accident Insurance	34
Payment Methods	35
Pre-paid Tuition Fees	35
Non-payment of Fees	35
Academic Record	35
Replacement – Identity Card	36
Reassessment Fee	36
Refund Policy	36
Conditions of Refund	36
Withdrawal Process	38
ACADEMIC REGULATIONS	39
Academic Admissions	39
English Language Requirements	39
Course Progress	40
Attendance	40
Immigration NZ Approval for Certain Programme Changes	41
Programme Completion	42
Enrolment Extension	42
Termination of Enrolment	43
Recognition of Prior Learning (RPL), Cross-Credit and Credit Transfer	43
Assessment and Moderation	43
Complaints and Appeals	48
Student Feedback	49
Privacy Policy	49

OUR PHILOSOPHY, MISSION AND VISION

Our Philosophy

We believe in the personal transformational power of education, its role in creating a productive society and its ability to make a difference in the quality of life.

Our Mission

We will cater for international students, aged 18 years or older, who wish to complete business and/or technology-based qualifications at Level 7 – Level 9, that will pathway them into higher level qualifications, into work and into permanent New Zealand residency.

Our Vision

- To be New Zealand's Graduate College i.e. NZIBT graduates go on to study higher level qualifications (Navitas at PG level).
- To partner with high quality, New Zealand Government owned organisations for course content, pathways and uniquely distinctive and successful graduate outcomes.
- To provide New Zealand businesses with career ready interns, and graduates, educated in business (and related subjects) and technology.
- To provide New Zealand government with interns and graduates that meet long-term skill shortage needs and the Governments tech-transfer aspirations.
- To provide our graduates with the maximum opportunity and choices in their life, whether that be in education, vocation and/or NZ VISA status.

Our Strategy

Strategy One – Quality Provision

1. We seek to be a quality, NZQA category one, private training provider teaching applied vocational programmes of study from Level 7 – Level 9 on the NZQF
2. We will select staff, students, agents and partners that align with its strategy of quality provision

Strategy Two – Public – Private Partnership

3. We will partner exclusively with high quality, NZ Government owned, public providers for course content, pathways and graduate outcomes
4. We will partner with national organisations (INZ, NZQA, ENZ, MOE) and locally with various Chambers of Commerce, local Government, the community and local providers, to ensure that multiple partnership deliverables are achieved

Strategy Three – Vocational Education (Industry Integration)

5. We will use the best of applied vocational education pedagogy including (but not limited to) problem based, group project, simulation, and critical thinking application to maximise the employability of each student
6. We will safely involve students in workplace learning, placement, internships and projects, enhancing the student theory application, cultural integration and vocational outcomes

Strategy Four – Employment Outcomes

7. We will employ research active, suitably qualified and teaching experienced lecturing staff with national and international credibility
8. We will explicitly connect the programme of study offering to the local, national and global workforce labour market needs (especially NZs long term skill shortage list)

Our Goals (KPIs)

1. To produce graduates who will gain global employment in a related field.
2. To be an NZQA Category One quality assured Private Training Establishment.
3. To attract students from around the world and involve them in NZ industry.
4. To attract and employ research active, credible and teacher trained staff.

Our Team Commitment

SERVICE: Serving our students by always taking extra care and personal consideration that marks quality of service.

OUTCOMES: Providing proven learning techniques that allow our students to learn at their optimal rate and in such a way that maximises their understanding and their outcomes.

SAFETY: Providing pastoral support to our students to ensure their time with the institution is an educational, enjoyable, safe and productive one.

QUALITY: Ensuring our students graduate with the conviction that the institution has performed up to, and even beyond, their expectations.

INTRODUCTION

This handbook has been designed to give you important information to help settle into student life on campus in Auckland, your new surroundings and living in New Zealand. This handbook also includes programme information and regulations that may come in handy.

Office Hours

General office hours are from 9am to 5.30pm Monday – Friday.

Your Programme Timetable provides you information on your class schedule each semester.

Contact Number

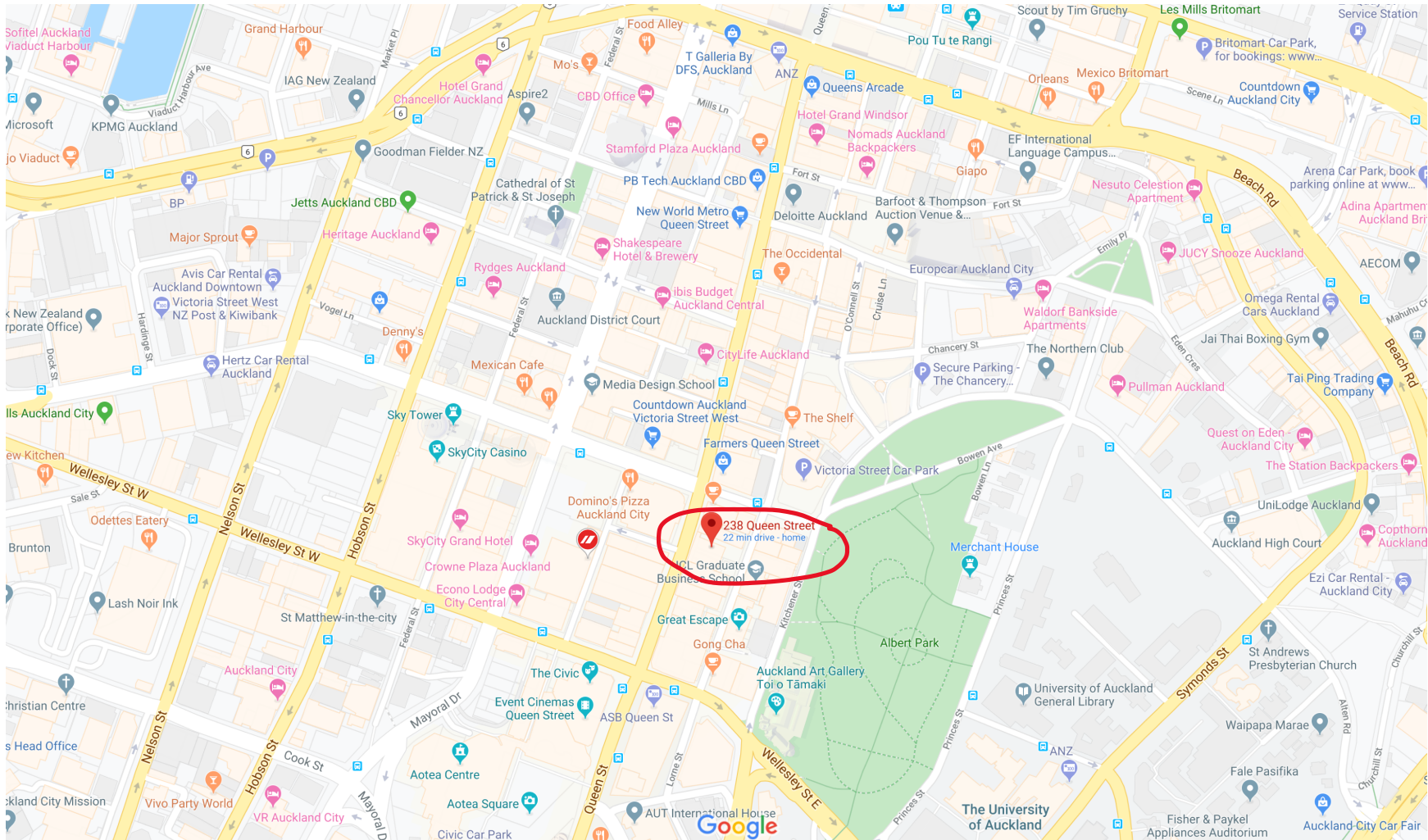
Freephone: 0800 469 428

Campus Location

Level 3,
238 – 242 Queen Street,
Auckland 1143

Auckland campus is located in the central business district and close to public transport, accommodation and many cafés, restaurants, and food outlets all within walking distance from the campus.

Campus Location



FIRE EARTHQUAKE EMERGENCY AND SAFETY PROCEDURES

NZIBT is located on Level 3, 238-242 Queen Street, Auckland.
The policy in operation for 238 Queen Street is a “clear floor” policy. Each level is responsible for ensuring personnel have been cleared from their level.

RESPONSIBILITIES

Building Warden

The Building Warden coordinates the whole building (levels 1 to 14) and liaises with the Fire Service.

The Building Warden informs the Fire Service of any person left inside the building for any reason having gathered this information from reports from floor wardens.

The Assistance Register is a list of regular users of the building (usually staff or students only) who require assistance to evacuate. This is held by the Floor Warden with the Evacuation Board/Checklist and must be kept up to date. It is up to the Floor Wardens to keep the Building Warden informed of any required changes to the list.

Floor Warden

The Floor Warden puts on the warden identification arm band and searches the area allocated. The classrooms, reception area, meeting rooms, common room, and spaces up to and including toilets and fire escape stairway.

When evacuating occupants ensure they leave food and beverage and personal items behind.

The Building Warden will usually be located at the main entrance or near the fire alarm panel. When reporting state, clearly that the area is clear or occupied (by persons requiring assistance), be sure the Building Warden marks the area off on the checklist/evacuation board.

Report anyone left inside the building for any reason to the Building Warden. Give as much information as possible i.e. male/female, what is wrong with them is anyone assisting them, and most importantly where they are located in the building. The Building Warden will need to report the location of these persons to the Fire Service.

Specific procedures for people who require assistance to evacuate

Any regular users of the building (i.e. staff or students) who require assistance to evacuate need to be recorded in the Assistance Register.

The Assistance Register would normally be kept by the Building Warden and in some cases may be kept with the evacuation board.

The Assistance Register identifies;

- The location where a person requiring assistance would normally work
- The form of assistance they may require
- The Person(s) nominated to assist them

Wardens from areas with people requiring assistance should inform the Building Warden, who will update the Assistance Register.

Routine Checks

Exit doors and doors leading to exit are kept completely clear of obstacles at all times. These doors cannot be locked, barred or blocked as to prevent occupants from leaving the building. These doors must be able to be easily opened from the inside without the use of a key.

Smoke control doors are kept closed at all times unless fitted with “hold open devices” which comply with the building code. Stairways and passageways that are designed specifically for means of

escape from fire are not used as places of storage or places where refuse is allowed to accumulate and must be kept completely clear at all times.

Flammable liquids and other flammable materials are not stored near to, or within, any part of the building used as a means of escape from a fire.

The fire alarm Manual Call Points (red break glass, operate switch boxes), fire hose reels and fire extinguishers are not obscured or obstructed in any way.

EMERGENCY PROCEDURES

EMERGENCY PROCEDURES

FIRE

IF YOU
DISCOVER FIRE

DO

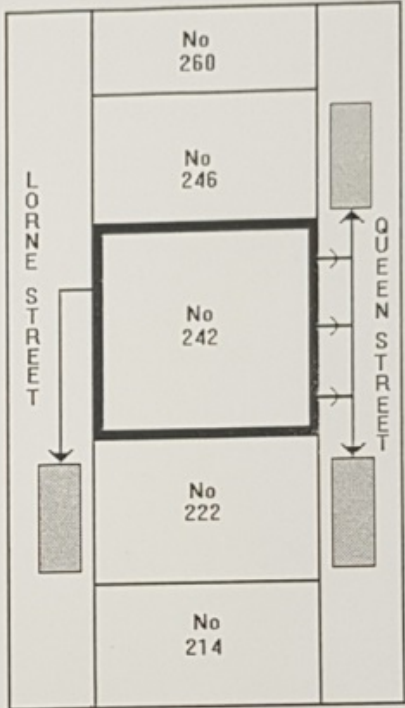
- Activate nearest Fire Alarm
- Phone Fire Service - dial 111 - you may need to obtain an outside line
- Evacuate building

IF THE FIRE
ALARM SOUNDS

- Evacuate the building Use the nearest Fire Exit
- Assist persons with a disability from the building
- Follow instructions from Wardens
- Use fire-fighting equipment only if no danger involved

DO NOT

- Use lifts (if applicable)
- Run



EARTHQUAKE

- Move away from windows & heavy equipment.
- Shelter under solid furniture.
- If instructed to vacate, follow evacuation procedures.
- Follow instructions from Civil Defence Officers or Wardens.
- If fire breaks out attempt to extinguish only if safe to do so.


BOMB THREAT

- Follow instruction from Wardens, Security staff or Police.
- When evacuating take personal belongings with you.
- Refer emergency procedures manual for further instruction.

MANAGEMENT OF MEANS OF ESCAPE

- Checks of means of escape to be undertaken at regular intervals to ensure that:
 - Exit routes are kept clear of obstacles at all times.
 - Exit doors are not locked or blocked so as to prevent egress.
 - Smoke Control & Fire Stop Doors are not kept open other than by hold open devices that comply with the Building Act.
 - Stairways and passageways designed for means of escape are not used as places of storage.
 - Flammable cleaning liquid or material is in non combustible containers with close fitting lids & are not stored in means of escape.

Wellington: Telephone 04-499 5454 • Auckland: Telephone 09-377 6500



New Zealand Ltd

238 - 242 QUEEN STREET, AUCKLAND EVACUATION PROCEDURES SUMMARY IF YOU DISCOVER A FIRE:

- **Activate the nearest fire alarm.**
- Phone the Fire Service. Dial “111” from a safe phone either: a mobile phone outside the building; from a neighbouring building; or if necessary from within the building.
- Evacuate the building by nearest marked exit
- Use fire-fighting equipment only if no danger is involved.
- *Do not use water extinguishers or firehoses on fires involving electrical equipment.*

IF THE ALARM SOUNDS OR YOU ARE INSTRUCTED TO EVACUATE:

- If it is safe to do so, turn off appliances that left unattended would likely cause a fire.
- Evacuate the building immediately using the nearest safe fire exit.
- Make sure that all other occupants evacuate with you.
- Do not linger to collect personal belongings.
- Do not carry food, drinks or bulky items when evacuating.
- Close all doors as you leave. Leave lights on.
- Assist any persons with disabilities.
- Do not use the lifts to evacuate.
- **Proceed to your assembly area: Queen Street Footpath and Lorne Street Footpath.**
- Ensure that all other occupants also move to your assembly area.
- Do not re-enter the building until Fire Service has given the “All Clear”.

BUILDING WARDEN QUICK REFERENCE:

- Put on the Building Warden’s Red and proceed with the evacuation checklist to the front entrance of the building. **Delegate someone to make a “111” call.**
- Receive reports from the Floor Wardens and record them on the evacuation checklist.
- Ensure the Assistance Register is available.
- Meet and liaise with the Fire Service at the fire alarm panel.
- Use Staff or Floor Wardens to direct occupants to the correct assembly areas and to control entrances to the building as required.

FLOOR WARDEN QUICK REFERENCE:

- Put on the Floor Warden’s Yellow Vest for clear identification.
- Direct all occupants in your area to leave the building via the nearest safe fire exit.
- Search your area thoroughly; check toilets and all other enclosed areas.
- Watch for people with disabilities that may require assistance, appoint a responsible person to assist as necessary (designated assistant).
- **When you are clear; report to the Building Warden by the Fire Alarm Panel in Queen Street.**

Auckland Library (Tamaki Pataka Korero)

Students have membership to Auckland Library which offer access to a wide range of books and e-resources.

The library is open from 9am – 8pm Monday to Friday. Weekend hours are 10am to 5pm on Saturday and Sunday.

The library has modern facilities such as computers with internet access, free wifi, printing and photocopying facilities, cafe and meeting rooms that are available to book.

The library is located at 44-46 Lorne Street (about a 3 minute walk from the campus).



NZIBT STAFF



**Kingsley Wang, BIT
Chief Executive, Director**

At NZIBT we value every individual for the contribution they make to the life of the Institute and offer every effort to assist them in reaching their educational goals. We take great pride in the achievement of our students and constantly strive to improve our services so that each person can achieve their potential. We look forward to you joining us on our campus. I'm happy to meet with students to discuss educational or career aspirations.



**Leanne Mulcahy
General Manager**

Leanne has an impressive background in business and marketing consultation, business coaching, entrepreneurship and administration management. She has over 25 years' experience in helping New Zealand businesses create innovative solutions to help them do business better and this has enabled her to take innovative approaches, challenge the status-quo and always be looking for opportunities to create a better experience for her team and the students she serves.



**Dr Navdeep Kaur, PhD, B.Com, M.B.A, M. Com, National Cert in Adult Education and Training
Senior Lecturer**

Navdeep leads the teaching team and is a management educator and researcher in business and management with special interest and expertise in corporate governance, organisational decision-making, and organisational culture. She has more than 10 years' experience as an academic, and has taught students from different parts of the world. In 2019 she obtained her PhD from Lincoln University, and loves to share her experience as a researcher and educator with her students.



Dr Ava Li, PhD, MCM

Lecturer - Christchurch

Ava is a management educator, who has graduated with a PhD Degree in Economics and Marketing from Lincoln University. She is a committed researcher with special interests in customer satisfaction, the services sectors and trade in services.

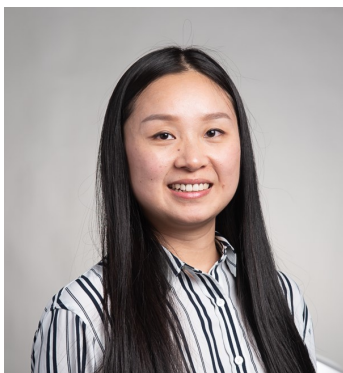
Ava has worked in different roles during her PhD study period, such as teaching assistant and research assistant. Ava has had experience working with domestic and international students at the university level. She loves to encourage students to achieve their academic goals.



Sunita Gautam, PhD Candidate

Lecturer - Christchurch

Sunita is currently pursuing a PhD in the field of Entrepreneurship at the University of Canterbury. Her experience spans eight years working in the tertiary sector and she is an experienced business lecturer, project supervisor, and pastoral care officer for international students. Her passion is to work with people from diverse backgrounds and learn about different cultures. She is committed to the principles of Te Tiriti o Waitangi and can communicate in TeReo (moderate/able to prepare for public speaking), English (Fluent), Hindi (Fluent) and few other regional Indian languages.



Dr Jenny Yang, PhD Finance

Jenny is an accounting and finance educator who has obtained a PhD in Finance from Lincoln University. Her research topics include bank efficiency, college students financing situation, and rural finance. Jenny has experience working as a research and teaching assistant and lecturer with both international and domestic students, within the banking industry in China and is a member of the New Zealand Institute of Finance Professionals and is a Chartered Financial Analyst (CFA, L2). She is passionate about tertiary education and about helping students further their learning and professional careers.



Dr Adrian Liew, PhD, B.Sc, MBA, Cambridge International Diploma for Teachers and Trainers (Professional Level)

Lecturer - Auckland

Adrian is a highly motivated academic with 15 years of corporate exposure in the retail industry practices and close to 12 years of teaching experience in higher education institutions. Before entering academic, he had established a successful 15 years of career in industrial sales and retail management with two large multi-national corporations.



Verna De Silva, MBA, B.Sc. Business Administration (Special), NZ Cert in Adult Tertiary Teaching, Nat Cert in Adult Literacy and Numeracy

Lecturer - Auckland

Verna has an impressive career with more than 30 years' experience as a senior educator, researcher, trainer, entrepreneur and consultant in the field of business management. Her specialist areas include project management and finance and accounting.



**Cindy Li, B. Arts (China), Grad. Dip. Applied Management (Otago)
Senior Marketing and Student Support Officer**

Cindy has accumulated nearly twenty years' extensive experience in education agency and student services. During this time she has been praised for her role in building strong relationships between agencies, students and government organisations to achieve the best outcomes. Cindy's role involves overseeing student support in both Christchurch and Auckland and marketing NZIBT's programmes.



**Rebecca Wang, Post Grad. Dip Business
Marketing Officer**

Rebecca takes care of student support in Auckland along with marketing NZIBT's programmes. She has worked in the education industry for over 14 years, both in China and New Zealand since she graduated from University. She is passionate about school branding and marketing. As an energetic, motivated and highly dynamic person, she would like to dedicate her life to a career in education.



**Amiee Liu, Master of Social Sciences-Sociology, Bachelor of Social Sciences (HONS)
Finance Services**

Aimee has studied and lived, for the last five years, in different parts of the world. She understands and appreciates the challenges of being an international student. She has developed empathy toward new international students and loves to be a part of their experience in this new country, hoping to make this experience a comfortable and memorable one.



**Andy Liu, B.CS
IT Services**

Andy graduated from the University of Auckland with a Bachelor of Computer Science. He is responsible for providing IT technical support to the team at NZIBT and ensuring that we make full use of ICT resources and everyone here enjoys the benefits of information technology.

ABOUT AUCKLAND

Our sense of hospitality and many diverse cultures make Auckland an exciting and welcoming place to live.

Settling into a new country can feel overwhelming, but there are plenty of support services and networks that can help make it easier.

[Hearts and Minds](#)

Specific services for Auckland's North Shore to help you settle into your new community.

[Chinese New Settlers Services Trust](#)

Offers bilingual programmes for new Chinese and Korean residents.

[New Zealand Newcomers Network](#)

Find local support groups for getting connected with your new community.

[Citizens Advice Bureau](#)

Advice, information and help for all citizens, including a specific service for new migrants.

[New Kiwis](#) – gives free guidance on how to find work in your industry

For more support services and networks visit New Zealand Now.

For more information about Auckland go here <https://www.aucklandnz.com/visit/discover/i-SITE-Visitor-Information-Centres>

Discover what to do in Auckland: <https://www.aucklandnz.com/visit/discover>

Explore New Zealand: <http://www.newzealand.com/>

Climate

New Zealand has mild temperatures, moderately high rainfall, and many hours of sunshine. While the far north has subtropical weather during summer, and inland alpine areas of the South Island can be as cold as -10°C (14°F) in winter, most of the country lies close to the coast, which means mild temperatures. The average daytime New Zealand temperature decreases as you travel south. January and February are the warmest months, and July is the coldest month of the year. In summer, the average maximum temperature ranges between 20-30°C (70-90°F) and in winter between 10-15°C (50-60°F).

Summer - December – February: Summer in New Zealand is moderate to hot, with temperatures hovering around 20-30°C. In most places you can wear shorts and a t-shirt or singlet during the day, adding a light jumper at night.

Autumn/Fall - March – May: Temperatures during this time are a little cooler than summer but the New Zealand weather can be excellent. Suitable clothing includes light pants or shorts, and a t-shirt or long-sleeved top. It can cool off at night more during this season, so make sure you are prepared with a warm sweater.

Winter - June – August: Winter in New Zealand brings colder weather to much of the country, with snow in the south and rain in the north. You'll need jeans, long-sleeved tops and coats in most places, and if you're heading into the mountains thermals, gloves and thick sweaters are also a good idea.

Spring - September – November: Spring brings weather of all types – expect everything from cold, frosty, clear days to sunny and hot. Make sure you are prepared for this type of weather if you are visiting during this time. Jeans are good and layers work well on top, as they can be added and removed depending on what the weather brings.

Time Zone

New Zealand is one of the first places in the world to see the new day, 12 hours ahead of GMT (Greenwich Mean Time). In summer, New Zealand time uses 'Daylight Saving', with clocks put forward one hour to GMT+13. Daylight saving begins on the last Sunday in September and ends on the first Sunday of the following April, when clocks are put back to GMT+12.

Currency

New Zealand's unit of currency is the dollar (NZ\$). All major credit cards can be used in New Zealand, with Visa and MasterCard accepted most widely. There is no restriction on the amount of foreign currency that can be brought in or taken out of New Zealand. However, every person who carries more than NZ\$10,000 in cash in or out of New Zealand is required to complete a Border Cash Report.

All prices in New Zealand include Goods and Services Tax (GST) of 15%, you can find out more about the NZ currency here: <http://www.newzealand.com/int/feature/new-zealand-currency/>

Foreign currency can easily be exchanged at banks, some hotels and Bureau de Change kiosks, which are found at international airports and most city centres

Safety in the City

Here is a short video which is a great resource to help you stay safe in the city. <https://youtu.be/rdcPNobJkUQ>

Cycling and Walking

Get some fresh air while you sightsee – it's easier than ever to get around Auckland by bike, with a number of new cycle paths popping up in the last few years (and more new ones on the way). Flat, easy cycleways along the waterfront or through parks are great for families or the casual explorer, or tackle a more challenging trail through bush or farmland.

Find out where to hire bikes at one of our i-SITE Visitor Information Centres or take a look at some of our top cycling routes for inspiration.

If you enjoy exploring on foot, it's easy to walk around the central city (pick up a map at an i-SITE first or download one here), and there are hundreds of walking tracks across the region too, from beachfront promenades to island trails.

Shop hours in Auckland

Standard shopping hours from Monday to Friday are usually from 9am to 5pm. Many shopping centres/malls are open slightly longer hours and may be also open late on Thursday and Friday to around 9pm. On Saturday and Sunday, most malls are open normal shopping hours.

There are 24-hour convenience stores, service stations (petrol/gas stations) and supermarkets in the central city, as well as some of the larger suburbs.

Mobile phone network

New Zealand operates on a 900 or 1800 MHz network, as do most countries except Canada and the United States. Mobile phones from these countries won't operate in New Zealand – you can buy or rent a compatible phone or SIM card on arrival.

Wi-Fi access

You can find some free Wi-Fi spots in central Auckland and some cafés also offer free Wi-Fi for customers. A number of accommodation providers offer free Wi-Fi access; check when you book your room.

Electricity

New Zealand's electricity supply runs at 230 volts/50 Hertz, and we use angled two or three pin plugs in a three-pin socket – the same as Australia and some parts of Asia. You can bring an adaptor with you or buy one for a small cost from an electrical store or at the airport when you arrive.

Smoke-free policies

It's illegal to smoke in many indoor spaces in New Zealand, including restaurants, bars, cinemas and on public transport. However, many pubs and bars have separate outdoor areas where you can smoke. You must be 18 years or older to buy cigarettes.

ENROLMENT – TERMS AND CONDITIONS

You are required to provide true and complete information when filling out the application form and attaching documents. Provision of false information may result in the termination of your application / enrolment.

You must review the details of the programme you are applying for to make sure that this is the programme you want to study, and you should consider whether the programme will assist you in achieving your career goals and intentions.

A completed International Student Application Form forms the basis of a contract between you (the applicant) and NZIBT.

If entry criteria are met, you will receive an Offer of Place letter, which will give advice on programme fees (tuition and non-tuition fees), insurance and methods of payment.

To accept an Offer of Place, you must sign one copy of the Offer of Place letter and return it, with full payment of all fees, by the due date.

Upon receipt of fees, you will be sent a receipt, which you can use to apply for a student visa.

Note that the fees will be fully refunded (less a deduction of 25% of costs already incurred) if your student visa is not granted.

Change of address or contact details

Students are required to notify NZIBT immediately if your address or contact details change.

Student Agreement

During orientation, all students are asked to sign an agreement to declare that you will:

- Follow NZIBT policies and procedures;
- Attend classes punctually and notify staff if unable to attend;
- Acknowledge your responsibilities when using the computing and information technology facilities;
- Be honest in dealings with other students and staff;
- Complete assignments on time and to work on them to the best of your ability;
- Acknowledge your responsibility to complete all assignments/assessments on your own as cheating and/or plagiarism is not tolerated at NZIBT;
- Ask for help from your Lecturer if needed;
- Seek advice and support from the Teaching and Pastoral Care teams if needed;
- Be co-operative and sensitive to the needs of others.

STUDENT SUPPORT AND SERVICES

Orientation Week

During your first week at NZIBT you are required to attend the Orientation activities. During this week you will be introduced to and become familiar with campus facilities including Health and Safety procedures, meet staff who are involved in your programme and key support staff who offer ongoing guidance and support during your time with us.

Orientation Week ensures you are well equipped with all the information you need to make your transition to NZIBT and living in New Zealand as comfortable as possible. We will help you to understand the 'kiwi' way of life including Maori cultural aspects of life in New Zealand and you will be able to experience a Maori welcome (Powhiri) and also a visit to a local Marae (meeting house).

Student Support

You will have access to the following support and services:

- Learning support via phone, email and office hours of lecturing staff;
- Library;
- In depth orientation;
- Learning support tutorials;
- IT services;
- Accommodation search support (if needed);

NZIBT staff will be in touch with you leading up to your arrival at NZIBT and will welcome and help you during the orientation week activities and throughout your studies. Our approach is intensively student focused and staff are fully committed to facilitating studies and helping resolve any issues which may make living and studying a challenge. Staff are accessible and able to be contacted easily and confidentially.

Student Representative

Within the first two weeks of the programme you will get the chance to elect a student representative for your class. This person will provide a liaison point between you and NZIBT. They may ask questions on your behalf, support you if you wish to make a complaint, provide information to the class from NZIBT team, or even arrange some social activities. The election will be held online and your lecturers will arrange this for you.

Staff Contact Details

For issues relating to attendance please contact your Lecturer in the first instance, contact details will be provided on your first day at NZIBT.

For all other issues please contact the Senior Support and Marketing Officer on Free Phone: 0800 4 NZIBT or 0800 4 69428, info@nzibt.ac.nz or call into the NZIBT office between the hours of 8am to 5pm, Monday to Friday.

For after-hours support please phone our Senior Support and Marketing Officer on Free Phone: 0800 4 69428.

Student ID card

NZIBT students will be issued with a personalised NZIBT Student ID card and Access card providing you with access to student facilities on campus. You must keep your Student ID card safe at all times as you will be charged a fee if you require a replacement card.

Library Services

NZIBT students will have access to library facilities, and you are encouraged to research your assignment via the library services. You can also access magazines and books via our library service arrangements.

Printing/Photocopying

Printing and photocopying are possible on campus. You will be inducted into the mechanism for this during orientation.

IT Help Desk

All NZIBT students will have access IT services that includes Wi-Fi hotspot access on-campus. Students must not download files, e.g. music, movies, or programmes, which may be in breach of New Zealand's, copyright laws. If you are uncertain, please ask your Lecturer for clarification.

Computer Equipment

Students are advised to provide their own laptop computer. It is recommended, if purchasing new software prior to travelling to New Zealand to study, that you have Microsoft 365 installed. Your own laptop will be beneficial for both in-class and self-directed study. Students must not download files, e.g. music, movies, or programmes, which may be in breach of New Zealand's, copyright laws. If you are uncertain, please ask your Lecturer for clarification.

Learning Resources

NZIBT students' study in spacious classrooms which are equipped with overhead projectors, and whiteboards.

Health and Safety

NZIBT is committed to providing a safe and healthy learning environment for all students. During Orientation Week our staff will ensure you are familiar with Health and Safety regulations. We will brief you and provide written/graphic information on relevant emergency and evacuation procedures with regular reminders during the semester. We will participate in any Health and Safety exercises facilitated by building owners. It is your responsibility to follow all instructions and rules regarding Health and Safety while you are studying with us.

During the course of your studies you may engage in educational visits and both supervised and unsupervised off-campus activities that are related to the learning outcomes of the programme. Such activities may involve a NZIBT staff member being in attendance during the visit.

The purpose of these activities is to extend the learning environment beyond the classroom, allowing students to witness applied outcomes relevant to their studies, and to work on real life

industry projects. Staff organising visits will inform you of details and arrangements and your responsibilities.

When educational visits occur, you will be specifically briefed with regard to your responsibility for your own health and safety and the health and safety of those around you in the context of the learning activity. All on-site Health and Safety regulations are to be observed at all times.

Supervised visits are conducted in accordance with the Health and Safety Policy and Procedures and the Student Off-Campus Activities Policy and these procedures and policies will be discussed with you by your Lecturer.

Student Rights and Responsibilities

As a student at NZIBT you have the right to:

- Be given accurate and up to date information about NZIBT, procedures and your programme/course;
- Have a say about how your programme/course is taught and to expect that your programme/course will not be changed without prior consultation with students;
- Question assessment results and to appeal the result;
- Not be charged arbitrary or excessive fees;
- Study in a safe and healthy environment free from prejudice, violence or harassment including sexual harassment;
- Access services and facilities on the same basis as local students;
- Make a complaint and to have it seriously investigated and responded to.

Students' rights and responsibilities are outlined on the Ministry of Education's website: <http://www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation.aspx>

Access and Equity

Under New Zealand's anti-discrimination legislation and Human Rights Act, it is against the law to discriminate against people because of their age, religious belief, gender, transgender status, race, marital status, sexuality, or physical or intellectual disability. NZIBT is committed to ensuring staff and students have a high level of integrity and respect for one another and follow the rules outlined in the Student Handbook.

For information about the Human Rights Act please refer to the Human Rights Commission website: <https://www.hrc.co.nz>

Behaviour/Campus Rules

While you are living and studying in New Zealand you must comply with the laws of New Zealand and the campus rules.

Students whose behaviour is detrimental to the institute or to other students, may, after warnings, be asked to leave the institute.

Students are expected to have a high level of integrity and respect for one another, lecturers and staff of NZIBT and not to act in a way that might cause danger or harm to any other person.

The following outlines the rules you must comply with as a student at NZIBT:

- You must not carelessly or wilfully damage the NZIBT property/equipment;
- You are not permitted to smoke, consume alcohol or take illegal drugs on the campus grounds;
- You must not use obscene, abusive or racially insensitive language on campus.
- Harassment of any kind including physical, verbal or sexual is not tolerated at NZIBT and if any staff member, student or visitor is offended by your actions then it can be deemed to be harassment. Any harassment is to be reported to the Chief Executive and an investigation will be carried out.

We recognise that you may not fully understand how to behave and live in New Zealand and we are available to discuss the cultural protocols of living in New Zealand and the expected behaviour and campus rules at NZIBT.

Cost of Living

Living costs are at a level you would expect from a rapidly-growing cosmopolitan hub that's one of the world's most liveable cities.

You'll find some items and services cheaper and some more expensive than at home. In general, Auckland ranks very well against other major cities, with a cost of living significantly lower than London, Sydney, Melbourne, Hong Kong, Singapore, Guangzhou and New York. (Source: Mercer Cost of Living Survey 2015).

Living Costs (estimated NZD\$ per week)

Accommodation (varies due to type of accommodation)	\$70 - \$500
Phone calls/internet link at your flat on landline (varies – local/international calling)	\$10 - \$30+
Mobile phone	\$15+
Food – eating at home	\$60 - \$100
Public transport	\$20 - \$50
Personal items, entertainment	\$40+
Cup of coffee	\$3.50 - \$5
Café lunch	\$10 - \$25
Fast food, takeaway food	\$5 - \$15
Cinema	\$10 - \$15
Dinner, disco, nightclub	\$25 - \$80

**These are estimates only and are intended to give you an indication of possible costs of living in New Zealand. New Zealand has 15% Goods and Services Tax (GST) included in all costs.*

You can visit the Studylink web site and use the online calculator to see how much you will need for the period of your study.

NOTE: This calculator uses a 40-week calculation.

<http://www.studylink.govt.nz/tools-and-calculators/on-course-budget-calculator.html>

Auckland has a thriving international communities. There are many genuine stores and shops – you will feel at home with the range of food and groceries and be able to buy familiar labels and brands.

The NZIBT team will be happy to tell you about the best places to buy food and share their knowledge. We will check in with you regularly so that we can answer your questions about living in Auckland and can refer you to experts on budgeting and financial management while you are studying.

Accommodation Options

A good range of accommodation options available to suit different budgets and needs are listed below. Contact the Chief Executive if you require assistance with finding accommodation.

Homestay

NZ\$240 - \$300 / week

Homestay means living with a family in their home. Living in a home stay provides students with an excellent opportunity to experience life with a New Zealand family and is the perfect way to help you improve your English and understand New Zealand culture under the roof of a safe environment.

Hostels

NZ\$110– NZ\$270 / week

Hostels are usually run by organisations such as Youth Hostels New Zealand and the Young Men's Christian Association (YMCA). Students share kitchen and bathroom facilities.

Flatting/Shared Accommodation

NZ\$80 – NZ\$200 / week

Students often share with fellow students. They advertise online, and on noticeboards and in newspapers. Students may have to provide their own furniture which can often be bought cheaply second-hand. Prices vary from suburb to suburb, but generally the city and central suburbs are more expensive than the outer suburbs. Usually, the prices does not include food, bills or other expenses.

Rental Accommodation

NZ\$110– NZ\$270 / week

When renting a house, apartment, or bed-sitter, property, owners require rent to be paid in advance and will require a security bond of up to the value of one month's rent.

Most private rental houses and flats are legally required to have a tenancy agreement in place. This protects both the property owner and the tenant. If you join a house group and are not the legal tenant, you still have responsibilities and rights.

Please do not sign any agreements before you seek advice and we are very happy to assist you. Visit this website to learn your rights and responsibilities for private accommodation in New Zealand <https://tenancy.govt.nz/>.

Rental accommodation can usually be found through the following websites: www.trademe.co.nz
www.nzflatmates.co.nz

Getting Around the City

Auckland's public transport is a great way to get around. It's easy to travel by train, bus or ferry throughout the inner city and the wider region, with regular routes to most major attractions and our main shopping, dining and entertainment precincts.

Britomart, in downtown Auckland, is the main transport hub and is where many bus and train journeys start and finish. Ferries also arrive and depart from downtown Auckland, just two minutes' walk from Britomart. A number of bus and train stations and some ferry departure points also have a park and ride facilities – ideal if you've got a hire car or you're staying longer.

Find public transport services, maps and timetables at Auckland Transport's AT journey planner. If you're staying around Auckland for a while, consider buying an AT HOP card, a pre-pay smart card that can be used across buses, trains and ferries.

Please note: due to construction in the downtown area, some bus departure points have moved further uptown. Check the AT journey planner to make sure you're at the right stop.

City Link Buses

Our Link bus services are a convenient and cheap way to get around Auckland's city centre and inner suburbs – including top shopping and dining spots. They run very frequently, so there's no timetable, and fares start at just 50 cents. Just look for the red, green or amber buses and wait at a matching bus stop. Find out more here: <https://at.govt.nz/bus-train-ferry/bus-services/link-bus-service/>

Driving in New Zealand

You can legally drive in New Zealand for up to 12 months if you have either a current driver's licence from your home country or an International Driving Permit (IDP). After 12 months you are required to convert to a New Zealand licence. This applies to each visit to New Zealand. In New Zealand all drivers, including visitors from other countries, must carry their licence or permit at all times when driving. You will only be able to drive the same types of vehicles you are licensed to drive in your home country. The common legal age to rent a car in New Zealand is 21 years.

Make sure your driver's licence is current. If your licence is not fully written English, you must bring an English translation with you or obtain an IDP. Contact your local automobile club for further details about obtaining a translation or an IDP. Refer to the NZ Transport Agency website for countrywide information on New Zealand roads, road rules and vehicle safety. For up to date information on South Island roads you can also call toll free 0800 4 HIGHWAYS (0800 44 44 49). Explore more here: <http://www.newzealand.com/>

If you intend to buy a car; **PLEASE buy insurance.** Car insurance is not compulsory in New Zealand but it is inexpensive and may save you a lot of money if you have an accident and need to pay for the damage to your or someone else's car.

Student Visa

International students are required to have a valid student visa during their stay in New Zealand. Once you have received an Offer of Place from NZIBT and you have paid your tuition fees, you should apply for a student visa from your nearest Immigration New Zealand office.

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

Working in New Zealand

International students studying in New Zealand on a student visa can apply for permission to work provided you meet the criteria set by Immigration New Zealand.

You may be allowed to work for up to 20 hours each week and full-time during all scheduled vacations and/or during the summer vacation period. To see the conditions for work rights: www.immigration.govt.nz/migrant/stream/study/canistudyinnewzealand/allaboutvisas

The money you earn from working in New Zealand should only supplement your income and not be used as your only source of income. Before you come to New Zealand, you must show that you have enough money to pay for living expenses, education costs and travel for the duration of your

study. If you do work in New Zealand, you will need to obtain a tax number (IRD number) from Inland Revenue - www.ird.govt.nz

Useful links for job hunting and other information are:

www.nzherald.co.nz

www.seek.co.nz

www.sjs.co.nz

www.trademe.co.nz/jobs

Emergency Services and Service Provider Links

- **Emergency Services Phone 111**
- **Non-emergency traffic incidents call *555 from your mobile**

Phone 111 for urgent assistance from Police, Ambulance, or Fire Brigades - this is a free call from any phone in New Zealand, even a phone box or disconnected mobile phone. For TTY users (hearing/speech impaired), call 0800 16 16 16. When you dial 111, an operator will ask which service you require – ambulance, police or fire. When you are on the phone, it is important to remain calm and speak slowly. Do not hang up until the operator has received the required information.

You should call 111 in a life threatening or time critical emergency, such as when:

- Someone is seriously ill, injured or in danger
- There is serious risk to life or property
- A crime is being committed and/or a further crime may be committed
- Someone you suspect has committed a crime is close by or their location is known, and there is an opportunity to arrest the suspect
- Witnesses may leave the scene of a crime or evidence might be lost if police do not get there quickly
- A victim is seriously distressed

Non-emergency crimes and traffic incidents

Non-emergency crimes, such as burglary, theft, vandalism can be reported to your local police station or the Auckland Central Police station

Useful Service Provider Links

Police / Fire / Ambulance	Phone 111
Immigration New Zealand	Level 4, 280 Queen Street or Phone 914 4100 or 0508 558 855
Ministry of Education	www.minedu.govt.nz
Immigration New Zealand (INZ)	www.immigration.govt.nz/migrant/stream/study/
Department of Labour	www.dol.govt.nz
Sorted (financial advice)	www.sorted.org.nz
New Zealand Legislation	www.legislation.govt.nz
New Zealand Qualifications Authority	www.nzqa.govt.nz
Studying in New Zealand	www.studyinnewzealand.govt.nz
Alcohol and Drug Helpline	Free Ph: 0800 787 797 or www.alcoholdrughelp.org.nz
Suicide Crisis Helpline	0508 82 88 65, 24/7 free from home phone or mobile https://www.lifeline.org.nz/suicide-crisis-helpline
National Poisons Centre	Free Ph: 0800 764 766 or www.poisons.co.nz
Women's Refuge	Free Ph: 0800 321 361 or www.womensrefuge.org.nz
Youthline	Free Ph: 0800 376 633 or www.youthline.co.nz
New Zealand Herald	www.nzherald.co.nz
The Press (local news)	www.stuff.co.nz/the-press
Seek (job search)	www.seek.co.nz
Student Job Search	www.sjs.co.nz

PASTORAL CARE OF INTERNATIONAL STUDENTS

Code of Practice, July 2016

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for. New Zealand educational providers have an important responsibility for international students' welfare.

This section provides a summary of the 'Code of Practice for the Pastoral Care of International Students' (the Code), and provides a procedure that you can follow if you have concerns about your treatment by a New Zealand educational provider or agent of a provider.

What is the Code?

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

Who does the Code apply to?

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

What is an 'international student'?

An 'international student' is a foreign student studying in New Zealand on a student permit from the New Zealand Immigration Service.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand educational provider. The Code is also available online from: <https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/tertiary-guidelines-code-of-practice.pdf>

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

NZQA will maintain a register of all signatories to the Code. This list is available from: <https://www.nzqa.govt.nz/providers/index.do>

NZIBT is a signatory to the code under NZ Institute of Business & Technology – Education Organisation Number: 7933

What do I do if something goes wrong?

If you have concerns about your treatment by your educational provider or by an agent of the provider, the first thing you must do is contact the Chief Executive, the Pastoral Care Officer, or another person who has been identified to you as someone that you can approach about complaints

at NZIBT. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the Disputes Resolution Service (DRS).

The Code sets standards for educational providers to ensure that:

- high professional standards are maintained;
- the recruitment of international students is undertaken in an ethical and responsible manner;
- information supplied to international students is comprehensive, accurate, and up-to-date;
- students are provided with information prior to entering into any commitments;
- contractual dealings with international students are conducted in an ethical and responsible manner;
- the particular needs of international students are recognised;
- international students are in safe accommodation and aware of their rights and responsibilities as tenants;
- all providers have fair and equitable internal procedures for the resolution of international student grievances.

Full details of what is covered can be found in the Code document. The Code also establishes the Disputes Resolution Service (DRS) to receive and adjudicate on student complaints.

What will the Disputes Resolution Service (DRS) do?

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

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

The educational provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the DRS may refer the complaint to the Review Panel. The DRS can determine if it considers that, a breach of the Code is a serious breach. If the breach is a serious breach, the DRS will refer the complaint to the Review Panel.

What can the Review Panel do?

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

What is the Disputes Resolution Service

The DRS are independent disputes resolution professionals who are fully qualified to deal with complaints from international students about pastoral care aspects of advice and services received from their educational provider or the provider's Agents. The DRS enforces the standards in the Code of Practice. Please follow these links to learn more:

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

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

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf>

INSURANCE AND HEALTH SERVICES

Medical and Travel Insurance

One of the conditions of a student visa is that the holder must have adequate medical and travel insurance for the duration of their visa. You will need to provide evidence of this insurance as part of your visa application. We need you to advise us about your insurance prior to your departure for New Zealand. You can either arrange your own policy or we can arrange insurance through Orbit or Southern Cross for you as part of your application.

Your insurance must comply with some regulations under the Pastoral Care Of International Students - Code of Practice, July 2016

These include and are not limited to:

- Travel to and from your home country.
- Your period of insurance must cover the length of your visa or 12 months
- Unlimited Health cover
- A Standard and Poors rating no lower than "A"
- Contact and access with the insurer 24 hours, 7 days a week
- Your policy can be purchased in your home country. If this is so, please send us an English translation and an attestation from the company that the conditions comply with the Code of Practice.
- In some cases, Health screening may apply. Please check here: www.health.govt.nz.

Health Insurance Plan

You must organise your own medical and travel insurance cover, please send a copy of the insurance policy (in English) to applications@nzibt.ac.nz no later than two weeks prior to commencing your study.

Eligibility for Health Services

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

Accident Insurance

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

Fees and Charges

All fees are shown in New Zealand dollars and do not include accommodation, living expenses or other programme-related or incidental expenses.

NZIBT adheres to Section 236A of the Education Act 1989 and subsequent amendments. It has an approved Trust Account for Student Fee protection and Student Fee Indemnification (the remaining portion of a student's fee at any point of the programme). The Trust Account is sufficient to cover the full amount of student fees and is administered by The Public Trust.

Payment Methods

Fees should be paid, in New Zealand Dollars (NZ\$) into the following account:

Account Name:	Public Trust NZ INSTITUTE OF BUSINESS AND TECHNOLOGY
Account Number:	0205360305865 01
Student Reference:	First Name/Family Name AND Student ID # or passport #
NZIBT Reference Number:	9030921TR01

There may be some additional costs associated with studying at NZIBT that are not covered by the programme fee. These may include costs of stationery, supplementary reading and course materials, textbooks and research related expenses such as assignment preparation and printing.

Pre-paid Tuition Fees

To be granted a student visa, international students are required by Immigration New Zealand to pre-pay tuition fees in full to NZIBT. These funds are held at the Public Trust against the student's name until they complete their enrolment. All student fees are required to be paid at a specified due date prior to the issue of a visa.

Non-payment of Fees

NZIBT reserves the right to impose sanctions against such students who persistently refuse to pay fees, as agreed at enrolment. These include being barred from attending classes, and the suspension of the students' enrolment will be reported to Immigration New Zealand. In extreme cases, NZIBT will pursue outstanding debts via a debt collection agency and through the courts.

Academic Record

One copy of the Academic Record (also known as Academic Transcript and/or Certificate) will be available free of charge when the programme has been completed. Requests for additional copies will incur a charge.

The Academic Record will show one final grade for each of the respective courses you have completed within your programme.

Replacement – Identity Card

All students receive an NZIBT Student ID card and fees may apply. A fee is applicable for replacing a lost card.

Reassessment Fee

Students are charged a \$250.00 fee when they are required to re-take assessments owing to failure. The fee covers all administration costs associated with the reassessment.

Refund Policy

Category Required	Time refund application received by Institute	Amount of refund	Documentary evidence required
Visa Refusal or Application Refusal	At any time	Full refund less a deduction of 25% of costs already incurred	Original letter of rejection from Immigration New Zealand (based on NZIBT Discretion)
Withdrawal or Transfer	Prior to programme commencement and within ten (10) working days of the programme commencement	Full refund less a deduction of 25% of costs already incurred	Proof of course withdrawal Offer of Place letter from another Institute Original air ticket Letter from student
	From the 11 th working day onwards	No refund	None
Rejection of Visa Renewal	After the programme has commenced	No refund	None
Visa Cancellation for Breach of Visa Conditions	At any time	No refund	None
Refund if the Provider Defaults	At any time	Full refund	If transferring to another institute, the refund will be sent to the new institution.
Appeal for application outcome	If the refund application outcome is not satisfied, student can lodge an appeal. The appeal will be reviewed by the Chief Executive of NZIBT.		

Conditions of Refund

- The refund will be paid in New Zealand Dollars directly into a nominated overseas bank account or sent by Cheque to your overseas address.
- Where appropriate, the refund will be paid directly to your sponsor.
- The refund will be paid within the four weeks after receiving a written claim from the student or within two weeks of the Institute being unable to meet contract obligations with the student.
- In the unlikely event of default, the institute is fully covered by the Public Trust and refunds will be allocated by that organisation.
- NZIBT dispute resolution process does not circumscribe the student's right to pursue other legal remedies. This agreement, and the availability of complaints and appeals processes,

does not remove the right of the student to take action under New Zealand's consumer affairs laws.

- Students should be aware that their personal and contact details; enrolment details and any suspected breach of student visa conditions may be made available to government bodies, designated authorities, the Tertiary Education Commission as per Immigration New Zealand's requirements and the Ministry of Education's "Code of Conduct for the Pastoral Care of International Students".
- This policy and the availability of complaints and appeals processes does not remove the right of the student to take action under New Zealand's consumer affairs laws.

Withdrawal Process

WITHDRAWAL PROCESS



For more information please refer to the Fees and Charges section in your Student Handbook or on our website at www.nzibt.ac.nz

ACADEMIC REGULATIONS

Academic Admissions

International students must be 18 years of age before commencing a programme of study at NZIBT.

The NZIBT business programmes are only available to international students.

Applicants for the Graduate Diploma in Business programme must have:

- A Bachelor's degree, or Equivalent professional experience

Applicants for the Graduate Certificate in Business programme must have:

- A Bachelor Degree, or Equivalent professional experience

Applicants for the Post Graduate Diploma in Business can enter this programme via one of these five pathways:

1. An undergraduate degree with honours; or a post graduate certificate
2. A graduate diploma preferably in business/commerce or with a business/commerce endorsement or equivalent
3. An undergraduate degree preferably in business/commerce, or with a business/commerce endorsement or equivalent;
4. A Graduate Diploma or Graduate Certificate in Business from a New Zealand institution, including NZIBT.
5. Special admission: If you do not meet the academic requirements you may be given special admission if the NZIBT chief executive is satisfied you can meet the requirements and level of study.

Note: International students who successfully complete the NZIBT Graduate Certificate in Business may apply to study on the Post Graduate Diploma in Business. (This portfolio of courses also provide a recognised pathway into several Master's programmes at New Zealand universities).

English Language Requirements

English is the language of study at NZIBT. You will need to be able to read and write well in English so that you can understand course materials and also submit written assessments.

Applicants for the Graduate Diploma in Business programme will need to have passed an English language proficiency test with an IELTS academic score of 6.0 with no band less than 5.5.

Applicants for the Post Graduate Diploma in Business programme will need an academic score of 6.5 with no band less than 6.0 in accordance with NZQA guidelines.

**English for Speakers of Other Languages (ESOL) requirements for
Certificate or Diploma study at Level 6 or 7, Degree at Level 7, or a Graduate Certificate or
Diploma at Level 7**

IELTS test	TOEFL Paper-based test (pBT)	TOEFL Internet based test (iBT)	University of Cambridge ESOL examinations	NZCEL	Pearson Test of English (Academic)	LanguageCert
Academic score of 6 with no band score lower than 5.5	Score of 550 (with an essay score of 5 TWE)	Score of 60 (with a writing score of 20)	FCE or FCE for schools, or CAE, or CPE with a score of 169. No less than 162 in each skill	Level 4 with the Academic endorsement	PTE (Academic) score of 50	C1 Expert IESOL (LRWS) with PASS and no less than Pass in each skill

**English for Speakers of Other Languages (ESOL) requirements for
Post Graduate Diploma or Post Graduate Certificate study at Level 8**

IELTS test	TOEFL Paper-based test (pBT)	TOEFL Internet based test (iBT)	University of Cambridge ESOL examinations	NZCEL	Pearson Test of English (Academic)	LanguageCert
Academic score of 6.5 with no band score lower than 6	Score of 590 (with an essay score 5.5 TWE)	Score of 79 (with a writing score of 21)	C1 Advanced or C2 Proficiency with a score of 176. No less than 169 in each skill	a) Level 5 (Academic) or (Professional) b) Level 5	PTE (Academic) score of 58 with no band score lower than 50	C1 Expert IESOL (LRWS) with HIGH PASS and no less than Pass in each skill or C2 Mastery IESOL (LRWS) with PASS and no less than Pass in each skill

Course Progress

As directed by the New Zealand Qualifications Authority and the Code of Practice for the Pastoral Care of International Students, NZIBT is required to monitor students' academic performance and assess course progress of each student whilst enrolled at NZIBT.

Course progress is monitored and student support is offered to students who are not progressing satisfactorily. Where a student does not satisfactorily meet course requirements, they may be reported to Immigration New Zealand.

Attendance

Students are to attend all scheduled classes (100%) and must notify NZIBT by text, email or telephone to the numbers given if late or unable to attend because of illness or any other reason.

In accordance with the Ministry of Education's Code of Practice for the Pastoral Care of International Students and as a requirement for student visas, attendance is recorded at each teaching session.

According to NZIBT's policy:

- Students must advise their lecturer by 9am that day, through verbal and/or written communications, if they are going to be absent from class due to illness. Appropriate methods to be used are phone, email or text. It is not acceptable to send a message with another student.
- If students are going to be absent for more than one day due to illness or any other serious event which prevents them from attending class they must contact their lecturer and request leave of absence. This provision will cover emergency situations on a day-by-day basis and is not to be used lightly.
- If a student is ill and has been absent for more than 2 days they must provide the senior lecturer with a current medical certificate from a general practitioner stating the nature of the illness, the period of time they need to recover and any requirements to aid their recovery.
- If the student fails to return to classes when their medical certificate expires they will be required to obtain a new one, or they will be sent a letter/email requiring their attendance at classes. If they still fail to return the warning letter process will begin.
- If the senior lecturer becomes aware of a pattern developing whereby a student is absent on key days (eg Mondays) on a regular basis; or is absent for three separate days over a fortnight : It will also initiate the warning process.
- **Warning letters:** The senior lecturer on behalf of the CE, or the CE, may send a student a warning letter if that student has:
 - Failed to provide a medical certificate after 2 days of absence due to illness
 - Failed to attend class without an emergency 'leave of absence' after 1 day.

Immigration NZ Approval for Certain Programme Changes

Once an international student has enrolled in a programme a student may not defer the commencement of their studies, or suspend their studies except on the grounds of illness, evidenced by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student (e.g. bereavement). If a student defers or suspends their studies on any other grounds, the student will be reported as not complying with visa conditions to Immigration New Zealand.

Programme Completion

The Code of Practice for the Pastoral Care of International Students requires NZIBT to monitor the enrolment load of students to ensure they complete the programme within the duration specified by their Visa. NZIBT does not allow online or distance enrolment for any students.

Achievement of this qualification, whether part-time or full-time, must be completed within two years from the date of enrolment.

Students wishing to take longer than two years must gain approval from the Chief Executive.

Students who are identified as those who cannot complete the course within the expected duration will be supported by the Chief Executive and Pastoral Care Officer for academic and personal issues.

Appropriate records will be held and filed for future reference. The students will be offered a choice to:

- Take scheduled re-assessment or arrange special assessment;
- Take a tailored study plan if required. Extra study time will be allocated.

Enrolment Extension

Students identified as at risk of failing to meet course progress requirements will be subject to the NZIBT intervention strategies. If the implementation of an intervention strategy results in the student being unable to complete the programme within the duration specified by their Student Visa, the student will be required to apply for an extension to their visa and pay any additional fees incurred.

NZIBT may choose to extend a student's study period beyond the duration stated in the Offer of Place letter and on the Student's Visa and Permit where there is a compassionate or compelling reason. A compassionate or compelling reason is defined as an event, or series of events, beyond the control of the student, that affects their emotional or physical state, impeding their ability to achieve satisfactory academic progress.

NZIBT may grant a deferment or suspension of study to a student. If the deferment or suspension of study will result in a student being unable to complete their programme within the expected duration, NZIBT may issue a second Offer of Place letter or other supporting documents.

Those students who are making satisfactory academic progress but who are identified as at risk of not completing within the course duration will be advised in writing and requested to attend an interview with the Chief Executive.

If appropriate, the Chief Executive may recommend an extension to the student's Offer of Place letter through implementation of the NZIBT intervention strategy or recognition of compassionate or compelling circumstances. Students who have chosen not to enrol in an appropriate load despite advice from NZIBT will have their request for extension of their study period denied.

Termination of Enrolment

Enrolment may be terminated if students do not maintain a satisfactory academic standard for two consecutive terms of the course or if the course requirements are not met. In such cases, the student will have 20 days in which to appeal against the decision to terminate their enrolment and report them to Immigration New Zealand. Enrolment will be maintained until the appeal process is completed.

Recognition of Prior Learning (RPL), Cross-Credit and Credit Transfer

Depending on the programme of study students may apply, on the Application Form - Recognition of prior learning, cross-credit and credit transfer, for any whole course(s) up to a maximum of 33% of the overall programme (2 courses). These are evaluated on a case-by-case basis in accordance with the current AC01 - Academic Statute and AC02 - Recognition of Prior Learning, Cross Credit and Credit Transfer Policy and Procedures. A fee of \$250.00 will be charged for RPL.

Post Graduate Diploma in Business L8 – programme specific RPL, Cross-credit and Credit Transfer:

Students may apply, on the application form for Recognition of prior learning (RPL), for up to a maximum of two 15 credit courses which are delivered in semester 1. This equates to 25% of the POS. The applications are evaluated on a case-by-case basis in accordance with the current NZIBT Academic Statute and any relevant policies and procedures (Note this is programme-specific).

Students may also cross credit up to 50% of the POS including: PGPP806 and PGIP807. This provides a pathway for students who have completed the Graduate Diploma in Business through the "Industry Project" pathway.

Assessment and Moderation

NZIBT's AC03 - Assessment and Moderation Policy and Procedures apply to all programmes included on NZIBT scope of registration, to assessors employed by NZIBT, to assessment strategies, processes and instruments, to assessment record-keeping, and to information disseminated to staff, clients and the registering body.

General Assessment Conduct:

1. Students must abide by NZIBT regulations (AC01 - Academic Statute) on the conduct of assessment and the instructions of the assessor;
2. Students are expected to behave honestly during assessments.
3. Any material presented by a student for an assessment must be the work of that student.
4. Cheating, plagiarism and other dishonest academic practices have serious consequences and students who fail to comply with acceptable behaviour will be subject to severe penalties, which may include a fail grade in the students academic record or suspension from the programme.
5. If a student cannot attend a scheduled assessment they must provide a Doctor's Certificate for the date of the assessment in order to be eligible for a supplementary assessment;
6. Students who believe that they have special needs or disabilities which should be taken into consideration in the assessment process are responsible for advising their assessors of such needs or disabilities in advance of planned assessment activities;

7. Students who believe that their academic results are inaccurate or unfair can access the Complaints, Appeals Policy, and Procedure.
8. Students must submit work for each assessment
9. The work must be submitted by the specified deadline date unless a request for deadline extension has been approved. Work not submitted within 24 hours of the deadline date, or tests not sat on the specified date, will not be marked (also refer to the section below Resits/Reconsiderations/ Appeals).

For more detailed information, students may refer to AC01 - Academic Statute.

Passing a project or test

In order to gain a 'PASS' for an assessment the student must achieve a mark of at least 50%. Receiving 49% or less may result in the student being allowed to Resit/Resubmit the assessment. A further mark of 49% or less will result in a 'FAIL' being given for that assessment (also refer to the section below Resits/Reconsiderations/ Appeals). A fee of \$250.00 applies to re-sit and reassessment.

Passing a course

The assessment results will be added for each course. In order to gain a 'PASS' for each **course**, students must achieve a 'C' grade or higher. A course grade of 'D', 'E' or 'F' will result in a 'FAIL' being given.

Passing the programme

In order to achieve a 'PASS' for the programme, and ultimately to gain certification for the programme, the student must achieve a 'PASS' in **all** courses of the programme to a total value of at least 120 credits.

At the end of the programme students will receive an Academic Record. Certification will only be issued on successful completion of **all** courses. The Academic Record will show one final grade for the each of the respective courses in accordance with AC01 - Academic Statute as outlined below:

Transcript Grade	Definition
A (+/-)	Pass with distinction
B (+/-)	Pass with merit
C (+)	Pass
D	Fail
E	Fail
F	Ungraded Fail (no assessment undertaken)
DNC	Did not complete
(grade) (AEG)	Aegrotat Pass
CR	Cross Credit

RPL	Credit granted for Recognition of Prior Learning
W	Withdrawn
R	Restricted Pass
CO	Conceded Pass
CP	Conditional Pass

Transcript Grade	Value
A+	85 – 100
A	80 – 84
A-	75 – 79
B+	70 – 74
B	65 – 69
B-	60 – 64
C+	55 – 59
C	50 – 54
D	40 – 49
E	0 – 39
F	Ungraded Fail

Special Passes

In exceptional circumstances, the Academic Advisory Group may, at its discretion, grant an **“Aegrotat Pass” “Restricted Pass”, “Conceded Pass”, or a “Conditional Pass”**, for the final result in a course/programme. For more detailed information, please refer to ‘Special Passes’ in the AC01 - Academic Statute.

Assessment Extensions

Extensions for an assessment can only be granted prior to the assessment due date and only in exceptional circumstances as defined by the AC01 - Academic Statute. Consideration of exceptional circumstances will be made in accordance with the NZIBT Assessment Procedure. Evidence of the circumstances may be required.

An application for an extension must be submitted in written form using the Request for Assessment Extension Form, which is available on request from your Lecturer, or in electronic form (email) to the subject lecturer.

An application made in electronic form must include all the information required by the Request for Assessment Extension Form.

Where an extension has been granted, and the extension deadline has been met, no penalties will apply. The student’s assessment will be marked, and feedback provided, in the same way as if the assessment was undertaken on the original date and time.

Penalties for Late Submission

The following conditions apply to all late submission of assignment material that does not have an approved extension:

- All assignment work received after the due date and time, and not subject to a lecturer-approved extension, will attract a penalty.
- The penalty for late submission is the deduction of 10% of the mark achieved in the assessment task, for each day beyond the due date for submission.
- The penalty is applied for a maximum of 5 calendar days.
- An assignment received after 5 calendar days from the due date for submission will be returned unmarked and a zero grade will be entered for the assignment.
- No late submissions may be accepted after marked assignments have been returned to students unless it can be determined that there will be no advantage to the student submitting the late assignment or disadvantage to students who have submitted the work on time.

Assessment Re-sits/Reconsiderations

Reconsideration:

1. **The student must pay \$250.00 fee for a reconsideration.** Fees are to be paid in advance and you will be issued with an invoice and bank deposit form (if required). If the reconsideration results in an improved mark all or part of the fee may be refunded at the discretion of the Chief Executive.
2. If a student believes an assessment mark is unreasonable, a Request for Reconsideration of Assessment Form (available from the Lecturer) may be completed. This must be submitted within five working days of the return of the assessment.
3. Students will be informed that, as a result of the reconsideration of assessment, their result may be unchanged, raised or lowered.
4. Students work is remarked by one other lecturer from the programme and the original grade reconsidered. The resultant percentage mark will be the mark recorded as the final result.

Re-sits:

1. **The student must pay \$250.00 fee for a re-submission/re-sit.** Re-submissions/re-sits will not be available to students who have not submitted/attempted a piece of assessment by the due date and time, and who have not first obtained an extension.
2. Students who have made an honest attempt but have not achieved a 'Pass' grade in an assessment (assignment, exam or test), may have the opportunity to resubmit their assessment if the following guidelines have been met or adhered to.

3. Students may re-sit/re-submit work for an assignment/test once only and the re-sit/re-submission mark will be considered the final mark for that assessment.
4. The student can have a maximum of one resit (for any one assessment/exam) per subject. The student must achieve a minimum of 30% marks in that assessment or exam to qualify for a resit.
5. A maximum of three resits are allowed for the complete Programme.
6. Students are required to meet deadlines for all assignments and attend exam and test assessments on the due date, unless prior permission has been gained from the lecturer concerned. In addition, an Extension of Deadline form must be completed and submitted to this lecturer at least 24 hours prior to the specified deadline date.
7. Where a student has been genuinely prevented from submitting work by the specified deadline date, by circumstances beyond their control, work may be marked if accompanied by appropriate documentation (e.g. Doctor's certificate, bereavement notice).
8. Students will not be allowed to resubmit assignments or re-sit tests/examinations where the original assignment/test has not been submitted/sat on the due date.
9. In determining whether 'an honest attempt has been made', where a student has not fully completed the work for an assessment the following criteria must be considered:
 - a. That the work presented shows an attempt to meet the quality and quantity as outlined in the assessment brief;
 - b. The work presented shows evidence that the majority of the assessment has been completed, including concepts, process and resolved work.
10. The above conditions have been met and the assessment mark is 49% or lower, then the student has the option to rework the assignment/project for resubmission by a specified date no later than Wednesday at 4.00 pm of the second to last week of the semester, which is designated the 'Pre- Assessment week'.
11. Any student who sits an exam/test and receives a mark of 49% or lower, may re-sit on a specified date no later than Wednesday 4.00 pm of the second to last week of the semester which is designated the 'Pre-Assessment week'.
12. Resubmitted work or re-sat work may achieve a maximum mark of 50% (being equivalent to a 'C' grade).
13. It is at the discretion of the Executive Director as to whether the student is able to re-submit/re-sit the same assessment, or whether a new piece of assessment is required.
14. Constructive feedback will be provided to students on their original work and the marking schedule so that they are aware of the required standards and how to achieve those standards.

Complaints and Appeals

At NZIBT we take your rights as a student and our responsibilities as your education provider very seriously. We make every effort to make sure each student is able to appeal against any decision they feel is unfair or inconsistent with what they were told prior to enrolment.

From time to time there may be issues that arise which you find unfair or make you very unhappy and it is your right to make a formal complaint or appeal. This process is designed to be fair to both parties and is conducted in a professional and unbiased manner with sincerity and sensitivity.

We will tell you about the process at Orientation. To begin the official process please collect the NZIBT Complaints and Appeals form from the office or we can email the form to you on request.

A complaint or appeal should be lodged in writing using the NZIBT Complaint or Appeal Form. You can also have a meeting and speak of your complaint where your words will be recorded in writing for you. This is your choice and your right. From this point forward a complete record in writing of the complaint or appeal will be kept on file. If you choose to initiate a complaint or appeal, your enrolment will be maintained and class participation will continue without prejudice while the process is ongoing. You will have the opportunity to formally present your case at no cost. Both parties to the complaint or appeal may be accompanied and assisted by a support person at any relevant meeting.

NZIBT treats all complaints and appeals in confidence and always seeks the permission of the student before discussing the complaint or appeal with relevant staff. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

Complaints and Appeals Procedure

Each student has the right to be represented by another person of his or her choice. This may be a friend, home stay parent, classmate etc.

Step 1: Discuss the complaint with your Lecturer or the Pastoral Care Officer

If the problem is not resolved:

Step 2: Escalate to the Chief Executive

Step 3: Fill out a Complaints or Appeals Form available and submit to the Chief Executive. The complaint or appeal will be initiated within 10 working days and the case will be examined by the Chief Executive.

The complaint or appeal and any action taken will be recorded.

Step 4: Discuss the complaint or appeal with the Chief Executive

Step 5: If the issue is still not resolved to the student's satisfaction, they will be referred to an independent mediator or the International Student Contract Dispute Resolution Scheme, please see below.

If you have a complaint about NZIBT breaching the Education (Pastoral Care of International Students) Code of Practice 2016, follow NZIBT's formal complaint process first.

If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email qadrisk@nzqa.govt.nz.

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint.pdf>

Or, if it is a financial or contractual dispute, you can contact iStudent Complaints by phone on 0800006675. More information is available on the iStudent Complaints website: <http://www.istudent.org.nz/istudent-complaints>.

The above complaint and appeal procedure does not remove the right to take further action under New Zealand's consumer affairs legislation. NZIBT dispute resolution procedures do not prevent the student from pursuing other legal remedies involving external dispute resolution organisations.

The outcomes will be provided in writing and the reasons for any decisions will be given.

Student Feedback

Programmes/Courses/Lecturers are evaluated in accordance with the Self-Assessment and Review Policy and Procedures which includes the Programme Completion Evaluation Report incorporating self-assessment, student evaluation and the internal staff performance appraisal process.

NZIBT uses a range of formal and informal feedback mechanisms from students including suggestions, concerns and comments on particular activities and experiences, as well as formal evaluations including the First Impression Survey (completed two weeks after orientation week), Student Evaluation of Teaching (completed 3/4s of the way through each semester) and the Exit Interview at the end of your studies with NZIBT and prior to graduation.

Privacy Policy

Personal information provided is protected under the Privacy Act 1993. This Act imposes obligations on organisations in their collection, storage, use, and disclosure of your personal information. NZIBT holds personal information for the following purposes:

- Processing of course enrolments
- Tracking course progress, attendance, assessment and completion
- Issue of Transcripts, Certificates, Statements of Attainment and Attendance on completion of courses
- Meeting legal and regulatory requirements

The information will include name, address, age, contact details, citizenship, and emergency contact details, training and assessment progress and results, attendance history and payment/refund records.

Use and Disclosure

Information provided by students to NZIBT may be made available to Immigration New Zealand and the Ministry of Education as well any other NZ Government agency with a right to access information.

In order to provide students with training and assessment services, we are required to disclose personal information to third parties such as the New Zealand Qualification Authority and the Tertiary Education Commission for audit or research purposes.

Information on student attendance or course progress may be shared with the student's recruitment agent with the student's consent.

Each student has the right to access his or her personal information. If you find that the information we hold about you is inaccurate then we will correct it. If you wish to access your information, please complete the Student Request for Action Form available at our office.