



**AUCKLAND  
INSTITUTE  
OF STUDIES  
NEW ZEALAND**

# 2020 STUDENT HANDBOOK

1st Edition – February

## 30 Years Helping Students Achieve Real World Success



**YEARS OF AIS  
1990 - 2020**



## **AIS CORE VALUES**

### **Quality Education**

As a NZQA Category 1 provider, AIS offers you the reassurance of knowing you have enrolled in one of New Zealand's largest and longest established tertiary education organisations. Take advantage of a wide range of attractively-priced diploma, degree, graduate and postgraduate qualifications, all approved by NZQA and recognised within New Zealand and internationally. Members of our well-respected academic staff are leaders in their fields and committed to providing you with the best possible educational outcome.

### **Supportive Environment**

It's important that you feel confident and comfortable while you are studying - especially if you are a long way from home. The park-like grounds of the St Helens campus add to the peaceful atmosphere of the institute, and are only 10 minutes' drive to the centre of Auckland. Live on campus at our student hostel, catch up with your work in our library and unwind at our gymnasium and sports hall - all protected by 24-hour security. Our friendly and approachable Student Support and Sales team are always available to give the best pastoral support possible - in your own language.

### **Individual Focus**

You are much more than just another student at AIS. Our class sizes are considerably smaller than many other tertiary education organisations, guaranteeing you better access to academic staff when you need it and maximising your learning opportunities. Our fast-track programmes, flexible entry dates and cross-credit recognition mean you can take advantage of previous studies and achieve your educational goals quickly.

### **Real World Success**

At AIS we understand that you are studying because you need options in the future - options for further study, for employment, or for immigration. Our industry-focused programmes are carefully designed to provide the training you will need to succeed. Gain relevant New Zealand work experience on the internship pathways or through our graduate placement service. With students from over 35 countries on campus, as a graduate of AIS you will build an international network of contacts and life-long friends.

*The information contained in the AIS Student Handbook is correct at the date of publication, and is subject to change.*

*A new edition of the handbook is published in February, May and September each year. Please refer to the latest edition.*

*The Student Handbook is available online at  
[www.ais.ac.nz/for-students/student-handbook/](http://www.ais.ac.nz/for-students/student-handbook/)*

*Student Support*

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## **WELCOME TO AUCKLAND INSTITUTE OF STUDIES**

This handbook is a guide for you during your studies at Auckland Institute of Studies (AIS). We encourage you to read it carefully - its aim is to help you settle into your studies and to provide important information to assist you during your time here.

We thank you for choosing to do your studies at AIS, a tertiary education organisation ranked as a Category I provider by the New Zealand Qualifications Authority. We aim to facilitate your learning through the services we have available to you.

AIS is a progressive organisation. Established in 1990, the institute has developed to become New Zealand's largest and most international independent tertiary institution, with around 1,000 students from over 40 different countries. Over 30,000 students have passed through our doors in this period, with over 6,700 degree-level qualifications awarded.

AIS has two teaching sites located in Mt Albert: the St Helens Campus at 28a Linwood Avenue, and the Asquith Campus at 120 Asquith Avenue, which provide a range of academic and social services available for your use.

The fact that you have chosen to study at AIS is an indication of your commitment to achieving a top-quality, practical qualification which will enhance your future participation in the global community. We have an international vision with an individual focus, and you are now part of a unique institution where your interaction with a multi-cultural student body and faculty will be invaluable in preparing yourself for this world. Learning tolerance and understanding of other cultures and customs is part of this process.

Our academic and support staff are here to assist and motivate you. They are highly qualified in their professions and experienced in the practical aspects of their industry sectors. Each one of them has a strong personal interest in helping you meet and exceed the high-quality standards of the wide range of programmes and courses on offer.

We now think of you as part of the AIS family, together with our management, academic and support staff.

We hope that your time at AIS is rewarding and enjoyable, and we are keen to support your future career aspirations. We all look forward to seeing you at graduation.

Dr Julia Hennessy  
**PRESIDENT**

# 1. ENROLMENT AND FEES

## 1.1 2020 Programme Start Dates

The official semester start and finish dates for Business, Tourism Management, Hospitality Management, Information Technology, and NZCEL programmes are:

**Semester 1, 2020**                      **3 February 2020 to 8 May 2020**

*New Students' Orientation 30-31 January 2020*

(Between Semester break    9 May 2020 to 24 May 2020)

**Semester 2, 2020**                      **25 May 2020 to 28 August 2020**

*New Students' Orientation 21-22 May 2020*

(Between Semester break    29 August 2020 to 13 September 2020)

**Semester 3, 2020**                      **14 September 2020 to 18 December 2020**

*New Students' Orientation 10-11 September 2020*

(Between Semester break    19 December 2020 to 1 February 2021)

Students are expected to be in Auckland ready to finalise course enrolment and orientation for the next semester by 30 January 2020, 21 May 2020 and 10 September 2020 respectively.

New Zealand Certificate in English Language (Academic) (Level 5) - B intakes:

**Semester 1B, 2020**                      **30 March 2020**

**Semester 2B, 2020**                      **20 July 2020**

**Semester 3B, 2020**                      **2 November 2020**

Official intake start and finish dates for other programmes are:

Master of Business Administration

**Intake 1, 2020**                      **1 February 2020 to 30 July 2021**

**Intake 2, 2020**                      **28 March 2020 to 24 September 2021**

**Intake 3, 2020**                      **23 May 2020 to 19 November 2021**

**Intake 4, 2020**                      **18 July 2020 to 25 February 2022**

**Intake 5, 2020**                      **12 September 2020 to 22 April 2022**

**Intake 6, 2020**                      **31 October 2020 to 10 June 2022**

Postgraduate Diploma in Business Administration

**Intake 1, 2020**                      **1 February 2020 to 29 January 2021**

**Intake 2, 2020**                      **28 March 2020 to 26 March 2021**

**Intake 3, 2020**                      **23 May 2020 to 21 May 2021**

**Intake 4, 2020**                      **18 July 2020 to 16 July 2021**

**Intake 5, 2020**                      **12 September 2020 to 10 September 2021**

**Intake 6, 2020**                      **31 October 2020 to 29 October 2021**

Licence Controller Training (LCQ) (Level 4)

**Intake 1, 2020**                      **18 May 2020 to 2 June 2020**

**Intake 2, 2020**                      **25 July 2020 to 8 August 2020**

**Intake 3, 2020**                      **26 September 2020 to 10 October 2020**

## 1.2 Academic Timetable

There will be an opportunity during enrolment for you to finalise all details of your programme timetable with staff. If you are a weekday student, you may be in class for up to six hours per day between the hours of 8.00am and 8.00pm. If you are a weekend Business Administration student, you may be in class for up to eight hours per day. It is your responsibility to allocate other time to self-



directed learning (reading, individual study, group work, assignments and library research) in accordance with the guidelines specified in your course outlines.

### **1.3 Double Specialisations**

It is possible to graduate with a double specialisation in the Bachelor of Business, Bachelor of Information Technology and Master of Business Administration degrees. Your enrolment must reflect the first specialisation that you are aiming to achieve. By paying fees to complete extra courses, normally in the latter stages of your programme, a second specialisation may be achieved, provided all the requirements for both specialisations are satisfied.

Please discuss your interest in completing a double specialisation with your head of programme as soon as you decide to aim for this goal.

### **1.4 Enrolment Documents**

If you require certificates of enrolment, transcripts or documentation for any other purpose, e.g. remittance of funds, opening of a bank account, travel visas, application for further study, etc., please see Registry for help with preparation of the appropriate forms. Requested documents will either be emailed to you or will be available for collection from Registry later in the day, or the following morning.

### **1.5 Equal Education Opportunity (EEoO)**

AIS is committed to providing equal education opportunities for all students regardless of gender, nationality, ethnicity, religious belief, political affiliation, marital status, age, physical disability or gender orientation.

Support for students with disabilities, mental health conditions, long-term medical conditions or special needs is provided where possible, in line with the New Zealand Code of Practice for an Inclusive Tertiary Education Environment for Students with Impairments (Kia Orite - Achieving Equity). If you have an allergy, a disability, mental health condition, long-term medical condition or special needs, you must declare this at the time of application to ensure that we can cater for you.

### **1.6 Fee Payments**

Tuition and Resource fees must be paid in full prior to the start of your studies. Payments can be made between the hours of 9.00am and 4.30pm to the cashier's office at the St Helens Campus. Payments may be made by cash, EFTPOS, bank cheque, credit card (Visa and Mastercard), direct credit, or telegraphic transfer from overseas. If you are an international student, you will receive documents for a Student Visa covering the length of course paid for. For some countries (e.g. the Indian sub-continent), a minimum payment of one year's tuition is required for the first enrolment period.

Please note that a late payment fee of \$150.00 will be charged should your course fees be unpaid after four weeks after the programme start.

If your payment is overdue, interest will be charged at the rate of 2.5% per month from the overdue date until payment in full is received. Payments which are over two months overdue will be referred to a debt collection agency for collection. All costs incurred in the collection of overdue fees will also be charged.

If you have outstanding fees, you may lose your right to access AIS services and facilities. For instance, you will not be entitled to graduate or receive final grades, transcripts, certificates or references from the institute. If you experience difficulty with fee payments, you must discuss the problem with either the Accounts Department or the Academic Registrar.

If you are a New Zealand student making payment by student loan, you must provide confirmation of the student loan application prior to programme commencement, and you must complete and return the loan contracts to StudyLink promptly to avoid penalty interest and other sanctions noted above.

It is important to note that once you have completed the first week (domestic) or two weeks (international) of the programme, you are liable for full payment of fees whether paid in full or not.

### 1.7 Fees Protection Policy

Student Fees Trust Account - Your fees and other costs are held in an independent trust account, the Jolly Duncan & Wells Trustees Ltd, AIS Student Trust Account. An independent chartered accountant operates this trust account and releases funds in the following manner:

- (i) Tuition Fees - 20% is released to AIS after the statutory withdrawal period after commencement of the programme (up to a maximum of NZ\$3,000.00) and the remaining fees are released periodically in arrears on a pro rata basis in relation to the tuition delivered. A trust account drawdown schedule is signed by the student upon payment in confirmation.
- (ii) Accommodation/Living Costs - are released periodically in advance.

Contact Details - If necessary, the Trustee can be contacted at: Jolly Duncan & Wells Ltd, 127 Main Highway, Ellerslie, Auckland (P.O. Box 11-053, Ellerslie, Auckland). Tel: (64-9) 579 7096; Fax (64-9) 525-1169; Attention: Murray Wells. Email: [murraywells@jdw.co.nz](mailto:murraywells@jdw.co.nz)

### 1.8 Forms

The following forms for academic administration and student services are available from reception at the St Helens Campus and Asquith Campus:

- Programme Re-enrolment/Change Request Form  
*(to extend studies in a current programme, transfer to another programme, enrol in a short supplementary training scheme, change a degree specialisation or postgraduate pathway, change/postpone a start date, shorten studies in a programme, or take a break/suspend studies)*
- Withdrawal Form  
*(to withdraw from studies at AIS)*
- Course Selection Form
- Change of Course Form  
*(to change courses after course selection has been approved)*
- Tuition Fees Refund Request Form
- General Refund Request Form
- Application for Re-Mark or Recount of Final Assessment
- Request for Official Transcript and/or Qualification Certificate
- Request for Documentation
- Application for Student ID Card
- Application for Aegrotat/Impaired Performance Assessment
- Cross-Credit Application Form
- Recognition of Prior Learning Application Form
- Academic Scholarship Application Form
- Change of Personal Details Form
- Student Clearance Form

### 1.9 Further Study

Student Support and academic staff are able to help with your future study plans at AIS. Please see your head of programme for any academic references required for further study.

## 1.10 ID Cards

Your student ID card must be carried with you on campus for security reasons, and you may be asked to show it at any time. You may apply for a new ID card, or to renew an existing ID card, at the Student Careers Centre. You will need your ID card to use many of the facilities and services at AIS, to collect documents at Registry or parcels at St Helens reception, and to attend examinations. It is also a valid Student ID card for discounts, e.g. movies and public transport. There is a \$10.00 charge for the replacement of an ID card. ID cards are valid for the full period of your current programme enrolment. Do not lend your ID card to others.

## 1.11 Late Enrolments, Transfers, Withdrawals and Refunds

The institute's enrolment, withdrawal and refund policies are outlined in Section J of the Enrolment Application Form. Copies of all forms are available from reception at both campuses.

### Withdrawal and Refund from a Programme

- (i) For programmes under five weeks, 50% of the fees paid will be refunded if you withdraw prior to or within the first two days of the programme commencement. After this, fees paid are non-refundable.
- (ii) For programmes of five weeks or more, but less than three months, 75% of the fees paid will be refunded if you withdraw prior to or within the first five days of the programme commencement. After this, fees paid are non-refundable.
- (iii) (a) International Students: For programmes over three months, all payments exceeding up to 25% of the fees paid will be refunded if you withdraw within the first 10 working days after the first day on which you are required to be at AIS to commence the programme of studies enrolled in. After this, fees paid are non-refundable. If you withdraw within one month prior to the start of your programme, you will be entitled to a refund less a deduction of up to 17.5% for costs incurred. If you withdraw earlier than one month prior to the start of the programme, you will be entitled to a refund less a deduction of NZ\$500.00 or 10% of the fees paid, whichever is the lesser.  
(b) Domestic Students: For programmes over three months, all payments exceeding \$500.00 or 10% of the fees paid, whichever is the lesser, will be refunded if you withdraw prior to or within the first seven days after the first day on which you are required to be at AIS to commence the programme of studies enrolled in. After this, fees paid are non-refundable.
- (iv) Any applications for withdrawal must be made in writing on a Withdrawal Form, along with a Tuition Fees Refund Request form if a refund is due, and must state your reasons in full. An interview with a Student Services staff member will be required. Written confirmation from your parents, guardian or agent is required if the enrolment was made through them, and refunds will be transferred back to the source of payment. If you are transferring to another institution, a copy of your new Student Visa must be provided with the application.
- (v) Written notice must be given for cancellation of dormitory (two weeks) or homestay (one week) accommodation arrangements.
- (vi) Full refunds will be given in the case of cancellation by AIS of a course/qualification before or during the course/qualification, or if your Student Visa is declined by Immigration New Zealand.
- (vii) Applications to change education provider require approval from Immigration New Zealand, and you must continue to study in accordance with your Student Visa while awaiting a decision from Immigration New Zealand.
- (viii) Refund requests outside the above criteria should be submitted in writing to the Academic Registrar for special consideration.

### Withdrawal of a Student by AIS

If you have enrolled in a course but do not attend classes by the end of the second week of the course start date, you will be withdrawn from the course and may forfeit fees paid.

### Programme Changes

A Programme Re-enrolment/Change Request Form must be completed. Programme changes by newly arrived international students are subject to approval by Immigration New Zealand.

### Late Enrolment in a Programme and/or Courses

You will not normally be accepted into degree-level programmes and courses after two weeks of teaching has elapsed as you will have missed too much tuition to be able to catch up.

### Transfers and Withdrawals from Business/Hospitality Management/Tourism Management and Information Technology Courses

You may apply to transfer from one course to another, or withdraw from a course, within the first two weeks of the start date of the course (this is not the arrival date if you are late.) A Change of Course Form needs to be completed (available from reception). The course transferred or withdrawn from will appear on your academic transcript.

A late course change fee of \$20.00 is payable if application for a course transfer is made after the first seven days of the beginning of the course.

You may apply to withdraw from a course (without a refund) after the first two weeks of class up to the end of the fifth week. A Change of Course Form must be completed. A grade of 'WD' (Withdrawn) will be recorded against the course withdrawn from on your academic transcript.

If you apply to withdraw from a course after the end of the fifth week, or fail to complete a course, you will have a grade of 'E' (Failure to complete) recorded against the course on your academic transcript.

In special cases where recommended by the Study Skills Advisor or a head of programme, first year students who are not making sufficient academic progress in an undergraduate course may be permitted to withdraw from the course up to the end of the fifth week of semester, with course fees carried forward to the next semester. This concession is not available if you have outstanding fees or poor attendance, and is applied only once per course. A 'CN' grade will be recorded against the course withdrawn from on your academic transcript.

### Transfers and Withdrawals from Business Administration Courses

Refer to "Course Enrolment, Rescheduling and Withdrawal" and "Examinations" in section 7.

### Cross-Credits

Funds are held in credit until completion of the programme and are reconciled at the time of clearance.

### Personal Emergencies

If you have a personal emergency and need to break your studies or return home, you must seek approval to do so from your head of programme, rather than just absenting yourself without seeking approval. In certain circumstances, we may be able to transfer an enrolment to the following semester.

Breaks longer than two weeks require prior approval from Immigration New Zealand (international students).

### Change of Residency Status

Fees are not adjusted if an international student's immigration status changes to Permanent Resident during the enrolment period paid for.

### Expulsion and Suspension

Fees are non-refundable if you are expelled or suspended by AIS.

### E Book Refunds and Textbooks

E-books are non-refundable once downloaded. A refund may be available for an issued hard copy textbook following withdrawal from a course if it is returned in 'as new' condition. 50% of the resource fee is allocated to the textbook/e-book/workbook, and 50% to other resources provided (internet and Wi-Fi access; Moodle, Studiosity and Grammarly; access to library electronic resources; copyright charges and a printing allowance; and, for applicable programmes, NZQA credit fees, class trips and training cafeteria supplies).

## **1.12 Orientation**

The orientation programme will help you become aware of our policies and procedures, and provide an opportunity to meet students and staff. Orientation usually includes a welcome from the President, your head of programme and other staff.

For programmes commencing at the start of a semester, orientation is held on the Thursday and Friday prior to the start of teaching, with a mini-orientation held at the start of the third week for late students. For mid-semester Business Administration intakes, orientation is held on the Thursday prior to commencement. Orientations for weekly intake students in the English Language Centre (ELC) take place each Monday morning.

### Enrolment Procedures

Before you start class, please ensure you have:

- \* completed the AIS Enrolment Application Form in full, with supporting academic records and a certified copy of your birth certificate or passport. Business Administration applications require additional information, including a Curriculum Vitae, list of current work duties, and at least one referee statement;
- \* advised any changes to your home address, telephone number or email address;
- \* submitted one passport photo for your Student ID Card and file;
- \* received an Offer of Place and either paid in full, or completed necessary fee payment arrangements;
- \* submitted your Student Allowances and/or Student Loans application forms to StudyLink (*for eligible domestic students only*);
- \* provided a copy of your Student Visa to Registry (*for international students only*);
- \* provided a copy of your Medical Insurance Certificate or a completed medical insurance application form;
- \* signed the AIS Trust Account Drawdown Payment Schedule; and
- \* met any other conditions specified on your enrolment documents.

## **1.13 Student Services Fee**

The compulsory Student Services Fee (SSF) covers provision of a broad range of campus services. In consultation with students via the Student/Management Forum, the fee is allocated to the following services:

- |  |     |
|--|-----|
| - Counselling services and pastoral care                           | 45% |
| - Employment information, careers information, advice and guidance | 30% |
| - Sports, recreation and cultural activities                       | 20% |
| - Students' associations and clubs                                 | 3%  |

- Financial support and advice

2%

The SSF is charged at a rate of \$300.00 per year, or \$30.00 per month or part thereof. For enrolments under one year, it is calculated according to the programme start and finish dates.

#### **1.14**

##### **Termination**

The Student Disciplinary Committee has the right to suspend or expel a student for an accumulation of major demerit points, or for serious offences such as assault, theft, possession of drugs, illegal access to computer systems, or other actions that lead to police intervention. In addition, the Academic Board has the right to terminate enrolment based on unsatisfactory academic progress.

## **2. ACADEMIC SUPPORT**

### **2.1 Academic Assistance Available**

Your tutor/lecturer will be pleased to provide additional assistance with your course work and will let you know the times they are available for individual appointments. From time to time, additional clinics may be held to provide assistance for class groups as required.

Further assistance can be provided by the Study Skills Advisor (see section 2.8).

### **2.2 Academic Progress**

If you experience continual course failures, where there appears to be no good reason for the failures, you may be classed as making “unsatisfactory academic progress” and denied re-enrolment on either a temporary or permanent basis by the Academic Board. In order to make satisfactory progress, you are required to pass more than half the courses in which you enrol. If you have failed a course twice, your re-enrolment in the course requires approval by the Board of Studies.

### **2.3 Head of Programme**

The head of programme is generally available and willing to see you for any programme-related problems. It is best to make an appointment. Ask at the reception counter for the contact details of your head of programme.

### **2.4 Internship and Graduate Placement Services**

#### **(i) Internship Pathway**

The Academic Unit will arrange an internship for you if it is a part of your programme. Internships are available in the GDTM, GDHM, GDIT, PGDIT, PGDBA, MBA and MIT programmes, subject to meeting any criteria specified. Please contact Edwin Paul, Student Placement Manager (Acting), email [edwinp@ais.ac.nz](mailto:edwinp@ais.ac.nz), to verify your eligibility for an internship and help you with the preparation of your CV and a covering letter. Internships are formally recognised by Immigration New Zealand as a part of course requirements specified on your student visa, and do not impact on work rights. Any internship placement fees are fully paid by AIS. (See section 7. for further details on the Business Administration internship course.)

After your internship is arranged and an internship Memorandum of Understanding is signed, a supervisor from your programme will support you throughout your placement.

#### **(ii) Graduate Placement Service**

The Student Careers Centre offers graduates of AIS programmes at Level 7 or above who are seeking New Zealand work experience the opportunity to apply for a graduate placement, which is a voluntary unpaid internship outside of your programme of studies. Eligibility to work full-time in New Zealand and an English proficiency level equivalent to IELTS 6.5 or above are required. AIS subsidises the placement fee of \$920.00 (GST inclusive) by 50%, so graduates will pay only \$460.00 for this service. No refund is available if a graduate withdraws from this service. If the service is terminated by an internship provider, 50% of the fee is refundable (\$230.00).

#### **(iii) Industry Practice**

Industry practice courses in the BBus, BHM, BTM and BIT programmes provide short placements in industry and are arranged by your programme. Industry placements are not recognised as internships.

## 2.5 Library

The library hours are:

Monday to Friday	9.00am – 6.30pm
Saturday and Sunday	11.00am – 5.30pm
Public Holidays	Closed

Reduced hours apply over the summer break (December/January). Please register at the library with your Student ID card to borrow books and resources. In general, loans are made for a period of 14 days, except for material on restricted loan, overnight loan, desk loan and reference books. Fines are charged if items are returned late, and the cost of replacement is charged if items are lost or returned in a damaged condition. Further details are contained in the Library Loans Policy, available from library staff and on the library noticeboard.

The library has listening posts for language students, quiet study and discussion areas, internet access, video and DVD viewing facilities, student computing facilities for individual study purposes, and photocopying, printing and email facilities. Rooms are available for group work.

Access to electronic resources, such as e-books and e-journals, is available for on-campus and off-campus research through various ProQuest and EBSCO databases. E-books with online video content are provided through a Safari Business and Techbooks subscription. On-line encyclopaedia access is provided through a subscription to WorldBook Encyclopaedia and Discovery, and access to the CCH New Zealand law and legislation database gives current legal information for business, tax and employment law in New Zealand.

For information about the library collection and the facilities available, go to [www.ais.ac.nz/for-students/library/](http://www.ais.ac.nz/for-students/library/).

## 2.6 Moodle / Studiosity / Grammarly

Moodle is an online Learning Management System (LMS) where you can access course information and resources. You may also find online forums, access to latest news items, further readings, podcasts, online presentations, interactive exercises and activities, and quizzes on Moodle depending on the course you are enrolled in.

Moodle can be found at <https://moodle.ais.ac.nz/>. We strongly recommend that you access Moodle frequently during your studies. Contact your lecturer if you have any problems accessing or using Moodle.

Along with Moodle, we strongly recommend using Studiosity and Grammarly:

**Studiosity** is an on-demand study help tool. Its main purpose is to improve the quality of your writing before you submit it. You can connect in real-time with live subject specialists or receive written feedback in less than 24 hours. A link to Studiosity is available on the common resources page in Moodle.

**Grammarly** is an easy-to-use English language writing enhancement platform which will help you improve your writing through detecting potential grammar, spelling, punctuation, word choice and style mistakes, and plagiarism.

Setting up Grammarly is easy. Go to <https://www.grammarly.com/edu/signup> to subscribe using your AIS email address, and then follow the simple steps. Instructions are available on the common resources page in Moodle.



## 2.7 Student Careers Centre

Leah Guttenbeil, Student Careers Centre Supervisor, (email [studentcareers@ais.ac.nz](mailto:studentcareers@ais.ac.nz)) is available to assist you with work experience during your study and preparation for job placement. Help can be provided with interview skills, CV preparation, minimum employment rights, job application cover letters, work experience and job seeking. Please register with the Student Careers Centre (SCC) to receive regular updates on workshops, vacancies and other job hunting tips. You may also make an appointment to see Leah (phone 09-815 1717, extension 838) for guidance.

The SCC operates from room M115 at the St Helens Campus and is open from Monday to Friday from 8.30am to 5.00pm.

You are also encouraged to register with external online job vacancy sites such as Seek at [www.seek.co.nz](http://www.seek.co.nz) and Student Job Search (SJS) at [www.sjs.co.nz](http://www.sjs.co.nz). Contact SJS on 0800 757 562 for assistance. AIS is a member of SJS which enables you to use the services offered free of charge.

## 2.8 Study Skills Advisor

Our Study Skills Advisor, Tamendi Pranish, is available to assist if you need to improve your academic performance. Assistance includes one-on-one consultations and regular workshops on topics such as:

- academic writing and assignment skills;
- report writing skills;
- oral presentation skills;
- effective work group skills;
- time management skills;
- avoiding plagiarism;
- APA referencing skills; and
- exam preparation skills.

These workshops are strongly recommended if you are enrolled in a diploma or degree programme. If you are a new student, you will be required to attend the Avoiding Plagiarism and APA Referencing Skills workshops, and pass a Good Referencing Test, before you can submit your first assignment to Moodle - please refer to the timetable for the workshops and tests scheduled for your programme.

Tamendi is located in room A114 at the St Helens Campus (Monday, Tuesday, Thursday and Friday), and in room AM3 at the Asquith Campus on Wednesdays, and can be contacted on email [tamendip@ais.ac.nz](mailto:tamendip@ais.ac.nz) or telephone 815 1717, extension 841.

### **3. INTERNATIONAL STUDENTS**

#### **3.1 Education New Zealand**

Education New Zealand has a fantastic web resource for international students who are studying in New Zealand that provides information and suggestions to help you connect and explore New Zealand.

Visit <https://naumainz.studyinnewzealand.govt.nz/>.

#### **3.2 Immigration - Student Visas**

If you are an international student, you must have a current Student Visa in order to study in New Zealand. It is your responsibility to keep your Student Visa current with regard to expiry dates and programme information. If you need to renew or change your Student Visa, please arrange your programme re-enrolment/change and payment at least four weeks before expiry of your visa. If you do not hold a current Student Visa, you will not be permitted to study.

AIS offers the Provider Direct service of Immigration New Zealand, and Student Visa renewals are processed on-campus. Please visit the Online Visa Office at St Helens Campus reception for the online application form and list of required documents. You must fill out the application checklist and bring it to the Accounts Department for verification. You must pay your online Student Visa Application fee of \$205.00 (or \$255.00 if within two weeks of visa expiry) at this time.

When you have collected your required documents, you may give the checklist, your receipt for the fee, your application, your passport and the required documents to the Online Visa Officer for processing between the hours of 10.00am and 3.00pm. You must hold medical/travel insurance from the time of your departure from your home country to commence your enrolment until the expiry of your Student Visa. If you also require a medical check or a police check, an interim visa, which will be valid from the day after your temporary visa expires, can be issued online. If you have provided an email address, Immigration New Zealand will inform you by email. You must then supply the medical documents or police documents within the timeframe given by Immigration New Zealand.

You must pass at least 75% of your courses, and achieve over 95% attendance, before Immigration New Zealand will accept an online Student Visa Application for the renewal of a visa. If you do not meet either of these requirements, you will need to submit your own application at a cost of \$310.00 or \$275.00 (dependent upon whether a \$35.00 International Visitor Levy is payable) and provide a letter explaining your attendance and/or the reason for the failure, or your visa could be denied. In instances where your attendance is between 90% and 95%, an online application by AIS can be made, but will also require a letter of explanation for pre-approval by Immigration New Zealand. This will take 48 hours and applies to all programmes. If you use a "Sponsorship or Financial Undertaking Form" to support your visa application, please provide this to us at least two weeks before your visa expiry date. If you have any "Character Declarations" with your visa application, please inform us at least one week before you submit your application.

If you are enrolled on an internship course as a formal part of your programme (GDHM, GDTM, GDIT, MIT/PGDIT and MBA/PGDBA - internship pathway), you must have wording on your Student Visa confirming that you "may work for practical experience", or apply for a Variation of Conditions.

AIS cannot change Student Visas from other providers to AIS (unless you have completed study as intended on a current Student Visa for another provider), or

Visitor and Work Visas to Student Visas. We cannot renew expired visas of any type and limited purpose visas, process variations for a change of programme upon arrival, or issue Post-Study Work Visas for AIS graduates - these applications must be made directly to Immigration New Zealand. Please see the Online Visa Officer for further advice.

### 3.3 Insurance

All international students are required by Immigration New Zealand to have appropriate medical/travel insurance cover for the full length of their Student/Working Holiday/Visitor Visa period as a condition of the visa, and must confirm their insurance cover at the beginning of each semester. If you are an international student and you do not provide evidence of medical/travel insurance, you will be invoiced for the required cover. If insurance cover has not been purchased through AIS, details of alternative, compliant cover must be confirmed at the time of arrival/orientation. For a list of alternative approved insurance policies that are acceptable, please refer to [www.ais.ac.nz/study/insurance](http://www.ais.ac.nz/study/insurance).

AIS recommends the "International Student Insurance" policy from Southern Cross Travel Insurance (SCTI) which includes cover for contents (possessions) while in New Zealand, in addition to medical and travel cover. We also offer a Uni-Care Travel and Medical Insurance policy.

Please see Registry, or refer to [www.scti.co.nz](http://www.scti.co.nz) or [www.uni-care.org](http://www.uni-care.org), or the 24-hour SCTI helpline 0800 800 571, for full details of coverage of the policies. Note that premium refunds are not normally permitted after the first 10 working days of the coverage period. You can update to a family policy to cover a spouse and children that are currently in New Zealand, if required.

If you change to a Post-Study Work Visa before your Student Visa expires, you can still claim up to the end of the coverage period paid for, and extend the insurance cover with SCTI for the period of your Post-Study Work Visa, under a "Visiting New Zealand" policy. Coverage extensions can be arranged directly through SCTI as soon as a Post-Study Work Visa has been issued.

### 3.4 Work Eligibility

If you are an international student enrolled in an eligible qualification, you may work part-time up to 20 hours per week. Eligible qualifications are our diploma and degree programmes at Level 5 and above, and English language programmes of 14 weeks plus. If you are enrolled in a programme of one-year and longer, you are also permitted to work full-time during the summer holidays and other semester breaks, including from qualification completion to Student Visa end date. This does not mean that you can reduce your workload to less than full-time study to accommodate work hours. A full-time study load is considered to be at least 40 hours per week. If you are electing to work part-time for 20 hours per week, you must have the self-discipline to cope with working a total of 60 hours per week.

A three-year Post-Study Work Visa (Open) is available if you have graduated with a bachelor degree or a qualification at Level 8 or 9 (excluding the Postgraduate Certificate in Business Administration). A one-year Post-Study Work Visa (Open) is available if you have graduated with a Level 5 and Level 6 diploma (two year's study), or a graduate diploma at Level 7. Please see the Online Visa Office for details.

For a guide to working while studying in New Zealand as an international student, refer to [www.nzstudywork.immigration.govt.nz](http://www.nzstudywork.immigration.govt.nz).

## **4. DOMESTIC STUDENTS**

### **4.1 Student Loans and Allowances**

To receive information and application forms, contact StudyLink on:

Freephone: 0800 88 99 00, or  
Freefax: 0800 88 33 88, or  
Websites: **[www.studylink.govt.nz](http://www.studylink.govt.nz)**  
**[www.studentloans.studylink.govt.nz](http://www.studentloans.studylink.govt.nz)**

The StudyLink Contact Centre is open from 8.00am to 5.00pm Monday to Friday.

Please see Student Support for any assistance with completing applications. Please ensure your applications are sent to StudyLink well before the start date of your programme, and that loan contracts are signed and returned to StudyLink promptly. Payments of student allowances are only made from the date of approval if received after the programme start date.

Use MyStudyLink to check the status of your application, or submit queries through the 'Ask a Question' service at **[www.studylink.govt.nz](http://www.studylink.govt.nz)**.

You must complete and return to StudyLink the Statement of Satisfactory Progress forms sent to you, or allowance payments will stop automatically. AIS must advise StudyLink if you have poor attendance or you withdraw from study.

If you are a permanent resident, there is a three-year stand-down before you can access a student loan or allowance. You are required to pass at least half of your previous study and have good attendance to retain access to loans and allowances. The student allowance is not available for postgraduate study (Levels 8 and 9).

## 5. STUDENT LIFE

### 5.1 Alumni Association

You will receive automatic membership of the AIS Alumni Association after completing your studies. Please ensure that we have your correct forwarding address so that we can keep in touch. Contact [aisalumni@ais.ac.nz](mailto:aisalumni@ais.ac.nz) with updates and enquiries.

An AIS China Alumni Committee organises an annual reunion in China. The reunions are normally held in a different city each year. For further information, contact the chair of the committee, Wilson Zhang, at [aiszhang1972@163.com](mailto:aiszhang1972@163.com).

A range of AIS alumni merchandise is available to order online through the AIS website (Alumni Shop tab).

### 5.2 Sports and Recreation

Regular sports and recreation activities, including indoor soccer, table tennis, basketball, badminton and boxing, are organised after class hours. All activities are dependent upon demand, and are normally held at the Asquith Campus.

A fee is payable for some of the activities offered. Please check campus noticeboards for sports and recreation activity details, contact Security staff for more information, or email [sport@ais.ac.nz](mailto:sport@ais.ac.nz).

Auckland Adventures Ltd is a company offering guided tours and activities, and their posters and leaflets are located in reception foyers. Tours can include activities such as white water rafting, horse riding, bungee jumping, sky diving, jet boat rides, kayaking, diving, fishing, swimming, and sightseeing and nature walks. To make a booking, visit [www.aucklandadventures.co.nz](http://www.aucklandadventures.co.nz) or see posters for details.

### 5.3 Student Code of Conduct

It is expected that your conduct will be based on the following principles:

(i) Respect towards fellow students

You are expected to be courteous and respectful to your peers and make a conscious effort to contribute to the sense of 'community' at AIS. The AIS community aims to provide a supportive learning environment which is free from harassment or discrimination on the grounds of any of the following:

- Ethnicity, race or nationality;
- Gender;
- Religious belief;
- Political philosophy;
- Marital status;
- Disability;
- Age; or
- Sexual orientation.

(ii) Respect towards staff of the institute

You are expected to be courteous and respectful to your lecturers and other staff of the institute, and recognise their authority to act on behalf of the institute in the implementation of this code in general, and in the performance of their responsibilities in particular.

(iii) Respect towards the property of others

You may not unlawfully take the property of other students, staff or the institute; nor may you treat the property of others in such a manner as to damage it in any way.

(iv) Integrity

You are expected to be honest in your statements to staff of the institute, in writing examinations, and in presenting assignments for assessment.

You may only use the computing facilities at the institute for the authorised purpose for which they are intended.

To avoid any conflict of interest, you are not permitted to act as an agent for other institutions.

It is not appropriate to give gifts to teaching staff as these may be construed as bribes.

(v) Safety

You may not act in a manner which jeopardises the health or safety of any other person.

(vi) Industry

You are expected to always try to give your best effort, and work hard to achieve your academic goals.

(vii) Institutional pride

You are considered as our brand ambassador and should not act in a manner which may bring disrepute on the institute.

## 5.4 Student Council, Students' Associations and Clubs

### AIS Student Council

The AIS Student Council represents student body interests in the development of cross-cultural, extracurricular social activities, and enables you to have a voice in projects and issues of concern. The council comprises up to 14 voluntary students who are elected for a one-year term. The elections occur in Semester 1 each year, after which one member is elected to act as president of the council. If you are interested in involvement in the student council, email ***studentcouncil@ais.ac.nz*** or approach the Student Support Manager.

Current members of the AIS Student Council are:

Reva Rattan	President
Sina Fololina Taufui	Vice-President
Sunil Raj Sukumaran	Event Coordinator
Tushar Kandari	Event Coordinator
Amarjot	
Shiyeon Kim	
Lydia Qi Liu	

AIS students' associations and clubs represent student groups. They are run by student committees who organise social functions and events for students. You are welcome to participate. Contact details are:

### Chinese Students' Association

President t.b.a.

### Pasifika Students' Association

President	Heleine Lolita Fisiiahi	heleinefisiiahi@gmail.com
Vice-President	Alisi Fifita	fifitaalisii@gmail.com
Treasurer	Moana Tei	tapuaki98@gmail.com
Assistant Treasurer	Ana Manu	atava.manu@gmail.com
Secretary	Joseph Kioa	josephkioa@gmail.com

### AIS Leadership Group

AIS Leadership Group members are selected to represent AIS in a leadership role involving networking and advisory opportunities, creating a student voice, presentations to senior management, providing feedback and reviews on professional consultations, and leadership projects.

Successful candidates for this voluntary role must have completed a minimum of three months' study at AIS at Level 7 or above, must satisfy AIS and Immigration New Zealand requirements for attendance, and must demonstrate leadership

qualities. Please contact the Student Careers Centre if you are interested in joining.

#### International Student Ambassadors

The International Student Ambassador (ISA) Group comprises young people who work together with the New Zealand Police. An ISA's role is to show leadership, share and distribute information with their fellow students and school, report updates of their actions and feedback from students and their school, including the reporting of crime. Members attend monthly ISA meetings with the police at the Auckland Police Headquarters to keep up to date with current crime trends. Please contact the Student Careers Centre if you are interested in applying for this role.

Our current International Student Ambassadors are:

Digna Soni                                      di00249@ess.ais.ac.nz

Richard Perillo                                ripe93@ess.ais.ac.nz

Other networks available include:

KEA New Zealand - a global network that helps New Zealanders living offshore to connect with home and with one another, enabling them to share and leverage global experience, knowledge and opportunities. This network is now open to current students and alumni - sign up at [www.keanewzealand.com](http://www.keanewzealand.com) and download the app.

INAKL International Student Network - for access to events and activities in Auckland. Sign up at [www.aucklandnz.com/INAKL](http://www.aucklandnz.com/INAKL).

## **5.5 Student Discipline**

AIS policies provide rules relating to your conduct on campus (and other facilities used by the institute in the conduct of its operations) in order that the rights of all individuals to enjoy their time on campus and their opportunities to achieve their aspirations at AIS are preserved. Some serious offences, such as physical violence or assault, theft, drug violations, gambling, under-age drinking, violation of I.T. security systems and some driving offences, are the province of public law enforcement and the New Zealand judicial system. Additionally, such breaches of the law may give rise to disciplinary action by the institute and may also constitute sufficient grounds for revocation of a Student or Visitor Visa by Immigration New Zealand, resulting in expulsion from New Zealand. The institute reserves the right to test you for alcohol or substance use/abuse as required in order to inform relevant authorities and ensure a safe environment for all students and staff. AIS staff are authorised to deal with minor breaches of discipline and may follow a sequential process of: verbal warning, written warning, with a copy placed on your file, and referral to the Student Disciplinary Committee.

#### Demerit System

AIS operates a demerit system whereby you can be awarded a minor demerit or a major demerit depending on the severity of the misbehaviour. Three minor demerit points are equal to one major demerit point. Demerit points are cumulative and you may face expulsion from your studies if you accumulate three major demerit points. Demerit points are awarded for breaches of conduct in both personal and academic behaviour.

Illustrations of the types of offence and the penalty incurred follow:

- Failure to return a library book after a reminder notice has been sent by the library (minor demerit point);
- Cheating in an examination (one major demerit point);
- Recruiting AIS students for other schools (two major demerit points);
- Stealing or wilfully damaging AIS property (summary expulsion with no further warning).

### Student Disciplinary Committee

The Student Disciplinary Committee comprises a senior member of staff, a head of programme and a Management Team member. The Student Disciplinary Committee has regard to “due process” in its procedures relating to alleged breaches of institute rules and regulations (refer in particular to Section 5.21 “Examination Instructions”), and to alleged conduct prejudicial to the maintenance of a learning environment that is safe, secure and free from any form of harassment. If you are required to appear before the Student Disciplinary Committee, you will be given adequate notice and may elect to have one or, with approval, more support persons (including a student representative) in attendance. The Committee will consider any supporting evidence and reach its findings in an impartial and equitable manner, and any disciplinary measures imposed shall be fair and reasonable having regard to the circumstances of the case, and in particular to the seriousness of the offence and whether or not it is a first offence.

Disciplinary measures available to the committee include:

- direction to refrain from, or to undertake, specific actions;
- withholding a grade, transcript or certificate;
- a recommendation to the Board of Studies that an awarded grade be cancelled;
- written or verbal warning;
- written or verbal reprimand;
- termination of I.T. access;
- imposition of fines and orders to make payments by way of restitution and/or reparation;
- suspension from attendance at classes;
- exclusion from examinations or assessment activities;
- cancellation of enrolment in a programme or course;
- award of a zero mark for a course assessment;
- suspension from the institute; and/or
- expulsion from the institute.

The institute recognises your right to have an avenue for the redress of complaints and disputes relating to its regulations, rules, and general and academic policies, and to consider alleged violations of human rights and privacy as well as, on appeal, a review of a decision of the Student Disciplinary Committee.

### Review and Appeals Committee

The Review and Appeals Committee comprises: The Chairman or nominee, the CEO/Academic Registrar or nominee, and a member of the Management Team. The Review and Appeals Committee has the right to co-opt one further member who shall be, or has been, a qualified legal practitioner. A request for review or appeal must be made in writing and lodged with the CEO/Academic Registrar. An appeal against a decision of the Student Disciplinary Committee must be made on the prescribed form and lodged within fourteen days of the notice of such decision. The Review and Appeals Committee may hear and determine a review or appeal and present its findings in such manner as it thinks fit and proper, having regard to the principles of natural justice.

## **5.6 Student Feedback**

### (i) Student Evaluations

You will be given course and lecturer evaluation forms to complete during your courses as part of our quality control procedures. Please comment honestly on these forms as any feedback you give will be evaluated systematically and given due consideration. Evaluation forms are confidential and considered by your head of programme, with collated results reviewed by the Board of Studies. You will also receive an annual



Satisfaction Survey (undertaken each November), and a Leaving Questionnaire for comment on facilities and services at the end of your programme.

After completing your studies, you are encouraged to complete an online survey from the Tertiary Education Commission to "Rate My Qualification" at <http://www.myq.co.nz>, to share your study experience with future students.

(ii) Student/Management Forum

The Student/Management Forum comprises the Student Support Manager, CEO, Campus Business Manager, Deputy Registrar, and student representatives from each programme. This forum meets once a semester and provides the opportunity for you to give feedback from your programme on non-academic matters, and for any complaints or comments to be discussed. The scheduled 2020 dates for the meetings are Friday 13 March (Semester 1), Friday 3 July (Semester 2), and Friday 23 October (Semester 3).

(iii) Student/Programme Forum Meetings

Student/Programme Forum meetings between students and academic staff are held by each programme at least once a semester to discuss academic matters.

(iv) Online Feedback

You are welcome to provide online feedback at any time via [www.ais.ac.nz/contact-us/feedback/](http://www.ais.ac.nz/contact-us/feedback/).

## 5.7 Student Grievance Procedures

The philosophy of AIS is to put your interests first and foremost. Accordingly, you are assured that any grievances will be promptly and fairly addressed. There are several means by which you can express grievances.

The institute's policy is focused on resolving grievances as quickly and equitably as possible, while respecting the rights of staff to a fair hearing whenever they are the subject of student complaints.

In the first instance, you will be encouraged to make grievances known directly and openly to the academic staff of the programme in which you are enrolled (through your tutor or lecturer, or head of programme), or through the Student Support office. Staff will refer the matter to the person responsible, and/or the appropriate head of programme for an academic issue, to an appointed Harassment Contact Person for all matters involving harassment, or to the President or Marketing Director for a non-academic issue.

Staff receiving grievances will endeavour to resolve the matters satisfactorily. This may involve explaining the situation, or taking some action to rectify an injustice or inadequate service. If a policy appears to be deficient, staff are able to bring this to the attention of the Academic Board via their representative.

Your means of redress are:

- (a) You may discuss any problems with your tutors/lecturers and/or Student Support staff at any time.
- (b) Written course evaluations and tutor evaluations completed during your studies. These are anonymous, and all feedback is reviewed by the head of programme, and the Academic Board if necessary.

- (c) Through your student representatives on the Student/Management Forum (non-academic matters), and Student/Programme Forum (academic matters).
- (d) Through the Student Council at ***studentcouncil@ais.ac.nz***, or by contacting one of the Student Council representatives (see Section 5.4).
- (e) By making a written comment in the suggestions boxes at reception and the library ("Service Questionnaire" forms are available for this purpose), or via ***www.ais.ac.nz/contact-us/feedback/*** on the AIS website.
- (f) By direct access by appointment with your head of programme, the Marketing Director or the President.
- (g) In writing to the President, Academic Registrar or your head of programme.
- (h) By submitting an appeal against a decision of AIS to the Review and Appeals Committee for reconsideration.
- (i) If you are still not satisfied after dealing with the school authorities, the following external avenues are available:
  - (i) For International students regarding financial or contractual matters:  
iStudent Complaints  
PO Box 2272, Wellington 6140  
Tel: 0800 006 675  
Fax: 04 918 4901  
Website: [www.istudent.org.nz](http://www.istudent.org.nz)  
Email: [complaints@istudent.org.nz](mailto:complaints@istudent.org.nz) using the iStudent Complaints Form available on the website  
Other: [www.facebook.com/istudent.complaints/](http://www.facebook.com/istudent.complaints/)
  - (ii) For English Language Centre students:  
English New Zealand  
PO Box 2577, Shortland Street, Auckland 1140
  - (iii) For all students:
    - a) Quality Commission  
Independent Tertiary Education New Zealand (ITENZ)  
Tel: 021 819 720  
Website: [www.itenz.co.nz](http://www.itenz.co.nz)  
Email: [admin@itenz.co.nz](mailto:admin@itenz.co.nz)
    - b) The Complaints Officer  
Quality Assurance Division  
New Zealand Qualifications Authority  
PO Box 160, Wellington 6140  
Tel: 0800 697 296  
Website: [www.nzqa.govt.nz](http://www.nzqa.govt.nz)  
Email: [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz) using the Complaint Enquiry Form from the NZQA website

## 5.8 Travel Card

If your course is three months full-time or longer, you are entitled to apply for an International Student Identity Card (ISIC) through STA Travel to receive a range of student travel concessions. International Youth Travel Cards (IYTC) are also available if you are aged 30 years or younger. The cards are available for purchase on-line at ***www.statravel.co.nz***.

## 6. ACADEMIC INFORMATION

### 6.1 Academic Board and Board of Studies

These are the academic authorities of the institute, and meet every month. The function of the Academic Board is to oversee the academic operations of the institute, and it is responsible for the approval, moderation and improvement of all academic programmes. All results and qualification completions are approved by the Board of Studies prior to being confirmed to students. The Boards comprise senior academic staff and other nominated faculty. The Academic Board membership also includes a student representative.

### 6.2 Academic Statutes and Regulations

The AIS Academic Statutes and Regulations provide detailed descriptions of academic rules and regulations applicable to each programme. Copies of the regulations for the programme you are enrolled in are available for view in the library and at reception desks.

### 6.3 Copyright

If you use a copy machine or the computer network at AIS, you must observe the limits required by the Copyright Act 1994, except as varied by the appropriate licensing body. Under the institute's copyright license with Copyright Licensing New Zealand which covers physical and electronic materials, up to 10% or a chapter from a book (whichever is greater) can be copied with acknowledgement. Further details are provided on notices located by each copy machine, and upon login to the network. Possession of material copied or downloaded in breach of copyright (for example, illegal copies of textbooks) will result in confiscation of the material or termination of I.T. access and one minor demerit point (see section 5.5 "Student Discipline").

### 6.4 Plagiarism

Plagiarism is using other people's work and ideas without acknowledgement. For example, taking sentences and paragraphs from a book or journal and not saying where you got them from (referencing).

Within AIS, plagiarism is regarded as dishonesty and will be penalised. Marks are only given for your own work and you must not copy from anyone else or allow anyone else to copy your work. The institute utilises plagiarism-detection software, and any work you submit may be checked electronically for plagiarism.

Any source that has been cited in-text must appear in your reference list, and, vice versa, any item in your reference list must be cited in-text.

To help avoid plagiarism, the Avoiding Plagiarism workshop, APA Referencing Skills workshop and Good Referencing Test must be undertaken in diploma and degree programmes before you can submit any assessments.

Different kinds of plagiarism described in the following table:

Type of Plagiarism	Description
1. No references	<ul style="list-style-type: none"><li>• Paraphrasing not referenced.</li><li>• Quotes not referenced.</li><li>• Material translated from another language not referenced.</li></ul>

2. Incorrect referencing	<ul style="list-style-type: none"> <li>• Quotes presented as if they have been paraphrased.</li> <li>• No reference list.</li> <li>• No quotation marks.</li> <li>• Not all quotes or ideas are referenced.</li> </ul>
3. Ghost writing	<ul style="list-style-type: none"> <li>• Another person writes part of or whole assignment.</li> </ul>
4. Copying	<ul style="list-style-type: none"> <li>• Work copied in whole or in part from another student. This includes cases with or without the other student's knowledge.</li> <li>• A student whose work is copied, knowingly or unknowingly, in part or in full, will be deemed to be complicit in plagiarism.</li> </ul>
5. Recycling	<ul style="list-style-type: none"> <li>• Submitting the same assignment, or part of an assignment, more than once, with or without alteration, for the same or another course.</li> <li>• Submitting parts of a previous assignment and not referencing the source.</li> </ul>

In many instances, plagiarism offences will result in an automatic penalty. Penalties include major and minor demerit points, zero marks, fail grades, and a requirement to retake a course (fees payable). Dismissal from further study at AIS is also a possible outcome, especially in cases of repeated offending.

## 6.5 Referencing

The referencing style used at AIS is the American Psychological Association (APA) style. In addition to information on referencing provided in class, additional information is available from the Library or at [www.apastyle.org](http://www.apastyle.org).

The written form of English used in New Zealand is British-based, not American-based, so you should set your computer's spelling and grammar check dictionary language to English (U.K.), or English (New Zealand).

## 6.6 Te Reo Māori

If you wish to submit assignments or undertake examinations using Te Reo Māori, contact your head of programme.

## 6.7 Research

If you are undertaking research as part of your study at AIS, e.g. a research report or dissertation, you must submit a Research Proposal form for approval prior to commencing your research. If the research involves live subjects, for example if you need to interview people to collect data, ethics approval will be required, and a Participant Information Sheet and a Consent Form signed by each participant must be included with your proposal. Please ask your lecturer or supervisor for these forms.

## 6.8 Staff Absence

From time to time, your tutor/lecturer may be away for reasons such as sickness or professional development. A relief tutor or replacement member of staff may be utilised in these cases. Please give any relief teacher your full support.

## 6.9 Trips and Visits

Course trips and visits are planned to give relevant and practical knowledge of the subject matter being studied and are an integral part of the course, as assignments will often be based on the activities. We ask that as representatives of AIS, when you are on visits or have guest speakers, your attire and behaviour is appropriate.

# ATTENDANCE

## 6.10 Absences

It is possible that during your programme you will require time off due to sickness. If you are ill, please leave a message for your tutor/lecturer, or phone reception prior to the start of class. The same arrangement is required if you are going to be late to class for some reason. Sick leave of over two days is required to be supported by a medical certificate. Any applications for leave of absence must be submitted to your head of programme for approval in advance. Medical certificates should be given to your teacher or programme administrator.

Absence from a test or examination, or a delay in submitting an assignment, must be supported by a medical certificate. Failing to provide a medical certificate will mean that you cannot be considered for aegrotat or impaired performance assessment for a final examination (see section 6.14 "Aegrotat Assessment and Impaired Performance").

## 6.11 Attendance

It is your responsibility to ensure full attendance.

Rolls are marked at all classes and tutorials as attendance is a general course requirement. We are required to monitor attendance of international students to ensure that Student Visa conditions are met for immigration purposes. Immigration New Zealand requires 100% attendance and good performance, unless valid documentary evidence is provided to the lecturer or tutor to show the reason for class absence and/or course failure. Valid reasons may include illness, a family member's illness, an emergency, or a bereavement.

You will be sent a warning letter by the institute if your attendance is lapsing, and we reserve the right to contact your parents/guardian/agent to inform them of the situation. Attendance certificates are available on request at the end of a programme only.

If you have continued poor attendance, you may have your Student Visa revoked.

If you are a New Zealand student receiving student loans and/or allowances, full attendance is also a requirement. Poor attendance may result in loss of access to the loans and allowances.

## 6.12 Breaks from Study

It is expected that you will continue your studies until you have successfully completed the qualification enrolled for. If you are an international student, you are not permitted to take a break from your studies without prior permission and approval from the institute. If you believe there is a special or compassionate reason for suspending your studies for a period of time, you must seek approval to do so from your head of programme, rather than just absenting yourself without approval. Where a suspension of studies has been granted, AIS will inform Immigration New Zealand and provide the dates of the approved suspension period, and the expected date of your return to studies. For breaks longer than two weeks in duration, approval from Immigration New Zealand is required before the break commences, otherwise you will be required to apply for a new visa prior to resuming your studies or returning to New Zealand.

If you are studying in the English Language Centre, you must study for 12 weeks before you can request a break from your studies. Please refer to the ELC Break Policy (see section 9.).

AIS will not support a change from a Student Visa to a Visitor's Visa without prior approval having been given.

### **6.13 Punctuality**

It is important to be in class on time. If you are 15 minutes, or more, late to a session, you will be marked as absent, and you may be refused admission to the class until the next appropriate break.

For degree-level classes, most lectures/tutorials start on the hour - please check your timetable. Classes finish or break after 50 minutes. If you are late, you may be refused entry by your lecturer or tutor.

## **EXAMINATIONS**

### **6.14 Aegrotat Assessment and Impaired Performance**

#### Aegrotat Assessment

If you have been prevented by illness or injury from taking a final examination for a course, you may apply for an Aegrotat Pass if the following conditions are satisfied:

- (a) your illness or injury was reported on an Application for Aegrotat or Impaired Performance Assessment form no later than five working days after the date on which the examination took place, or, if more than one examination has been affected, then within five working days of the last of these examinations; and
- (b) you provide a doctor's medical certificate and an AIS Medical Certificate Form signed by a registered medical practitioner with your application form which states:
  - (i) that the practitioner has examined you on a certain date, preferably on the actual day for which consideration is being requested for, or, if this is not possible, the day before or the day after;
  - (ii) that in the practitioner's opinion, your illness or injury at the actual time of the examination in question prevented you from taking the examination; and
  - (iii) gives sufficient detail of the illness or injury to clearly show that you were not responsible for your disability;

Medical certificates will be verified before your application is assessed.

If you are approved for aegrotat assessment and have achieved over 50% in internally-assessed work, but which is not deemed of sufficient standard for an aegrotat pass to be awarded, you may be permitted to re-sit an alternative final examination.

If you are awarded an aegrotat pass, a grade of 'AP' will be shown on your academic transcript. If your application is declined, a grade of 'E' will be awarded. There is no provision for aegrotat assessment for Business Administration six-credit modules.

#### Impaired Performance

If you consider that your performance in a final examination that you attended has been seriously impaired by illness or injury, you may apply for Impaired Performance consideration. The conditions listed above in the Aegrotat Assessment section must be met. You will be granted an amended grade if your work during the course clearly indicates that you were impaired during the final examination.

### 6.15 Communication with Examiners

From the time of the examination until the release of results, you must not communicate with an examiner (i.e. lecturer) in regard to an examination, except through the head of programme or the Academic Registrar. It is also inappropriate for you to communicate with your lecturer after applying for aegrotat or impaired performance assessment, or a re-mark of a final assessment.

### 6.16 Conceded Pass

A conceded pass may be considered when you have failed one course within the final semester of study in an undergraduate degree or related Level 5 to 8 diploma programme, or one course towards the end of the taught component of the PGDIT, MIT, PGDBA or MBA programme, which, if passed, would lead to the completion of a qualification or allow you to proceed to your research report/internship/dissertation. A conceded pass is not available in pre-PGDBA/MBA studies, and may not be transferred to any other qualification. The award of a conceded pass is made by the Board of Studies on the recommendation of the head of programme, and has regard to your overall performance in the course and qualification. There is no application form for a conceded pass.

### 6.17 Examination Instructions

(i) Conduct:

Breaching the examination regulations by dishonest practices will not be tolerated. This may include, but is not limited to:

- having notes in the examination room written on paper, on your hand or on any other part of your body, regardless of whether these are used or not;
- looking at another student's work in the examination room;
- helping another student in the examination room;
- talking to another student in the examination room; and
- having a cell phone, watch or any other electronic device with you in the examination room (put it in your bag or give it to an examination supervisor before the start of the examination).

For any suspected dishonest practices, the examination invigilator will complete an incident report, and the student will be issued with a replacement examination booklet and be permitted to continue the examination pending a decision by the Student Disciplinary Committee. Breaching the regulations attracts severe penalties, including receiving a zero mark for your examination. Repeat offending may result in suspension from AIS.

If you observe an incident during an examination, raise your hand and bring the matter to the attention of the invigilator.

(ii) Identification checks:

You must present your Student ID card at **every** examination. If you are unable to produce this identification, you will be required to remain in the examination room until the end of the examination to enable an identification check to be made.

(iii) Examination commencement:

All examination sessions normally commence with reading time. You may not commence writing your answers or making notes until the lead invigilator has announced that you may do so. To avoid disruption, you will not be admitted later than 30 minutes from the commencement of the examination, and you may not leave the examination in the first hour or in the last 15 minutes.

- (iv) Articles in the examination room:  
You should take as little as possible into the examination room. Identification and writing utensils are usually all that is required. Your course outline and examination paper will detail any other items that may be brought into the room. A few sweets and water in a non-spill bottle (sport drink type) are the only refreshments permitted, and any articles taken into the examination room may be inspected. All other items, bags and books must be left at the back/front of the room. Cell phones, watches and other electronic devices must be switched off and put in your bag or given to the examination invigilator. If a workbook is permitted, any annotations must be minor. e.g. short phrases, highlighting and underlining. No pages (loose or attached) may be added to a workbook.
- (v) Use of audible alarms, electronic calculators and dictionaries:  
Audible alarms must not be used on any device in the examination room. The use of cell phones is prohibited. They must be switched off or left at home.  
Electronic Calculators may only be used in examinations where explicit approval has been given. Calculators will be inspected in the examination room.  
Dictionaries - No electronic dictionaries are permitted. For examinations where printed English dictionaries are permitted, sets will be distributed by the invigilator.

#### **6.18 Photocopies / Scans of Summative Assessments**

You may request photocopies or scans of any of your summative assessments. Applications must be made before the end of the first week of the following semester for semester-based courses, and within 30 days of the notification of results if you are a Business Administration student. Application forms are available from your programme administrator.

#### **6.19 Re-marks / Recounts**

You have the right to appeal examination results. Applications must be made before the end of the first week of the following semester for semester-based courses, and within 30 days of the notification of results if you are a Business Administration student. Application forms are available from reception, and the fee must be paid, and the form submitted, at the cashier's office.

A **re-mark** involves a comprehensive reassessment of your final major assessment (i.e. an examination, assignment or project) in terms of the original marking schedule. The fee for this service is not refundable. Note that the reassessed grade will replace the original grade on your academic transcript.

A **recount** involves checking that the examination marks have been added correctly. The fee for this service is refundable if a mistake has been made by AIS.

#### **6.20 Results Notification and Grades**

Provisional (unofficial) course results are available for you to view in the AIS Portal after your final assessments have been marked. Following this, you will receive an email notification to your AIS student email address to confirm that your final course results have been approved by the Board of Studies.

Academic transcripts are available upon request from St Helens Campus reception. A Request for Official Academic Transcript and/or Qualification Certificate form will need to be completed, and you will normally be able to collect your transcript on the following working day. Note that if you have outstanding fees, these debts must be cleared before any documentation will be released.



The following is a guide to the conversion of percentages to alphabetic grades:

Undergraduate, Graduate and Postgraduate Programmes:

A+	90 to 100		C+	60 to 64	
A	85 to 89	<i>Excellent</i>	C	55 to 59	<i>Pass</i>
A-	80 to 84		C-	50 to 54	
B+	75 to 79		D+	45 to 49	
B	70 to 74	<i>Good</i>	D	40 to 44	<i>Fail</i>
B-	65 to 69		D-	0 to 39	
			D*	<i>Failed to reach the minimum mark for an assessment component</i>	

A grade of D\* indicates that you have a final overall mark of 50 or above, but have failed to reach the minimum passing mark that is required in one or more of the assessment components, and have therefore failed the course.

Pending Grades:

Enr	Enrolled
SD	Student Disciplinary
TBA	To Be Advised (AP/IP)

For Research Report, Internship and Dissertation (BA):

ACC	Accepted
NOT ACC	Not accepted
E	Failure to Complete

Other Final Grades:

AP	Aegrotat Pass
CC	Cross-Credit
CN	To Complete Next Intake
CP	Conceded Pass
E	Failure to Complete
PI	Personal Interest Course
RPL	Recognition of Prior Learning
WD	Withdrawn

For Unit Standards:

C	Competent
NC	Not Competent

## CREDITS

### 6.21

#### **Cross-Credits**

You may apply for credit for courses which have been completed at other institutions. Application fees apply. These are non-refundable and must be paid before the application can be processed. There are no fees for courses included in approved articulation agreements with other providers, or for credit of courses from the New Zealand Diploma in Business. Further information is available from Student Support.

There is no provision for credits in graduate diploma programmes, or in pre-PGDBA/MBA studies.

Cross-credit Application Forms are available from reception and must be submitted to the cashier's office, with the fee if applicable, within the first four weeks of commencing a programme. You must discuss your application with your head of programme before submission, and supply detailed, authorised course outlines and results records, as well as information about the qualification and the awarding institution. Applications received after one month of programme commencement may be declined assessment.

Tuition fees paid for courses credited are held in credit until completion of the programme, for reconciliation upon clearance.

Normally the number of cross-credits is subject to the following limitations:

- (i) three courses at Level 5 and Level 6 diploma level;
- (ii) nine courses at bachelor's degree level (except for the BIT - 12 courses);
- (iii) two Level 7 courses in the Postgraduate Diploma in Information Technology;
- (iv) 12 credits in the Postgraduate Certificate in Business Administration
- (v) 24 credits in the Postgraduate Diploma in Business Administration; and
- (vi) 48 credits in the MBA

For programmes at other institutions where the AIS Academic Board has formally approved the quality assurance systems, this limit may be increased to:

- (i) four courses at Level 5 and Level 6 diploma level;
- (ii) 12 courses at bachelor's degree level (except for the BIT - 14 courses);
- (iii) 30 credits in the Postgraduate Diploma in Business Administration; and
- (iv) 75 credits in the MBA

If you are awarded cross-credits towards a higher qualification and subsequently transfer to a lower-level qualification, you will only be able to count the number of cross-credits allowed for the lower-level qualification.

Note that these arrangements apply if you are being admitted to AIS for the first time. If you are an existing AIS student seeking to study a course at another institution with the intention of seeking a later cross-credit, you must seek prior approval of your head of programme. Failure to do so may result in your cross-credit application being rejected.

Cross-credit applications are forwarded to the Board of Studies for consideration, and you will be notified of the result by letter.

## **6.22 Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is recognition that skills and knowledge acquired outside a formal learning situation can provide credit into a programme when the outcomes of the course match the skill and knowledge level. RPL application forms are available from reception and should be discussed with your head of programme before submission. Evidence of skills and knowledge acquired must accompany the application, and an extra assessment may be required.

## **RECOGNITION OF ACADEMIC ACHIEVEMENT**

### **6.23 Undergraduate / Graduate Academic Scholarships**

A limited number of academic scholarships are available each semester for current AIS students in undergraduate diploma/degree programmes continuing at bachelor degree and diploma/graduate diploma level. Scholarships are awarded on the basis of excellence of all academic results over the prior two semesters in the AIS programme (minimum five courses), and take the form of a reduction in tuition fees for further study in the programme.

There are two levels of academic scholarships:

Excellence Scholarship:	Valued at 15% of tuition fees for the next semester
Merit Scholarship:	Valued at 10% of tuition fees for the next semester

The following grades must be achieved to be considered:

Excellence Scholarship	7.5 GPA
Merit Scholarship	6.5 GPA

Achievement of the required Grade Point Average (GPA) scores does not imply automatic entitlement to a scholarship. Other qualitative factors which may be taken into account include attendance, adherence to examination and institute regulations, and performance in individual courses. Applicants must be currently enrolled by the end of the first week of semester. Academic Scholarship Application Forms are available from reception, and must be submitted before the end of the first week of each semester.

CC grades are excluded from the calculation of GPAs, and are not assessed in determining eligibility for awards.

If you are an undergraduate student who achieved the required GPA in your final two semesters in the programme, recognition will be given by certificate only.

Where fees are owing to StudyLink or AIS, payments will be applied directly to your account balance. In applying for a scholarship, you agree to participate in any promotional activities associated with the event.

#### **6.24 Postgraduate Certificates of Academic Excellence**

Excellent performance in their AIS studies by current and newly completed AIS students in postgraduate programmes (GPA of 6.0 or above) is recognised by the award of certificates and trophies. No application is necessary.

For the Postgraduate Diploma in Information Technology programme, a GPA is assessed over all courses completed in the prior two semesters of full-time study.

For Business Administration programmes, the results are reviewed on the first day of each semester, and a GPA is calculated on the first 10 commenced course grades, and then on the second 10 course grades. Fail grades are included in the calculations with a grade point of zero. Cross-credited courses are excluded from these calculations. Where the GPA calculation results in a GPA of 6.0 or above, a "Certificate of Academic Excellence in Postgraduate Studies" and a trophy are awarded. Where you have already received an award for your first 10 commenced courses and then achieve a GPA of 6.0 or above for your second 10 commenced courses at AIS, a "Certificate of Sustained Academic Excellence in Postgraduate Studies" and a trophy will be awarded.

#### **6.25 Recognition of Academic Achievement Ceremony**

A Recognition of Academic Achievement ceremony is held each semester for the award of all undergraduate/graduate scholarships and postgraduate certificates of academic excellence.

## **7. GUIDELINES - BUSINESS ADMINISTRATION**

The *Master of Business Administration* (MBA) is an internationally recognised qualification that attracts postgraduate students from a broad range of disciplines and provides the knowledge and skills necessary for success in global business.

You are required to select your specialisation and confirm your pathway - Dissertation, Internship or research report - within one month of commencement. The scheduling of specialist courses is subject to minimum student numbers.

If you are enrolled in full-time study, you should complete the requirements for the MBA degree within 18 months of enrolment. If you are enrolled in part-time study, you must complete the requirements within three years. If you are enrolled in the Postgraduate Diploma in Business Administration (PGDBA), you must complete the requirements within 12 months of enrolment full-time, or two years part-time. The maximum duration of study permitted is double the full-time period allowed, unless extended by the Board of Studies on the recommendation of the Director, Business Administration.

Your studies can reflect your prior studies, business experience, personal interests and/or requirements of your sponsoring organisation.

### **Completion Requirements**

If you do not complete your studies within the allotted timeframe, you may apply to the Director, Business Administration, for an extension. If an extension is approved, you will need to pay additional fees of \$100.00 per calendar month for academic support and services and \$27.00 per calendar month for the Student Services Fee.

If you do not have an extension approved within one calendar month of the final date of the time allotted, your programme enrolment will be cancelled and a grade of "E" (Failure to Complete) will be recorded for any studies in which you were enrolled at the time your enrolment lapsed. If you apply and are subsequently readmitted to the programme, you will be required to pay all the fees applicable at the time of readmission for the studies required to complete the programme.

If you are an international student who has become a resident during your studies, you may apply to change your enrolment to part-time.

Most classes are on Saturdays and Sundays, although exceptions are possible, e.g. weekday evening classes. Tests and examinations are mostly on Thursday and Friday evenings.

### **Dissertation**

The Dissertation comprises a substantial piece of research undertaken after gaining knowledge of research methods. Your research is supervised by an academic staff member. It is an individual project in which you apply theory, research findings and methodologies learned from your coursework to a significant problem or process in the chosen specialisation.

The Dissertation consists of a written report and an oral defence. If you pass both the report and defence components, and is graded as "ACCEPTED" or "NOT ACCEPTED", or, if the Dissertation has not been completed by the final due date, a grade of 'E' (Failure to Complete) will be awarded.

You must complete your defence within two months of submission of your Dissertation. If you do not make your defence within this timeframe, you will be deemed to have failed that round of defence. If you fail your defence twice, you will need to gain permission from the Board of Studies for a third attempt. If you have not been granted permission for a third defence, or have failed the third defence, you will fail the Dissertation.

If you fail your Dissertation, you will need to re-enrol and pay re-enrolment fees. Generally you have six months to complete your Dissertation from the date of allocation of a supervisor. You must complete your Dissertation within the stipulated time period or receive a "Failure to Complete" result (E). Extensions will only be given in special circumstances and only when all necessary documentation (medical, proof of adequate progress in the project, etc.) has been provided. The granting of extensions is at the discretion of the Director, Business Administration.

### **Editing of the Dissertation**

Your dissertation should follow a standard academic research structure with clear headings and be at the level of academic English expected of a postgraduate student. AIS requires that your dissertation be professionally edited/proofread. The AIS Dissertation Coordinator has a list of contact people who you can engage to edit/proofread your dissertation. An editor's role is to correct errors in typing such as syntax, grammar and spelling, and formatting, and not to contribute to the written information

### **Internship**

If you are wishing to gain New Zealand work experience while studying, you may be eligible to select an internship with approval from the Director, Business Administration. To commence an internship, you should have successfully completed all the other academic requirements. An internship is compulsory if you were admitted on the basis of having a cognate degree and you have less than two years full-time relevant work experience.

The aim of the internship is to provide you with valuable experience working in a business environment. It will enable you to apply communication, analytical, decision-making and problem-solving skills to real-life problems in an organisation, outside of the classroom.

You will spend a minimum of two months on an internship project (normally comprising 30 hours per week over eight weeks - 240 hours). You will maintain your full-time student status. You will also keep a journal, prepare a written report, and give an oral presentation. You must communicate with your AIS Internship Supervisor on a regular basis during the course of the internship.

You will interact with your sponsoring organisation's workplace manager to address important practical issues during the internship project.

The AIS Student Placement Manager will find a suitable host organisation for you, and the Business Administration Internship Supervisor will guide you through the academic requirements.

### **Research Report (Field Study/Applied Business Research)**

You will spend a minimum of two months on a project, and you will be assessed on a written report and an oral presentation.

After acquiring a knowledge of research methods (a prerequisite course), you will be required to select a project in your specialisation area.

You must engage in ongoing consultation with your AIS Research Supervisor on a regular basis during the course of your project.

### **Editing Your Report**

Your report should follow a standard academic research structure with clear headings and be at the level of academic English expected of a postgraduate student. AIS expects that you will use Studiosity and Grammarly to finalise your report to the required standard, and that your report will be professionally edited/proofread. A list of contact people who you can engage to edit/proofread your report is available. An editor's role is to correct errors in typing such as syntax, grammar and spelling, and formatting, and not to contribute to the written information.

### **Termination of Enrolment**

Your enrolment may be terminated under one or more of the following conditions:

- failing any course twice, unless the Board of Studies approves otherwise;
- as a result of a decision of the Student Disciplinary Committee or the Review and Appeals Committee (established under the institute's Student Discipline regulations);
- as a result of a decision of the Academic Board, on the recommendation of the Board of Studies; and/or
- failure to pay fees prescribed by the institute.

### **Award of Business Administration Qualifications**

The MBA degree or PGDBA will be awarded to you if you satisfy the programme requirements, comply with all institute regulations, pay the prescribed fee, and your completion is approved by the Board of Studies.

For further detailed programme information, please consult the Business Administration Office and/or with the Director, Business Administration.

### **Course Enrolment, Rescheduling and Withdrawal**

Your course enrolments will be confirmed at the commencement of your programme. Once enrolled, you are responsible for attendance at classes, tests and examinations and meeting all assignment due dates. Without formal enrolment in a course, your name will not appear on the class roll and you will not be admitted to the class. The attendance requirement is 100%.

Where circumstances will prevent you from full attendance in a course, you will be rescheduled to a later time. In these instances, you will need to complete a 'Change of BA Course Form', pay any prescribed fee, and submit the form to the Business Administration office. All applications are considered by the Director, Business Administration. Failure to attend a scheduled (or rescheduled) course will result in the award of an 'E' failing grade.

If you wish to withdraw completely from a course, you must also complete a 'Change of BA Course Form' and submit it to the Business Administration office prior to the commencement of the first class.

### **Assessments**

You are required to attend/submit assessments on the dates scheduled. In exceptional circumstances only (e.g. sickness), and at the discretion of the Director, Business Administration, you may be permitted to reschedule an assessment. An assessment rescheduling fee of \$100.00 applies. An 'Application for Rescheduling of Assessment' form must be completed and submitted to the Business Administration Office prior to the date of the examination, and documentary evidence (such as a doctor's certificate) attached. Failure to attend an examination assessment without a valid, documented reason will result in the award of an 'E' failing grade for the course. If you attempt to attend an examination with a different class without permission, you will not be admitted to the examination room.

### **Assignments**

All assignments must be uploaded to the Moodle drop box by 4.00pm on the due date. Assignments submitted after 4.00pm on the submission or extension date will be considered to be late and will be penalised 5% of the total available marks per day (or part of a day) for four days, and will receive a mark of zero after four days. Printed copies of assignments, if required, may be submitted through the Business Administration Office dropbox and must include a completed and signed coversheet.

### **Assignment Extensions**

Assignment due dates are advised well in advance, and extension dates can only be obtained by submitting an 'Assignment Extension Application' form to the Business Administration Office prior to the due date. Extensions are considered by the Director, Business Administration, and will not be approved unless a valid reason (e.g. sickness) has been provided. Extensions cannot be obtained from lecturers or administration staff.

## **Group Assignments**

All group participants are encouraged to evaluate the contribution of other group members using a 'Group Assessment Evaluation' form, and submit these with minutes of their face-to-face meetings to their lecturer.

# **8. GUIDELINES - BUSINESS, HOSPITALITY MANAGEMENT, TOURISM MANAGEMENT, INFORMATION TECHNOLOGY**

## **Course Work**

Final marks for all courses are generally made up of a combination of coursework marks and final examination marks. You must achieve a minimum of 40% in the final examination and an overall mark of 50% to gain a pass grade. Coursework requirements vary for different courses, so you are advised to check requirements carefully in the course outline and with the lecturer.

## **Workshops**

Due to the intensive nature of graduate diploma programmes, compulsory workshops are scheduled in addition to coursework.

## **Assignments**

Most assignments are required to be uploaded to the Moodle drop box by 4.00pm on the due date. Assignments submitted after 4.00pm on the due (or approved extension) date will be considered to be late and will be penalised 5% of the total available marks per day (or part of a day) for four days, and will receive a mark of zero after four days.

To be fair to all students, the due dates for assignments are strictly adhered to. If you require an extension of time, it must be discussed with your lecturer PRIOR to the due date, otherwise the assignment will incur penalties. If you miss assignment deadlines due to illness, you should provide your lecturer with documentary evidence, such as a medical certificate.

Printed copies of assignments may be handed in to reception or provided directly to the course lecturer, and must include a completed and signed coversheet (available from reception). For security reasons, you are advised not to show your assignments to any other students. Assignments will be marked within two weeks of the due date.

## **Late assignments**

Assignments submitted electronically after 4.00pm on the submission or extension date will be considered to be late. Late assignments will be penalised 5% of the total available marks per day (or part of a day) for four days, and will receive a mark of zero after four days.

## **Problems with your studies**

If you are having problems with your studies which you are unable to discuss with your lecturer or with Student Support, then you should make an appointment with the Study Skills Advisor or the head of programme.

You should also inform your lecturer about absences and provide documentary evidence, such as medical certificates, for classes or tests that are missed through illness. Note that tests cannot normally be retaken.

## **Lecturers / Tutors**

Staff have office hours when they are available to help you. Please use this time if you experience any difficulties with your course content, or otherwise make an appointment with your lecturer/tutor. Staff are generally not available outside normal office hours.

## **Texts**

You are expected to read set texts and make your own lecture notes. A set textbook or e-book may be issued for courses enrolled in upon presentation of a current Student ID card. This will not incur any extra charge above and beyond the normal course fees. If you enrol in a course and receive a textbook, and you are subsequently approved to formally withdraw from that course, you may be able to return the textbook and enrol in a new course, for which you will also receive a textbook or e-book. Returning a textbook is only possible if it is still in 'as new' condition. E-books are non-refundable once downloaded. If a textbook cannot be accepted back because of its condition, or an e-book has been downloaded, you will have to pay an additional amount of 50% of the resource fee for the new course.

## **Copyright**

Photocopying over 10% or a chapter from a book (whichever is greater) is against the law. If you are found in possession of an illegally photocopied text, our staff are under instruction to confiscate the text and report it to the head of programme. You will receive a minor demerit point (refer to the section on Student Discipline) on your record and the photocopied text will be destroyed.

## **Project Extensions**

Extensions for Level 7 projects require the approval of the head of programme and may be given up to the end of the third week of the next semester. Any further extensions approved require payment of an academic support fee of \$200.00 per month.

## **Pre-PGDBA / MBA Studies**

Pre-PGDBA/MBA studies in the form of bridging programmes for entry to the PGDBA or MBA programmes can be selected from Business courses. If you are a Pre-PGDBA/MBA student, you must seek advice and approval from the Director of Business Administration Programmes or the Academic Leader - Business before selecting courses.

# **9. GUIDELINES - ENGLISH LANGUAGE CENTRE**

## **Programme Information**

### *English as a Foreign Language*

*General English* classes are held at six levels, from Elementary to Advanced, subject to minimum class sizes. The ELC's own New Zealand-focused textbooks provide the base for all levels, and are supplemented by a variety of additional contemporary resources. You may start on any Monday of the school year, including test weeks.

*Skills English* classes focus on specific language areas (conversation, reading, writing, listening, etc.), with special attention given to your preferences. You will be assessed weekly.

### *English for Academic Purposes*

The 12-week English for Academic Purposes (EAP) course is a lead-in to the New Zealand Certificate in English Language (Academic) (Level 4), and caters to students who have successfully completed Pre-Intermediate level (and above) English (IELTS 4.5 / TEP 40) who are needing to familiarise themselves with the most important areas of academic study. EAP covers basic research skills, academic writing and presentation skills. Successful completion of the course guarantees entry to the New Zealand Certificate in English Language (Academic) (Level 4).

### *New Zealand Certificate in English Language (Academic) (Level 4)*

This 14-week programme is for students who have completed Intermediate level (and above) English (IELTS 5.5 / TEP 48), and who wish to prepare for entry into an



undergraduate or graduate programme of study, or would simply like the challenge of an academic course. It aims to produce independent learners.

Academic listening, writing and reading skills are practised and extended. There is also a strong focus on research and presentation skills. You will be continuously assessed, both formally and informally, which fosters sound study habits.

#### *New Zealand Certificate in English Language (Academic) (Level 5)*

This 14-week programme is for students who have completed Upper Intermediate level (and above) English (IELTS 6.0 / TEP 52), and who wish to prepare for postgraduate study, or would simply like the challenge of an academic course.

#### *IELTS Preparation*

This 12-week course is for students who have achieved an Intermediate level of English language proficiency. Entry to the IELTS programme is at the discretion of the IELTS Coordinator. Class size is limited to a maximum of 15 students. To qualify for entry, a placement test is taken prior to commencement.

The course is divided into two modules - General and Skills, with 25 hours of class time per week. During General sessions (three hours), you will be trained in interpreting and answering IELTS question types. The Skills sessions (two hours) will be topic-based, covering topic areas most often found in IELTS examinations, especially health, social issues, technology, education and the environment.

#### **Course Commencement Times and Location**

English Language Centre courses are held at the St Helens Campus. Programme dates are printed on the AIS Student Calendar, and classes are currently run in one stream at the following times:

9.00am - 12.00 noon - General English  
(with a 20-minute break period from 10.20am to 10.40am)

*[30-minute break period]*

12.30pm - 2.10pm - Skills English

Full-time: 23 hours and 20 minutes per week

Part-time (am): 15 hours per week

Please note that class times are subject to change.

#### **Teaching Methods**

In keeping with international research and practices, AIS uses the communicative approach in all lessons. Initially, you may find this immersion a little different to your earlier experiences, but within a short time the effectiveness of the approach will be appreciated.

#### **English Language Centre Orientation**

You will meet with the senior management and Student Support for a welcome and introduction to the institute on your first Monday morning. You will then be given an initial placement test, and then interviewed individually by the head of programme and staff of the English Language Centre. Student Support will provide an orientation tour of the campus and explain how the institute operates. If it becomes apparent that you have not demonstrated your true ability, in either the placement test or the interview, the head of programme may change your placement level in the first week.

#### **Policies**

The English Language Centre has a very dedicated, well-qualified and experienced staff. The head of programme is responsible for staff appointments and ensures that the very best available staff are appointed to the institute.

Staff are entitled to curriculum development leave, as well as professional development leave. This means that from time-to-time, relieving tutors are appointed. Your tutor will inform your class if they are going to be absent and explain why. It is the institute's policy that staff deployment be determined and managed by the President and the head of programme. Generally, staff are allocated to a class for at least 12 weeks, but should the need arise, staff may be requested to take a new class.

It is the policy of the institute for General and Skills English classes not to exceed 15 students, and to average 13-14 students. Academic classes may have up to 20 students in keeping with the tertiary nature of these preparation courses.

Eating and drinking are not permitted in the classrooms. You will be discouraged from talking in your native language in the classroom.

Homework is set on a regular basis and may vary from written exercises to oral activities. You are advised to spend some time on a daily basis working on areas of weakness or difficulty. The library has a range of self-study material for this purpose. You may also purchase an AIS self-study booklet from the cashier's office.

Trips and visits are sometimes planned to coincide with the lessons being taught. Your tutor will always explain the reason(s) for the trip or visit, and will provide you with a variety of follow-up activities.

### **Appointments**

The head of programme is generally available for student interviews from 1.00pm to 1.30pm, and after school from 3.30pm to 4.30pm - you should make an appointment in advance.

### **Testing and Promotions**

If you are enrolled in General English classes, you will be tested every six weeks. The tests take 60 to 180 minutes to complete, and are normally held on a Wednesday morning. The assessments cover reading, writing, speaking, listening, vocabulary and grammar. You can prepare for these tests by reviewing the language items you have been taught. If test results and classroom performance are satisfactory, you may be promoted to the next level. If you progress very quickly, you may be promoted to the next level before the six-weekly test. Such a promotion is based solely on the recommendation of the head of programme.

As there are no General or Skills English classes scheduled on test days, an early shuttle van service to the city is provided at 12.00 noon. The shuttle van departs from outside the Sales and Marketing office.

### **Attendance Requirements**

To qualify for, and receive, the certificate appropriate to the level attained, you must attend not less than 80% of your classes in any given week, and attend not less than 90% of your classes over the course of study.

If you do not attend classes - or arrive late - you will not be given any special assistance to make up the tuition you have lost, unless you produce a medical certificate or contact the institute by telephone indicating that your absence was due to illness or some other emergency. Out of consideration for other students, tutors may decline admission if you arrive more than 15 minutes late for the class, and may mark you as absent.

If you are an international student, you are required by Immigration New Zealand to have 100% attendance, unless a medical certificate is supplied.

If you are absent for more than four weeks, you will be treated as having withdrawn from your studies. Your name will then be removed from the class rolls.

A Certificate of Attendance is given at the end of the course only - a fee of \$20.00 applies.

### **Break Policy**

If you are studying in the English Language Centre, you can apply for a one-week "break" from your English studies at the end of each 12 weeks of study. There is no break allowed during the first 12 weeks of English studies. In practice, if you are studying for over 24 weeks, the ELC Break Policy allows you to take either a one week "break" after the first 12 weeks, or to take a two-week "break" after 24 weeks, and so on.

To apply for a break, you will need to complete a Withdrawal/Programme Change Request Form. Special cases outside this policy will be considered on a case-by-case basis without precedent, and you will need to supply evidence to support your special case.

### **Language Laboratory**

Language laboratories are located in rooms M316 and M425 at the St Helens Campus, and are used by English Language classes.

### **AIS Test of English Proficiency (TEP)**

An AIS Test of English Proficiency is available if you are a current or future student and need to provide evidence of your English abilities for entry to AIS ELC programmes, or if you are a domestic student requiring evidence of your English level for entry to AIS tertiary programmes.

The first three components of the TEP (listening, reading and writing) are normally held at 4.00pm on Wednesdays at the St Helens Campus. If you score sufficiently highly in these three components, you will be contacted with time and venue information for a final speaking component.

If you score 10 or more in each section of the test, you are eligible for up to two further attempts within a 12-week period. If you score less than 10 in any section, you are not eligible for another attempt within a 12-week period.

To register for the TEP, or for further information, contact the ELC Administrator. You must provide a passport, driving licence or AIS Student ID card when registering for the TEP.

A TEP Preparation Book and CD for practice are available. Please see the Supplementary Fees List at the end of this handbook for costs.

## 10. GRADUATION

### 10.1 Graduation

#### English Language Students

Informal graduation ceremonies in class are held every Friday for English Language Centre students (excluding NZCEL students), when certificates are handed out. A Clearance Form must be completed before you can receive your certificate. If you cannot attend the last day of your English classes, contact the ELC Administrator in room A120 to arrange to collect your certificate, or to have it posted to you.

#### Undergraduate/Postgraduate Students

A formal graduation ceremony will be held on Monday 21 September 2020. If you have successfully completed a programme of study at Level 5 or above during the preceding 12-month period, you will be eligible to attend the ceremony. Appropriate academic dress is worn, for which a hireage fee is payable. The wearing of national dress is encouraged.

To formally graduate, you must complete a Clearance Form at the completion of your studies, and submit an "Application to Graduate" form. The application form will be available from June 2020 from reception counters and the AIS website ([www.ais.ac.nz/for-students/graduation/](http://www.ais.ac.nz/for-students/graduation/)). Please visit the website for further information on the graduation ceremony.

We will endeavour to contact you by email if you are eligible to attend the ceremony. However, it is your responsibility to apply to attend before the advertised deadline. Attending the graduation ceremony for which you are eligible is a once-only opportunity. You will not be able to attend a later ceremony.

The ceremony includes the presentation of special awards and prizes to degree graduates who have excelled academically, and to graduates who have shown particular merit or distinction in their studies at AIS. Sponsored awards for various categories are also presented to high achieving graduates.

Note that if you change your name while enrolled at AIS and wish to have your new name recorded on your qualification certificate, you will need to provide suitable documentary evidence (i.e. new passport, marriage certificate, or court document) to Registry not less than three weeks prior to completing your studies. AIS cannot provide a replacement certificate reflecting a new name after you have graduated.

### 10.2 Student Clearance Form

This form must be completed at the end of your qualification in order for you to receive your academic transcript and certificate. Clearance is also required before you can attend the graduation ceremony. Clearances are required from the library, Accounts Department, your head of programme and Student Support. Information Technology students must also obtain laptop clearance from the ICT Department. Forms are available from reception, and must be returned to reception for final clearance. A leaving questionnaire is attached to the clearance form which must also be completed.

## 11. HEALTH, SAFETY AND WELFARE

### 11.1 Code of Practice

AIS has agreed to observe and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016 which is administered by the New Zealand Qualifications Authority (NZQA).

The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students to ensure that:

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

The full Code is available at [www.ais.ac.nz/about-ais/general-information/](http://www.ais.ac.nz/about-ais/general-information/).

Hard copies in Arabic, Chinese, German, Hindi, Japanese, Korean, Portuguese, Spanish, Thai, Vietnamese and English are available at the Student Support office, and can be downloaded from the above link. AIS applies the same standards to domestic students and international students.

Some important areas required under the Code are that:

- your physical address, type of accommodation and Auckland contact details, and contact details of your parents/next-of-kin, are kept up to date;
- if an international student, you have a valid Student Visa to enrol and you remain compliant with your visa at all times, and that if your enrolment is terminated, this is immediately reported to Immigration New Zealand;
- if an international student, a copy of your passport and Student Visa are held on file, and that you notify AIS of any change to your immigration status;
- your fees paid in advance are held in an independent trust account;
- your fees are protected throughout the programme through drawdown in arrears from the trust account;
- a 24-hour emergency contact number is available: 021-616 282 (AIS Security), or 0800 788 392 extension 639;
- you receive copies of all contract documentation, e.g. application forms, offer and confirmation of enrolment, invoice and receipt;
- you understand the terms of enrolment and entry criteria, including English language requirements, and the regulations for withdrawal, refund and termination of enrolment;
- you are aware of the processes available for providing feedback on any concerns or making a complaint;
- you have the opportunity to provide feedback on your agent and homestays;
- you receive complete information at orientation about living in New Zealand, e.g. medical services, student health and safety, driving regulations and licencing requirements, pedestrian safety, and tenancy rights;
- policies are followed covering the responsibilities of all parties involved in hosting educational group students;

- if you use homestay accommodation, that this is police vetted, and is re-inspected every six months if you are under 18 years of age, and annually if you are aged 18 years and over;
- you have an individual interview in the first three weeks of your enrolment at AIS with Student Support staff to support your settlement;
- if you are under 18 years of age, you have individual counselling meetings with Student Support every three months, with reports provided to your parents;
- you are provided with support to maintain course and attendance requirements;
- staff are familiar with the Code and are able to support you as required;
- your recruitment agent or consultant is familiar with and operates under the provisions of the Code;
- if an international student, or educational group student, you have valid medical and travel insurance; and
- compliance with the Code is internally and externally reviewed annually.

The designated person for pastoral care and accommodation is the Student Support Manager, Carmi Thurlby. The Academic Registrar, Richard Smith, has overall responsibility for Code compliance.

Further details about AIS services, facilities and policies, which cover the above areas, are contained in this Student Handbook.

## 11.2 Contact Details

We need to know where you are living in Auckland while you undertake your studies. If you change your home address, telephone number or email address, please fill out a Change of Personal Details Form at reception. It is a requirement of your enrolment that your full contact details in Auckland, and for your family/next-of-kin in your home town, are always kept up-to-date in the case of any emergency.

If you are from China, you are required to register online with the education section of the Chinese Embassy on arrival in New Zealand. The registration system allows you to share your contact details with the embassy in case of an emergency, and for endorsement of your qualification on completion. Visit [www.chinanz-education.org](http://www.chinanz-education.org) to register.

If you are from India, you are encouraged to register with the Consular Grievances Management System (MADAD) of the Government of India so that assistance can be provided if required. Visit the following link to the MADAD portal to register: <https://portal1.madad.gov.in/AppConsular/welcomeLink/>.

## 11.3 Emergency Contact Number: 021-616-282 or 0800 788 392 ext. 639

A 24-hour, seven days per week emergency contact number is available. This number is monitored continually by our own on-campus security service.

## 11.4 Evacuation

Evacuation and fire drill procedures are posted on each floor. In an evacuation, you must follow the instructions of the fire warden. Do not use the lifts or linger inside - move outside immediately!

In the event of a fire alarm at the **St Helens Campus**:

Main Block, Round Building and Dormitory: Proceed immediately to the assembly area by the tennis courts and student car park. Do not stand around the fountain area.

Library and Relocatable Village Classrooms: Proceed immediately to the assembly area on the grassed area in front of the library entrance doors.

In the event of a fire alarm at the **Asquith Campus**:

Proceed immediately to the closer of the two assembly areas located in the carpark, as shown on the Emergency Procedures notices.

### **11.5 Harassment**

Harassment is unacceptable. It may be of a sexual, racial or bullying nature, and can take the form of comments, gestures or actions which are significant, repeated and unwelcome. You are required to report any incidences of harassment. Should you feel uncomfortable about any situation, please contact one of the following Harassment Contact Persons:

Eparaima Paratene - Security Team Leader - eparaimap@ais.ac.nz  
Godly John - BA Administrative Officer - godlyj@ais.ac.nz  
Karen Fray - Harassment Coordinator (H.R. Department) - karenf@ais.ac.nz  
Martin Mahler - Deputy Director, Business Administration - martinm@ais.ac.nz  
Massey Tohilima - Security Officer - masseyt@ais.ac.nz  
Mihir Gohil - Market Manager - mihirg@ais.ac.nz  
Ngaire Leota - Homestay Coordinator - ngairel@ais.ac.nz  
Nielu Peau - Security Guard - nielup@ais.ac.nz  
Shaun Kelly - Assistant Head, English Language Centre - shaunk@ais.ac.nz  
Sue Park - Market Manger - suep@ais.ac.nz

### **11.6 Health and Safety**

The institute has comprehensive policies and procedures relating to health and safety. Strategies to ensure that you study and work in a safe and healthy environment include:

- a) controlling campus access - all visitors are required to report to Reception and sign a visitors' register;
- b) identification of staff and students - students and staff are identified by ID cards;
- c) identification and control of physical hazards (slippery surfaces, loose power cables, etc.);
- d) reporting of accidents and incidents involving students or staff;
- e) fire safety procedures and drills and building evacuation plans;
- f) monitoring of student/staff health and procedures for control of infectious diseases;
- g) a Pandemic Action Plan, in line with Ministry of Education guidelines, to protect students and staff from a possible influenza outbreak - see section 11.8 "Pandemic Action Plan";
- h) training of staff as first aid officers and provision of first aid kits;
- i) disclosure of disabilities, impairment or special needs upon enrolment;
- j) procedures for approval of and conduct of class trips, including an assessment of potential risks, and emergency instructions;
- k) harassment awareness campaigns encouraging you to report issues appropriately; and
- l) our own security service on duty 24 hours per day, seven days per week, with video surveillance of common areas in operation at both campuses.

The AIS Health and Safety Committee monitors and follows up relevant areas. You are encouraged to contribute by reporting any health and safety issues to your teacher or Student Support.

### **11.7 Medical**

First-aid kits are provided in the following locations:

St Helens Campus Reception, Sick Bay, Sales and Marketing Office, Business Administration Office, Library, Security Office, Dormitory Office, and in rooms A120 and A126 in the Round Building.

Asquith Campus Reception, Sick Bay, Asquith Café, and the Security Office (Gymnasium).

First aid kits are also provided in AIS passenger vehicles. Please speak with a staff member if you require first aid assistance.

The closest medical clinic to AIS is the St Lukes Accident and Medical Clinic, situated at 52 St Lukes Road, next to the Westfield St Lukes Shopping Centre (phone 09-815 3111). The clinic is open from 8.00am to 8.00pm daily. Opening hours may differ on public holidays. Other services available include physiotherapy, x-rays, dentistry and a pharmacy. In the case of an emergency, dial the Ambulance Service on 111. An after-hours service is available from Auckland Hospital, Park Road, Grafton (telephone 379-7440).

Please also see reception desks for a list of other local medical centres/general practices, or visit [www.yourlocaldoctor.co.nz](http://www.yourlocaldoctor.co.nz).

If you are an international student, in order to claim medical expenses through international student insurance, receipts must be submitted for qualifying medical costs only. You must pay the expenses first, then submit a claim form unless it is for a major surgical procedure. Claims for medical expenses are normally settled within two to three days. The costs for medicines purchased over the counter without a doctor's prescription are not covered.

## **11.8 Pandemic Action Plan**

An influenza pandemic occurs when a new strain of influenza virus emerges, spreading around the world and infecting many people at once. An influenza virus capable of causing a pandemic is one that people have no natural immunity to, can easily spread from person to person, and is a severe disease.

A pandemic could mean that so many people are sick, it will affect workplaces, schools, hospitals and many other services. Some workplaces and schools may close. The Government will ensure there is an appropriate response from all agencies involved, and the Ministry of Health will take the lead in all national health-related matters.

During a pandemic, normal health and other services may not be available for several weeks. You may be asked to care for yourself and others at home. There will be public announcements on television, radio and through other media channels about the pandemic, and information will be provided on what to do and where to go for help.

In order to be able to provide you with all necessary information, you must keep us updated on your contact details (address, phone and mobile numbers, e-mail addresses and contact details of your parents/relatives or caregivers). If a pandemic occurs, AIS will inform you about the situation, and up-to-date information and procedures will be placed on our website. You will be encouraged to familiarise yourself with information regarding hygiene, prevention and how to stay healthy.

## **11.9 Road Safety Awareness**

Please ensure that you familiar with the New Zealand Road Code and road safety in general, whether as a driver, cyclist or pedestrian.



### Licences:

- You must have a legal driving licence to drive in New Zealand.
- You must always carry this licence with you when driving.
- You can drive on an overseas licence and international driving permit for a maximum of 12 months only. If you are in New Zealand for more than 12 months, you must obtain a New Zealand licence, which can also be used as an official ID.
- If your licence is not in English, you must carry a translated copy.

### Fines for not obeying New Zealand's driving laws include:

Driving without a licence.....	\$400.00
Not carrying your licence with you when you are driving .....	\$55.00
Not wearing a safety belt.....	\$150.00
Texting or talking on a handheld mobile phone.....	\$80.00
Speeding .....	\$30.00 to \$630.00
Driving through a red light .....	\$150.00
Driving with no Warrant of Fitness .....	\$200.00
Driving with no Registration.....	\$200.00
Dangerous Driving.....	Three months jail; Fine \$400.00; Loss of licence; Car impoundment and costs.
Drink driving .....	Fine up to \$4,500.00; Loss of licence for up to six months; Imprisonment; Loss of visa.

### Important Messages:

- If you have been drinking, don't drive.
- It is illegal to text or talk on a handheld mobile phone while driving. Use a hands-free speakerphone device instead.
- If you are feeling tired while driving, pull over and rest.
- All vehicle occupants must wear safety belts.
- If you are an international student convicted in New Zealand of minor offences, such as drink-driving, you may not be granted further visas to remain in the country.

### Share the Road:

- Be aware of cyclists and pedestrians on the road. Give them lots of room when passing.
- If you hear or see an emergency vehicle (ambulance, fire engine or police car), move your vehicle to the side of the road to allow them to pass easily.
- If you are a cyclist, obey the road rules. You must also wear a helmet.
- As a pedestrian, cross only where it is safe and use provided crossings. Always make sure cars have stopped, and take special care near intersections. Always use a footpath where provided, rather than risk walking on the road. Where there is no footpath, walk on the road facing oncoming traffic.

### Crashes - if you have an accident:

- Always stop.
- Call 111 immediately for help if someone is hurt.
- If no one is hurt, and it is safe, move your car to the side of the road.
- Write down the other car's registration number, driver's name, address and insurance company.
- If possible, get the name and number of a witness.
- Phone your insurance company within 24 hours. It is best to organise insurance (at the least, third party insurance) when you buy your car.

### 11.10 **Security**

Security staff work 24 hours per day, seven days a week. The Security office is located outside the main foyer at the St Helens Campus.

All common areas at both campuses are under video surveillance.

Your personal security is very important to us. You can contact the Security Officer at any time on 021-616-282, or email to [security@ais.ac.nz](mailto:security@ais.ac.nz) if you have any security concerns. We would also appreciate your co-operation in reporting any suspicious behaviour or equipment faults.

If you need to be walked to your car in the St Helens Campus carpark at night, please contact the Security Officer. They will be happy to help you.

Please do not leave any personal belongings unattended, or leave valuables visible in your locked car. In addition, please make sure to deposit any money in a bank account as soon as you arrive here as a safeguard against theft.

### 11.11 **Smoking, Vaping, Alcohol and Drugs**

All AIS campuses are smoke-free environments. If you are a smoker or vaper, two outdoor areas at the St Helens Campus are available - the paved area between classrooms R108 and R111 at the rear of the campus, and the gazebo behind the trees outside the front of the Main Block building. Designated smoking areas at the Asquith Campus are located outside the gymnasium and outside the Asquith Café.

For health and safety reasons, you are not permitted to smoke or vape inside any campus buildings or in school vehicles. If you are found smoking or vaping on campus, other than in a designated smoking area, you may receive an instant fine.

The consumption of alcohol on campus, unless permitted as part of an approved event, is also prohibited and will result in an instant fine.

Patrols with drug detector dogs are undertaken periodically. If you are found taking or handling illegal drugs on campus, you will be immediately referred to the New Zealand Police.

### 11.12 **Student Counselling**

Student Support staff are available if you need to talk to someone about any problems, whether related to AIS or not. We provide other language support for Chinese, Korean, Japanese, Indonesian, Indian, Pasifika and all other students (please see Appendix ii).

A student counselling service by accredited counsellors from EAPworks is also available, by appointment, for non-academic problems. Counsellors will meet with you either on-campus or offsite as preferred, and can be contacted directly by texting, calling or emailing:

Peta Kingston:	021 265 8039 / <a href="mailto:peta@eapworks.com">peta@eapworks.com</a>
Muriel Castelino:	<a href="mailto:mcastelino@ihug.co.nz">mcastelino@ihug.co.nz</a>
Toll free:	0800 SELFHELP (0800 735 343)

### 11.13 **Student Health and External Counselling/Support Services**

A list of agencies that offer support and guidance for international students in New Zealand is listed below. These services are both free and confidential.

General Issues:

Auckland Migrant Resource Centre .....	<a href="http://www.arms-mrc.org.nz/">www.arms-mrc.org.nz /</a> Phone (09) 625 2440
Planning to Settle in New Zealand .....	<a href="http://www.nzready.immigration.govt.nz">www.nzready.immigration.govt.nz</a> <a href="http://www.newzealandnow.govt.nz">www.newzealandnow.govt.nz</a>
Road Safety.....	<a href="http://www.nzta.govt.nz">www.nzta.govt.nz</a>
Water Safety.....	<a href="http://www.watersafety.org.nz">www.watersafety.org.nz</a>
Budgeting resources .....	<a href="http://www.sorted.org.nz">www.sorted.org.nz</a>
Tenancy Rights .....	<a href="http://www.tenancy.govt.nz/">www.tenancy.govt.nz /</a> For tenancy information, phone 0800 836 262 / For bond information, phone 0800 737 666
Adventure Tourism Safety.....	<a href="http://www.adventuresmart.org.nz">www.adventuresmart.org.nz</a>
EAPworks (counselling and support) .....	<a href="http://www.eapworks.co.nz">www.eapworks.co.nz</a> Phone 0800 735 343
New Zealand Customs Service .....	<a href="http://www.customs.govt.nz/">www.customs.govt.nz /</a> Phone 0800 428 786 / This is a website that advises you about what you can bring into New Zealand or take overseas, and offers general information to travellers
New Zealand Police .....	Emergency phone 111 for fire, police or ambulance / Phone police using 111 in an emergency involving you, your friends, or if you see someone who needs help / Phone 105 for non-emergency calls. You can call this number from your mobile phone or landline (no charge) to report matters such as theft, property damage, shoplifting, lost property, and updates on an existing report / Jessica Phuang/Asian Liaison Officer Phone (09) 302 6421 Mobile 021 192 0935 <a href="mailto:Jessica.phuang@police.govt.nz">Jessica.phuang@police.govt.nz</a> <a href="http://www.police.govt.nz/advice/">www.police.govt.nz/advice/</a>
To record serial numbers of possessions in case of theft .....	<a href="http://www.snap.org.nz">www.snap.org.nz</a>
Victim Support.....	<a href="http://www.victimsupoort.org.nz/">www.victimsupoort.org.nz /</a> Phone 0800 842 846 / Contact Victim Support if you are the victim of a crime and you have already spoken to the police but need more support
Crimestoppers .....	<a href="http://www.crimestoppers-nz.org">www.crimestoppers-nz.org</a> Phone 0800 555 111
(to report crime anonymously)	
Labour Inspectorate .....	Phone 0800 209 020
(workforce exploitation)	

Health Issues:

Your Local Doctor.....	<a href="http://www.yourlocaldoctor.co.nz/">www.yourlocaldoctor.co.nz /</a> If you are unwell, visit your local family doctor
Healthline .....	<a href="http://www.healthline.govt.nz/">www.healthline.govt.nz /</a> Phone 0800 611 116 / For health advice 24/7

St Lukes Community Mental Health Centre (ADHB) .....	Phone (09) 845 0940 / 615 New North Road, Morningside
Waitemata Asian Health Support Service ...	Phone (09) 486 8314
Well Woman's Nursing Service .....	Phone (09) 523 0263
Family Planning.....	www.familyplanning.org.nz / Phone 0800 611 116
Auckland Sexual Health .....	www.ashs.org.nz
Lifeline .....	www.lifeline.co.nz / 24-hour telephone counselling / Phone 0800 543 354 / Call Lifeline if you are having trouble with depression, are worried or stressed
Face 2 Face .....	Phone (09) 909 8750 for appointment
Chinese Lifeline.....	www.chineselifeline.org.nz / Phone 0800 888 880
Asian Mental Health Service .....	www.asianhealthservices.co.nz
Youthline .....	www.youthline.co.nz / Phone 0800 376 633 / Free Txt 234 / Email talk@youthline.co.nz / Remember you can call Youthline if you need to talk to someone about any problem you have in your personal life or if you are feeling lonely, stressed or just need someone to talk to who understands
Rainbow Youth.....	www.ry.org.nz / Phone (09) 376 4155 / Contact Rainbow Youth to get support, support, information and education about being young and homosexual
Problem Gambling (Asian family hotline) ....	Phone 0800 862 342

**Discrimination and Violence Issues:**

Human Rights Complaints.....	Phone (09) 309 0874
Auckland Sexual Abuse Health .....	Phone (09) 623 1700
Shakti Asian Women's Safe House.....	Phone (09) 820 3507
Child, Youth and Family Services .....	Phone 0508 326 459
Sexual Assault.....	www.rpe.co.nz / Visit Rape Prevention Education if you or someone you know has been a victim of sexual assault
Partner or Family Violence .....	www.2shine.org.nz / Phone 0508 744 633 / Call Shine if you have any problems with family violence in your home or with your girlfriend or boyfriend

**Legal Issues:**

Youth Law .....	Phone (09) 309 6967
CAB Language Link (support, advice..... and advocacy in 26 languages)	www.cab.org.nz / Phone (09) 624 2550

**11.14 Students Under 18 Years of Age**

Additional documentation is required for the enrolment of international students under the age of 18, including a Student Under 18 Consent/Indemnity Form, a Parent/Legal Guardian Contact Form, and a quarterly interview form.

In addition, AIS homestay families and designated caregivers who host under-18-year-old students are New Zealand Police vetted (all residents of 18 and over), and six-monthly homestay inspections are undertaken.

The minimum age for individual student admission is 16 years old for English Language and training schemes, and 17 years old for other undergraduate programmes. For international educational group students, the minimum age set by AIS is 14 years old. Approval for individual students under 16, and for group students under 14, may be given by the Director, English Language and Learning Support, on a case by case basis after consideration of the individual family and academic circumstances and the support available.

## **12. CAMPUS FACILITIES AND SERVICES**

### **12.1 Binding and Laminating**

Should you require binding of assignments or research projects, you may purchase coils and acetate covers from the cashier's office at the Accounts Department (St Helens Campus) or Asquith Campus reception. Laminating pouches (A4 or A3 size) are also available for purchase. Hand your documents, coils and covers, or pages and pouches, to the St Helens Campus or Asquith Campus receptionist for binding or laminating. Note that the cashier's office closes at 4.30pm.

These tasks are completed as reception workload permits, and you may need to leave your work for collection at a later time.

### **12.2 Cafeteria**

The St Helens Campus cafeteria is open from 7.30am to approximately 4.00pm, Monday to Friday, and offers coffee, cabinet food and menu items, including hot lunches and a range of snacks and bakery items. Breakfast is available on request. Evening dinner meals are not available.

You may bring your own food to the cafeteria. Microwave ovens are available, and vending machines for snacks and cold drinks are situated in the dining area for times when the cafeteria is closed.

The St Helens Campus cafeteria is closed over the December/January holiday period.

The Asquith Campus cafeteria is generally open from 10.00am to 2.00pm Monday to Friday, and is operated by Mt Albert Grammar School STAR programme and AIS students as a training venue. It is closed during Mt Albert Grammar School term break periods.

### **12.3 Campus Hours**

St Helens Campus buildings are open between the hours of 7.30am and 6.00pm, Monday to Friday. All administrative departments are open from 8.30am to 5.00pm Monday to Friday. The Business Administration office and teaching facilities are also open on most weekends from 8.00am to 5.30pm.

The Asquith Campus is open between 8.30am and 5.00pm Monday to Friday, and is closed on weekends.

Both campuses are closed on public holidays.

### **12.4 Care of the Environment and Facilities**

Please assist us to keep our immediate and wider environment clean and green, and all facilities in good working order for the benefit of everyone. Please dispose of rubbish in the bins provided, and use recycling bins where possible. Do not bring any food or drink into classrooms, computer rooms, or the library. Be aware of the need to save power, and turn off all lights and equipment when not in use. Please report any damaged or faulty equipment to a staff member. If you are found causing malicious damage, you will be required to pay to repair or replace the damaged equipment.

### **12.5 Cashier's Office**

The cashier's office, located at the Accounts Department at the St Helens Campus, receives tuition fee, printing and internet service payments, and sells photocopying cards, telephone cards, stamps, stationery and ELC resource books. The cashier's office is open between the hours of 9.00am to 4.30pm

Monday to Friday. EFTPOS is available for payments and for cash withdrawals of up to \$100.00 per day.

## **12.6 Computer Laboratories**

A computer laboratory in the relocatable village at the St Helens Campus (R104) is available for all students to use 24 hours a day. R104 is open from 8.00am to 10.00pm each day. For access outside of these hours, you must obtain an access swipe tag from the Security Office by surrendering your student ID card. The swipe tag must be returned to the security officer on the same evening it was obtained, when you have finished using the laboratory. Paper for the printer is available from the Business Administration Office during opening hours, or from the security officer after hours.

At the Asquith Campus, AM21 is available for all students as a study laboratory.

No food or drink is permitted in the computer laboratories. Please bring your own storage device. Paper for printing final copies of class assignments is available from your tutor. See section 12.15 "Printing, Copying and Scanning".

## **12.7 Dormitory**

The AIS Dormitory can accommodate 120 residents in single and multi-share rooms. The dormitory office is open Monday to Friday from 8.30am to 5.00pm. Outside of these hours, assistance is provided by the on-duty security officer. An Accommodation Application Form must be completed by intending residents.

The Dormitory Handbook contains all the information relating to this facility, including use of the dormitory kitchen which is open from 5.30am to 11.00pm. A TV recreation area by the kitchen is open 24 hours a day, seven days a week. Two weeks' notice in advance is required to move out of the dormitory. The dormitory is out-of-bounds to non-residents, and all common areas are under video surveillance.

If you are a new dormitory resident, we would suggest that you bring the following cooking equipment in a storage container: a small rice cooker, a small frying pan, two saucepans, a whisk, bowl, tongs, salt and pepper shakers, two plates, a set of cutlery, and a cup or mug.

## **12.8 Gymnasium**

The Asquith Campus gymnasium is generally available for use between 10.00am and 7.00pm, Monday to Friday. Reduced opening hours apply over the December/January period.

You must have your student ID card with you when using the gymnasium.

## **12.9 Homestay Accommodation**

Homestay accommodation offers an excellent opportunity to live in a family environment, practice your English language skills, and experience the New Zealand lifestyle. Homestay rates cover accommodation and two meals (breakfast and dinner) per weekday, and three meals during weekends and on public holidays.

To book a homestay, complete an Accommodation Application Form. An arrangement fee is payable. Two weeks' notice is required to arrange homestay accommodation, and a minimum of one week's written notice must be given prior to departure from a homestay. Payment for the first two weeks of homestay accommodation is not refundable or transferable.

## 12.10

### I.T. Services

A student account username and password will be provided to you by the ICT Department to enable access to the internet within AIS campuses, student email, AIS Moodle (the learning management system) and the AIS Student Portal. Access is subject to compliance with the AIS Student Code of Use of Information Technology Systems, which must be confirmed at the time of application.

#### How to obtain your Student Account:

You may obtain your student account at Registry (St Helens Campus) or the ICT Department at both campuses. You will need to show your student ID card.

#### Expiration of Student Accounts:

Your student account will expire two months after your student ID card expires. For example, if your ID card expires on 1 July 2020, your account will expire on 1 September 2020 and your files will be deleted. It is recommended that you save your files onto your own storage media prior to programme completion.

Once your student account has expired, it cannot be renewed unless you have a current student ID card. You can renew your card at Registry.

#### Student Account Passwords:

Passwords are randomly generated by an Account Management System. For security purposes, we recommend that you change your password every three months.

There are four ways in which you can change your password:

- Press the Ctrl+Alt+Del buttons after you log in on any desktop computer within AIS.
- You can retrieve or recover your password from any computer connected to the internet via the AIS Student Portal login page [<https://portal.ais.ac.nz>] and click 'Forgot username or password'. Type your AIS email address and click the 'Send' button. An email containing your username and password will be sent to your primary email address.
- You may visit Registry at the St Helens Campus, Asquith Campus reception, or the ICT Department to renew and receive a randomly generated password.
- You may send an email to [ithelp@ais.ac.nz](mailto:ithelp@ais.ac.nz) to request a new password. You must include the following information in your message:
  - Your full name
  - Your student ID number
  - Your student account username
  - The expiry date of your student ID card

#### Internet Use:

AIS provides free internet access as part of the Resources Fee. You may access the internet from a variety of devices via a wireless network across both campuses. Wireless access is available 24 hours per day.

Instructions for accessing the AIS wireless network with a personal computer are available from reception at both campuses.

Please note that the reliability of the AIS wireless service cannot be guaranteed, and disruptions may occur from time to time which may be beyond the control of AIS.

#### Student Email:

Your email address is in the following format:

<**StudentUsername**>@[ess.ais.ac.nz](mailto:ess.ais.ac.nz)>.



Check your email account regularly for messages and results from AIS. To access your email account, type <https://portal.ais.ac.nz> in the web browser on a computer either within or outside of AIS, then click the link to 'Office 365' located at the bottom of the webpage.

It is suggested that you set up your AIS email address to auto-forward messages to your personal email address. Please contact the ICT Helpdesk for a set-up guide.

#### Office 365 ProPlus:

You will be assigned Office 365 ProPlus within one week prior to your commencement date. This version of Office will enable you to install the software programs on to your personal devices, and to utilise OneDrive for personal cloud storage up to 1 TB. The cloud storage and software will be disabled as soon as your student account expires.

#### Bring Your Own Device (BYOD):

AIS uses e-books and other electronic methodologies to deliver quality education. Your own device should meet the following minimum standards:

- Laptops - MS Windows 10 operating system in English, 8GB of memory, and Wi-Fi capability.
- Tablets or e-readers - an IOS, Android or MS Windows operating system in English, 8GB (or preferably 16GB) of memory, and Wi-Fi capability.

#### Laptops for Information Technology Students:

If you are enrolled in an Information Technology programme of 120 credits (one year EFT) or greater, your resource fees include MSDNAA software and an *HP ProBook 430* laptop computer. AIS supplies computers on the basis that the total capital cost of the equipment will be recovered from fees paid for these programmes. You are required to maintain sufficient credit in your fees account to meet this cost recovery obligation. A bond of NZ\$200 is charged to cover laptop insurance excess, which is refundable if no claim is made.

#### AIS Student Code of Use of Information Technology Systems:

**In accessing and using the institute's I.T. facilities, you are expected to abide by the following terms and conditions and agree to:**

- Comply with all the various rules and regulations for using any of the institute's I.T. or electronic or telecommunications equipment.
- Keep your password confidential, and to change it when and as requested by AIS I.T. Department staff.
- Keep the space used by your files on the institute's I.T. system to less than 10 megabytes.

#### **Breaches of the Code of Use**

**While you are a student at AIS, you may not:**

- Download from the internet material that is offensive, obscene or violent.
- Download from the internet any copyrighted material including (but not limited to) songs, music, films and videos.
- Use offensive or violent language in your emails.
- Send or forward pornography, violent material or language, or multiple unsolicited emails to anyone.
- Cause any damage to the computers, software, systems and resources or facilities.
- Work with or encourage anyone else to damage or disrupt a computer station or the institute's I.T. facilities in any way.
- Interfere in any way with anyone else's account or computer.

- Carry out, or assist anyone else to carry out, any form of hacking in the institute's I.T. system.
- Alter or amend in any way any of the information kept by the institute.

**As part of this agreement, AIS will:**

- Ensure that all services are made available - where this is reasonably possible.
- Take all reasonable measures to restore the services offered in the event of a systems malfunction as soon as reasonably possible. AIS accepts no consequential loss for the failure of its services, and its liability is limited to the value of the services provided.
- Monitor your use of the I.T. system to ensure on-going compliance with the rules and regulations, and that use is in accordance with the terms and conditions stated above.
- Monitor the system as a whole and take all reasonable precautions to prevent damage of or compromise to the security of the system.

**AIS reserves the right to:**

- Refuse the subscription to any services without necessarily giving a reason for the refusal.
- Terminate any services you have subscribed to if you violate any of the terms and conditions to which you have agreed.
- Change or remove any of the terms and conditions.
- Notify you of any changes by email or other standard means.

**12.11 Mail, Parcels and Faxes**

**Please make arrangements for all your mail and parcels to be sent to your private address only.** For security reasons, the institute cannot receive these items for you unless you are an AIS dormitory resident. If you are a dormitory resident, check with St Helens Campus reception for parcels which can be collected by showing your student ID card. Mail, if uncollected after four weeks, will be returned to sender.

To send mail, post it at a Post Office or New Zealand Post box. The closest Post Office to AIS is located at Westfield St Lukes shopping mall, in St Lukes Road. Stamps may be purchased from the cashier's office.

Faxes may be sent from reception at both AIS campuses. You will need to pay for your fax first at the cashier's office at Asquith Campus reception, and then present your documents and receipt to the receptionist.

**12.12 Messages**

Generally, we are unable to pass individual messages to you. However, in the case of an emergency, every effort will be made to get urgent messages through to you. You may check for messages at reception.

**12.13 Parking**

Student car parking areas are provided at both AIS Campuses. Please see the maps printed in this handbook, and be careful to park only in areas reserved for student parking. Dormitory students only may park in the AIS dormitory car parking area. **Parking in the streets surrounding the St Helens and Asquith campuses is not permitted.**

Unauthorised vehicles parking in reserved staff or dormitory parking areas may be wheel clamped. A parking fine of \$25.00 is payable before a wheel clamp can be removed.

If you wish to leave your vehicle permanently parked on campus for an extended period of time (over 48 hours), you must advise and obtain approval from AIS Security. Otherwise you risk your vehicle being towed away.

Please ensure your car is locked and insured, as parking on campus is at your own risk.

#### **12.14 Prayer Facilities**

Devotional Rooms are located in M424 on Level 4 at the St Helens Campus, and in AM11 at the Asquith Campus, and are open to students of all religions.

There are also many other places of worship in Auckland, including:

##### Islamic:

- Ponsonby Mosque and Islamic Centre - 17 Vermont Street, Ponsonby  
Tel: 378 8200
- Masjid Umar - 185-187 Stoddard Road, Mt Roskill  
Tel: 626 2800
- Senior Citizens' Association Building - Rocket Park, New North Road, Mt Albert (Note: Only open for prayers on Fridays)  
Tel: 815 0700 - Muhammad Ali

##### Buddhist:

- Tsu Ming Temple - 17 Wairakei Street, Greenlane  
Tel: 579 8758
- Fo Guan Shan Temple - 16 Stancombe Road, Flat Bush, Manukau  
Tel: 274 4880

##### Hindu:

- Bhartiya Mandir - 252-254 Balmoral Road, Sandringham  
Tel: 846 2677
- Radha Krishna Mandir - 145 New North Road, Eden Terrace  
Tel: 379-4463

#### **12.15 Printing, Copying and Scanning**

Copiers are available in the library and at the Asquith Campus. Swipe your student ID card through the copier's Copicode unit to use the copier and release your print jobs. The costs for copying are:

A4 black and white	10 cents per page
A4 colour	20 cents per page
A3 black and white	20 cents per page
A3 colour	40 cents per page

A free printing credit of \$5.00 (50 black and white A4 pages) is provided for each course enrolled in at Level 5 and above. Once your credit has been used up, extra credit may be purchased at the cashier's office in \$5.00, \$10.00, \$15.00 or \$20.00 amounts. Any queries regarding your printing credit should be directed to the Accounts Department.

Document scanning is available on all copiers, and is free of charge.

#### **12.16 Reception**

After the Student Handbook, Reception may be your next point of contact for any questions or information. Your enquiry will be responded to as soon as possible, but as it is often a very busy area, we ask for your patience. Reception can provide phone extension and email details if you wish to contact a particular staff member to make an appointment.

Opening Hours - both AIS campuses: 8.30am to 5.00pm Monday to Friday

Reception at the St Helens Campus holds parcels and registered mail for dormitory residents (see section 12.11 “Mail, Parcels and Faxes”).

### **12.17 Shuttle Services**

#### **St Helens Campus ⇄ City**

A free shuttle bus service, operated by Ritchies Coachlines, runs on weekday mornings between the city and the St Helens Campus. The service departs from Customs Street near the corner of Queen Street, in front of the ANZ Bank, at 8.30am.

If the morning bus has not arrived 8.35am, please contact Ritchies Transport on 027 560 0123, or call AIS Security on 021 616 282.

A return service, operated by AIS, departs from the St Helens Campus starting at from 2.00pm up to a final departure at 3.30pm, and will drop students off in Gore Street, near Gore Street Lane.

A weekend shuttle from the St Helens Campus to the Baldwin Avenue Train Station at 5.40pm for the 5.52pm train to the city is available on request at the security office.

No shuttle bus service is offered between the St Helens and Asquith campuses. You should walk between the campuses whenever possible.

### **12.18 Tennis Courts**

The St Helens Campus tennis courts are available for your use. The key to the court gate must be collected from, and returned to, the Security Office. You must supply your own tennis rackets and balls.

### **12.19 Te Whare Whanau Room**

The Te Whare Whanau Room is located in AG4 at the Asquith Campus. Although designed as a common room for Māori and Pacific Island students, it is open to students of all ethnic groups.

## 13. GENERAL INFORMATION

### 13.1 Childcare

Please refer to [www.yellowpages.co.nz](http://www.yellowpages.co.nz) under the 'Child Care and Education' category for information regarding childcare facilities.

### 13.2 Children on Campus

You must not bring children to AIS campuses as a regular part of your childcare arrangements.

In exceptional circumstances only, for instance when childcare arrangements have fallen through, you may seek approval from your teacher to bring your child to campus. Approval may be granted as a short-term measure only, provided that your child is under supervision at all times. Please do not expect other students or staff to take care of your child while on campus. Approval may be withdrawn if the child's presence on campus or in the classroom proves disruptive.

### 13.3 Citizens Advice Bureau

The Citizens Advice Bureau (CAB) service provides impartial and confidential support, information and guidance free to all individuals. Support includes advice on housing, vehicles, disputes, finances, and personal and legal matters. A Justice of the Peace service is available and there are Mandarin interpreters on hand. The CAB is staffed by trained volunteers, and may be of assistance if the information or support you are seeking is not available from Student Support.

The CAB office for the Eden/Mt Albert area is adjacent to the Public Library building at 82 St Lukes Road, Mt Albert, telephone 846-4023 / Mandarin Service telephone 846-9086 / email [cab.mtalb@xtra.co.nz](mailto:cab.mtalb@xtra.co.nz). The bureau is open Monday to Friday 9.00am to 4.00pm.

CAB Language Link provides these services in 26 languages by phone, face-to-face or email. Contact details are (09) 624 2550, [language@cab.org.nz](mailto:language@cab.org.nz) and [www.cab.org.nz](http://www.cab.org.nz).

### 13.4 Electoral Roll

By law, you must enrol as a voter if you are qualified to do so. Enrolment allows you to vote in New Zealand parliamentary, local council and district health board elections, and in national referenda.

You are qualified to enrol if:

- you are 18 years of age or older, **and**
- you are a New Zealand citizen or permanent resident, **and**
- you have lived in New Zealand for one year or more without leaving the country.

Visit [www.elections.org.nz](http://www.elections.org.nz) for further information.

### 13.5 IRD Number

You will require an individual IRD number from the New Zealand Inland Revenue Department in order to open a bank account, work during your studies, or apply for student loans/allowances.

To apply for an IRD number, visit the [www.ird.govt.nz](http://www.ird.govt.nz) website. If you are a New Zealand resident or citizen, download an IR595 form. If you are a non-resident, download an IR742 form. Take the completed form, together with originals and copies of two identification documents (e.g. passport and student ID card) to a New Zealand Post Shop or Automobile Association (AA) Driver Licensing Agent.

If you are a non-resident applying from overseas, send your IR742 form with supporting documents to **[offshore@ird.govt.nz](mailto:offshore@ird.govt.nz)**.

### **13.6 Justice of the Peace (JP) Services**

A JP can witness your signature on a document, certify copies of documents, or complete an affidavit or declaration for you. These services are provided free of charge. You will need to make an appointment. Visit **[www.jpfed.org.nz](http://www.jpfed.org.nz)** to find a local JP. The Eden/Mt Albert Citizens Advice Bureau also provides a JP service (see section 13.3 “Citizens Advice Bureau” for contact details).

AIS has a staff member who is a JP - Dr Ershad Ali. Please see Asquith or St Helens reception to check on the availability of Dr Ali before contacting him for an appointment.

### **13.7 Public Holidays**

AIS is closed on public holidays and has a general closedown of two to three weeks over the Christmas/New Year period. Refer to the AIS calendar for the dates of New Zealand public holidays and other breaks throughout the year.

### **13.8 Public Transport**

AIS encourages the use of public transport to reduce reliance on private motor vehicles. Visit **[www.at.govt.nz](http://www.at.govt.nz)** for information about all Auckland bus, train and ferry services and fares, and for a journey planner.

Auckland train and bus routes are divided into sections called zones. Travelling from Mt Albert to the city is two zones.

It is easy to travel on Auckland buses, trains and ferries with a pre-paid ‘AT HOP’ smart card. A tertiary student concession (discount) is available when purchasing your AT HOP card - visit **[www.athop.co.nz](http://www.athop.co.nz)** to find out more. From 9 February 2020, a two-zone bus or train journey will cost \$3.55 with an AT HOP card, but only \$2.70 if the tertiary student concession is applied. Cash fares are accepted on buses only, and a two-zone cash fare will cost \$5.50.

#### Buses

The public bus service from the central city (Britomart Place) to the vicinity of AIS takes 20-25 minutes. Timetables are available at reception. Bus stops near the campus are located in Great North Road near St Lukes Road (stop 8123 going to the city and stop 8122 coming from the city), and in New North Road near Wairere Avenue (stop 8225 going to the city) and near Alberton Avenue (stop 8222 coming from the city).

Outer LINK (amber) buses are a handy way to get around Auckland’s inner suburbs. The buses travel on a circuit in both directions every 15 minutes from the city (Wellesley Street) through Herne Bay, Westmere, Meola Road, Pt Chevalier, past Unitec, along New North Road to St Lukes (Westfield Shopping Centre), and on through Balmoral, Mt Eden Village, Epsom, Newmarket and Parnell before arriving back at Wellesley Street. The closest bus stops to AIS are in New North Road (stops 8225 and 8222 as noted above).

#### Trains

To travel on Auckland trains, you can use a pre-paid AT HOP card, or purchase a single trip ticket before boarding at a Ticket & Top-Up machine located at the train station. A single trip ticket is only valid for two hours from the time of purchase.

The closest train stop to AIS is the Baldwin Avenue Station (off Rossgrove Terrace), just five minutes’ walk away.

### **13.9 Vehicle Ownership**

Your ownership of a motor vehicle brings with it responsibilities relating to parking (see section 12.13 “Parking”), vehicle insurance, driver licencing and road safety, particularly in neighbouring streets (see section 11.9 “Road Safety Awareness”). Common road courtesies within the community include driving at reduced speeds on smaller residential roads, being aware of all pedestrian traffic, avoiding excessive revving of engines and the use of horns or alarms, and parking in the designated areas on-campus.

## 14. ABOUT AIS

### 14.1 Investment Plan

The Investment Plan, approved by the Tertiary Education Commission, comprises the three-year strategic planning document upon which approval of Student Achievement Component funding for domestic students is given, and is available at [www.ais.ac.nz/about-ais/corporate/](http://www.ais.ac.nz/about-ais/corporate/).

Enrolment of domestic students may be restricted by the Tertiary Education Commission where domestic student enrolments exceed that approved in the Investment Plan.

### 14.2 Strategic Vision

The AIS Strategic Vision defines the special character of the institute and how we contribute to New Zealand's tertiary education system. It covers our commitment to achieving academic excellence and business excellence. The AIS Strategic Vision can be viewed at [www.ais.ac.nz/about-ais/corporate/](http://www.ais.ac.nz/about-ais/corporate/).

### 14.3 Tertiary Education Strategy 2014-2019

This strategy document sets out the government's expectations and priorities for New Zealand's tertiary education system, and is available at [www.minedu.govt.nz/NZEducation/EducationPolicies/TertiaryEducation/PolicyandStrategy.aspx](http://www.minedu.govt.nz/NZEducation/EducationPolicies/TertiaryEducation/PolicyandStrategy.aspx).

It is expected that you will take responsibility for your own performance, choose your courses carefully, ensure you achieve to the best of your ability, and make the most of your learning environment and opportunities (refer page 23 of the Tertiary Education Strategy 2014-19, Ministry of Education and Ministry of Business, Innovation and Employment, March 2014).

### 14.4 Treaty of Waitangi

AIS supports the principle of partnership embodied in the Treaty of Waitangi, which was officially signed on the 6 February 1840. William Hobson, Consul and Lieutenant-Governor representing the Queen of England, was given the responsibility for securing British sovereignty over New Zealand by the negotiation of a treaty between the Māori and the Crown. More than 500 Māori chiefs have their signatures or marks on the Treaty document.

Input into Treaty of Waitangi issues is provided by the Māori and Pacific Islands Committee (MPI Committee), which caters to the special needs of Polynesian students by offering support and assistance with their studies and general welfare during their time at AIS. For further enquiries concerning the MPI Committee, contact the committee chair, Semisi Taumoepeau (Asquith Campus, extension 210 or email [semisi@ais.ac.nz](mailto:semisi@ais.ac.nz)), or any of the committee members through Student Support. The AIS kaumatua (elder), Mr Bill Tangariki, supports the institute in the observance of Māori protocol and customs.

A free booklet entitled "Tihei Mauriora - A Guide to Te Marae Customs, Protocols and the Treaty of Waitangi" is available from the AIS library. The booklet includes the history and meaning of the carved Māori entranceway at the Asquith Campus, which is depicted on its cover.



## APPENDICES

### i) PROGRAMMES OFFERED AT AIS

#### BUSINESS ADMINISTRATION

- **Master of Business Administration [MBA]**  
180 credits including the final stage of a:
  - a six-month Dissertation (after a preparatory study of research methods); **or**
  - a three-month Internship\*; **or**
  - a two-month research report (after a preparatory study of research methods).Four specialisations are offered: International Business, Finance, Marketing, Operations and Logistics.  
\* An Internship may be required of students with limited prior business work experience.
- **Postgraduate Diploma in Business Administration [PGDBA]**  
120 credits which may include, as the final stage, a three-month Internship\* provided that a candidate has an approved tertiary qualification (Level 7 or above) in cognate business disciplines.  
Entry requirements for the PGDBA are the same as for the MBA.  
\* An Internship may be required of students with limited prior business work experience.
- **Postgraduate Certificate in Business Administration [PGCBA]**  
60 credits. This qualification is normally only available as an exit qualification.

#### BUSINESS

- **Graduate Diploma in Business [GDBus]**  
124 credits comprising seven courses at Levels 5 to 7, including three compulsory courses and four elective courses.
- **Bachelor of Business [BBus]**  
360 credits comprising 21 courses (not more than nine courses at Level 5, not less than five courses at Level 7, and at least 15 Business courses), including 10 compulsory courses and 11 elective courses. Three specialisations are offered: Accounting, Management, and Marketing. For the award of the degree with a specialisation, the programme includes 10 compulsory courses, six specialisation courses, and five elective courses.

#### INFORMATION TECHNOLOGY

- **Master of Information Technology (Applied/Research) [BIT]**  
180 credits comprising an internship (26 weeks part-time comprising 15 hours per week - 390 hours) or project pathway, followed by specialised and applied research projects or a research thesis.
- **Postgraduate Diploma in Information Technology [PGDIT]**  
120 credits comprising six or seven courses from one of three specialist topics in Information Systems, Networks and Security, or Software Development. A 26-week part-time internship is available comprising 15 hours per week (390 hours).
- **Graduate Diploma in Information Technology [GDIT]**  
135 credits comprising eight courses from one of three specialist topics in Software Development, Computer Networks or Information Systems.  
A 13-week internship is available in the final semester comprising at least 20 hours per week (260 hours minimum) as an alternative to the Intensive Information Technology Project course (effective from the Semester 1, 2019 intake).
- **Bachelor of Information Technology [BIT]**  
360 credits comprising 23 courses (not more than 10 courses at Level 5 and not less than five courses at Level 7), including 13 compulsory, six specialisation and four elective Information Technology courses. Three specialisations are offered: Computer Networks, Information Systems, and Software Development. An elective IT industry practice of at least 100 hours is available in the final year.

## TOURISM MANAGEMENT

- **Graduate Diploma in Tourism Management [GDTM]**  
*124 credits comprising seven courses at Levels 5 to 7, including four compulsory courses and three elective courses. A 12-week internship is available in the final semester comprising at least 20 hours per week (240 hours minimum), as an alternative to two elective courses.*
- **Bachelor of Tourism Management [BTM]**  
*360 credits comprising 21 courses (not more than nine courses at Level 5 and not less than five courses at Level 7), including 14 compulsory courses and seven elective courses. An elective Tourism industry practice of at least 140 hours is available in the final year.*
- **New Zealand Diploma in Tourism and Travel (Level 6) [NZDTT L6]**  
*120 credits comprising seven compulsory courses (five from Tourism Management and two from Hospitality Management).*
- **New Zealand Diploma in Tourism and Travel (Level 5) [NZDTT L5]**  
*120 credits comprising seven compulsory courses (six from Tourism Management and one from Hospitality Management).*

## HOSPITALITY MANAGEMENT

- **Graduate Diploma in Hospitality Management [GDHM]**  
*124 credits comprising seven courses at Levels 5 to 7, including four compulsory courses and two elective courses. A 12-week internship is available in the final semester comprising at least 20 hours per week (240 hours minimum), as an alternative to two elective courses.*
- **Bachelor of Hospitality Management [BHM]**  
*360 credits comprising 21 courses (not more than nine courses at Level 5 and not less than five courses at Level 7), including 14 compulsory courses and seven elective courses. An elective Hospitality industry practice of at least 140 hours is available in the final year.*
- **New Zealand Diploma in Hospitality Management (Level 6) [NZDHM L6]**  
*121 credits comprising seven compulsory courses (four from Hospitality Management and three from Tourism Management).*
- **New Zealand Diploma in Hospitality Management (Level 5) [NZDHM L5]**  
*122 credits comprising seven compulsory courses (four from Hospitality Management and three from Tourism Management).*
- **New Zealand Certificate in Food and Beverage Service (Café Services) (Level 3) [NZCertF&B L3] \*2**  
*41 credits comprising nine unit standard-based courses over one semester.*

## HOSPITALITY TRAINING SCHEMES

- **Licence Controller Training (LCQ) (Level 4) \*1**  
*A training scheme held on two Saturdays over a two-week period (five credits). This will be of interest to you if you wish to gain a Licence Controller Qualification (LCQ) for work as a duty manager in a licenced hospitality business.*
- **Barista Skills Certificate (Level 3) \*1 \*2**  
*A training scheme held on two days per week over a six-week period (five credits). This certificate offers intensive barista training and work experience in the Asquith Café. The skills acquired will be of interest to you if you wish to apply for work within the hospitality industry.*
- **Food Safety Certificate (Level 3) \*1 \*2**  
*A training scheme held on two days per week over a six-week period. The training takes place in the Asquith Café where you will produce food to sell following basic food safety guidelines in accordance with Auckland Council bylaws. The skills acquired will be of interest if you intend applying for work as a certified food handler in the hospitality industry.*

## ENGLISH LANGUAGE

See section 9. for information on ELC programmes

- **English as a Foreign Language** [Full-time / Part-time]
- **English for Academic Purposes** [EAP]
- **New Zealand Certificate in English Language (Academic) (Level 4)** [NZCEL L4]
- **New Zealand Certificate in English Language (Academic) (Level 5)** [NZCEL L5]
- **IELTS Preparation**

## OTHER PROGRAMMES

- **Certificate of Proficiency** [COP]  
*Up to 60 credits comprising courses at Levels 5 to 8, for a maximum period equivalent to six months of full-time study.*
- **Certificate of Personal Interest** [CPI]  
*This certificate comprises any course or courses offered in any programme for personal interest only. No credits are gained.*
- **Secondary Tertiary Alignment Resource** [STAR]  
*Up to 20 credits comprising unit standard-based courses for secondary school students as a vocational pathway*

\*1 An AIS student discount is offered to all students for the LCQ, Barista Skills and Food Safety certificates.

\*2 Not currently offered.

## ii) STAFF DIRECTORY

The names of staff you will come into contact with most often are:

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### Senior Management:

Chairman	John Wood
President	Dr Julia Hennessy
CEO / Academic Registrar	Richard Smith
Marketing Director	Allen Hsieh

### Programme Administration Staff:

Business Administration:	
- Programme Administration Manager	Vijaya Joshi
- Administrative Officers	Godly John / Ane Moniati
Business/Hospitality/Tourism/Information Technology:	
- Programme Administration Manager	Kar Wen Choe
- Programme Administrators / Asquith Reception	Jennifer Urtula / Sushma Phuyal
English Language Centre	Jarna Schulzeck
Director of Pasifika Studies and Relations	Dr Semisi Taumoepeau
Accountant	Julia Li
Cashier	Huong Tran
Human Resources Manager / Health and Safety Officer / Privacy Officer	Karen Fray
Campus Business Manager	Leang Ly
Learning Hub Manager	Leigh Quadling-Miernik
Study Skills Advisor	Tamendi Pranish
Librarian	Neda Zdravkovic
Student Placement Manager (Acting)	Edwin Paul
I.T. Helpdesk / Technical Support	Lokesh Seethamraju
Senior IT Support Technician	Sridhar Reddy Arepalli
Systems Engineer	Gopi Chagarlamudi

Cafeteria Operator (St Helens Campus)  
St Helens Campus Receptionist

Amanda Liu  
Bonni Brown

**Registry:**

Deputy Registrar  
Online Visa Officer  
Student Services Officer - Registry  
Registry Administration Support

Nukes Quintana  
Lydia Chen  
Cathy Chen  
Amis Tang

**Student Support:**

Student Support Manager  
Careers Centre Coordinator  
Dormitory Manager  
Homestay Coordinator

Carmi Thurlby  
Leah Guttenbeil  
Phai Waenthongkham  
Ngair Leota

**Sales and Marketing:**

Market Managers:

(China) Scarlett Li / Kevin Zhang  
(Korea) Sue Park  
(Japan) Nozomi Ito  
(South East Asia, Middle East and Africa) Djaja Kusno  
(Indian Sub-Continent) Kimberly Chang / Mihir Gohil  
(Domestic and MPI) Malia Uele / Philip Bennett  
(Europe and Latin America) Karolina Cardenas

**Programme Heads:**

Director - Business Administration  
Head of School - Business, Hospitality and Tourism  
Academic Head - Information Technology  
Director - English Language Centre and Learning Support

Prof. Richard Goodall  
Dr Neil Crombie  
Dr Mike Watts  
Terry Leotta

**Academic Leaders:**

Academic Leader - Business  
Academic Leader - Hospitality/Tourism

Dr Leonie Menzies  
(*appointment pending*)

iii) **GLOSSARY OF TERMS AND ABBREVIATIONS**

<b>Term</b>	<b>Meaning</b>
Co-requisite.....	<i>A co-requisite is a course that must be taken concurrently with another course, unless it has already been passed.</i>
Course.....	<i>A course is a unit of teaching. A number of courses comprises a programme of study, which, if passed, leads to the award of a qualification.</i>
Formative Assessment.....	<i>Formative assessments allow your tutor/lecturer to monitor your learning and identify your strengths and weaknesses. The marks for formative assessments do not contribute to the overall mark and grade for a course.</i>
Prerequisite .....	<i>A prerequisite is a course which must be enrolled in and passed before enrolment in another course.</i>
Programme .....	<i>(1) The subject areas within AIS: Business Administration, Business, Tourism Management, Hospitality Management, Information Technology; (2) Short for programme of study, sometimes used interchangeably with qualification.</i>
Qualification .....	<i>The certificate, diploma, bachelor's or master's degree that a student is working towards completing, e.g. NZDTT, GDIT, BBus, PGDBA, MBA.</i>

Restriction ..... *A course enrolment restriction may be applied for various reasons. For instance, where the content is substantially similar to another course enrolled in or already credited to the programme of study, where the prerequisites have not been met, or where a limitation has been imposed on the number of courses that may be enrolled in over a specified period of time due to unsatisfactory academic progress or other factors.*

Summative Assessment..... *Summative assessments are an evaluation of your learning compared against specific learning outcomes. The marks for summative assessments contribute to the overall mark and grade for a course.*

**Abbreviation      Meaning**

AHoP.....	Academic Head of Programme
AP .....	Aegrotat Pass
APA.....	American Psychological Association <i>[The APA style is the referencing style used at AIS]</i>
AT HOP Card .....	<i>An Auckland Transport “hop-on hop-off” electronic fare payment smartcard that holds prepaid funds for bus, train and ferry fares</i>
BYOD .....	Bring Your Own Device
CAE.....	Certificate in Advanced English <i>[A Cambridge University English examination]</i>
CC.....	Cross-credit
COE .....	Certificate of Enrolment
COP .....	Certificate of Proficiency
CPI .....	Certificate of Personal Interest
CRIE.....	Centre for Research in International Education
EAP .....	English for Academic Purposes <i>[A course offered in the AIS English Language Centre]</i>
EAPWorks.....	<i>This organisation is an employee assistance service which also provides counselling to students for non-academic problems</i>
EEdO.....	Equal Education Opportunity
EEO.....	Equal Employment Opportunity
EER.....	External Evaluation and Review <i>[A periodic process of evaluation conducted by NZQA on all non-university TEOs which results in a category ranking of 1 (highly confident) to 4 (not confident)]</i>
ELC .....	English Language Centre
GPA.....	Grade Point Average
GRT.....	Good Referencing Test
IELTS .....	International English Language Testing System
ILMP.....	Individual Learning Management Plan <i>[An ILMP is put in place for each student after one-to-one meetings are held to discuss academic plans, academic progress and other matters]</i>
INZ .....	Immigration New Zealand
IP.....	Impaired Performance
IRD .....	Inland Revenue Department
ISA .....	International Student Ambassador

ISIC .....	International Student Identity Card
ITO .....	Industry Training Organisation <i>[ServiceIQ is the ITO for the New Zealand travel and hospitality sectors]</i>
IYTC .....	International Youth Travel Card
JP .....	Justice of the Peace
LMS .....	Learning Management System
MoE .....	Ministry of Education
NSN .....	National Student Number
NZQA .....	New Zealand Qualifications Authority
OJIE .....	Online Journal of International Education <i>[Published by CRIE]</i>
OOP .....	Offer of Place
PTE .....	Private Training Establishment <i>[AIS is a PTE, meaning it is privately owned]</i>
PToE .....	Pearson Test of English
R&AC .....	Review and Appeals Committee
RPL .....	Recognition of Prior Learning
SCC .....	Student Careers Centre
SCTI .....	Southern Cross Travel Insurance
SDC .....	Student Disciplinary Committee <i>[An AIS committee that handles breaches of the student code of conduct, or academic integrity such as plagiarism and cheating]</i>
SJS .....	Student Job Search <i>[An external on-line employment service]</i>
SMS .....	Student Management System
SSA .....	Study Skills Advisor
SSF .....	Student Services Fee
TEC .....	Tertiary Education Commission
TEO .....	Tertiary Education Organisation <i>[a New Zealand university, polytechnic (including institutes of technology), wananga, private training establishment (PTE) or industry training organisation (ITO)]</i>
TEP .....	Test of English Proficiency <i>[This is an AIS-administered test]</i>
TOEFL iBT .....	Test of English as a Foreign Language - Internet-Based Test
USP .....	Unsatisfactory Academic Progress
VOC .....	Variation of Conditions <i>[A VOC may be applied to a student visa]</i>

iv) **SUPPLEMENTARY FEES LIST** (for domestic and international students)

NZ\$ (including GST)

**REGISTRY:**

Cross-Credit Application .....	\$50.00 per credit for domestic courses \$275.00 per credit for overseas courses (There is no charge for courses included in approved articulation agreements with other providers, or for credit of NZDB courses or unit standards achieved)
Recognition of Prior Learning Application .....	\$300.00 per course \$17.65 per credit for unit standard-based courses, plus additional expenses, e.g. travelling to a work site for observation
Late Payment Fee .....	\$150.00 (from four weeks after programme start)
Late Course Change Fee .....	\$20.00 (There is no charge if change of course made within seven days of commencement of course)
Student ID Card Replacement.....	\$10.00
Original Transcript Re-print.....	\$20.00
Certificate Replacement .....	\$20.00 (only provided with genuine reason for replacement, i.e. original destroyed), plus an extra \$35.00 for overseas despatch
Certificate of Enrolment .....	\$20.00
ELC Certificate of Attendance.....	\$20.00 (provided at end of course only)
Graduation - Academic Dress Hire Fees.....	\$78.00 - Degree graduands \$58.00 - Graduate and Postgraduate graduands \$50.00 - Level 5 and 6 Diploma Graduands \$38.00 - Level 5 Certificate graduands
Graduation - Late Application Fee .....	\$50.00
Academic Dress Hire Fees .....	\$20.00 - Degree hood \$20.00 - Trencher \$38.00 - Gown \$20.00 - Diploma scarf (gold) \$12.00 - Diploma scarf (red)
	Plus a bond of \$50.00 per item
Withdrawal Fee .....	a) Programmes under five weeks - 50% of fees paid within first two days of programme, thereafter non-refundable b) Programmes of five weeks to three months - 25% of fees paid within first five days of programme, thereafter non-refundable

- c) Programmes over three months:
  - (i) International Students - up to 25% of course fees within the first 10 working days of programme start date
  - (ii) Domestic Students - \$500.00 or 10% of course fees (lesser of) up to the end of 7<sup>th</sup> day after programme start date

Provider Direct Student Visa Application .....	\$205.00 (INZ \$170.00 / AIS \$35.00)
Urgent Provider Direct Student Visa Application ( <i>less than two weeks prior to visa expiry date</i> ).....	\$255.00 (INZ \$170.00 / AIS \$85.00)
Manual Student Visa Application .....	\$310.00 or \$275.00 (online and paper-based, and dependent upon whether a \$35.00 IVL is payable)
Post-Study Work Visa .....	\$495.00 (credit card payments only direct to INZ)
Variation of Conditions.....	\$190.00 (credit card payments only direct to INZ)

**ACADEMIC:**

Recount Application .....	\$20.00 per course, refundable if error by AIS
Re-mark Application .....	\$75.00 per course
Hospitality - branded shirts .....	\$30.00
AIS Test of English Proficiency (TEP) .....	\$35.00 for currently enrolled AIS students \$75.00 for non-AIS students
TEP - Re-sit .....	\$25.00 per section
TEP - Preparation Book and CD.....	\$25.00
TEP - Recount Application.....	\$10.00
TEP - Re-mark Application .....	\$15.00
ELC Self-Study Booklet .....	\$8.00
2000 Wordlist Workbook (EAP).....	\$15.00 per six weeks (includes access to online version)
Academic Vocabulary Texts (IELTS) .....	\$15.00 per six weeks (includes access to online version)
ELC Resource Photocopy Fee ( <i>for IELTS Preparation, EAP</i> ).....	\$20.00 per course
English Language Centre Texts ( <i>Master English</i> ).....	\$20.00 per half module (six weeks) ( <i>\$12.00 General English / \$8.00 Skills English</i> )
Replacement Texts for Undergraduate Courses.....	\$130.00 per text (excluding I.T. courses) \$240.00 per text for I.T. courses



Undergraduate Level 7 Project Extension Fee .....	\$200.00 per month (academic support for extensions after the third week of the next semester)
Course/Module Repeat Fee ( <i>for D, D+ and D* fails only</i> ) .....	50% of tuition fee (available once per course/module only)
Course/Module <u>Repeat</u> Resource Fee .....	50% of Resource Fee (where textbook is unchanged)
Course/Module <u>Change</u> Resource Fee .....	50% of Resource Fee (where textbook is non-returnable)
Full BA Course Repeat Fee .....	Dom: \$1,687.50 Tuition / \$250.00 Resource Fee Int: \$2,812.50 Tuition / \$250.00 Resource Fee
Full BA Module Repeat Fee .....	Dom: \$675.00 Tuition / \$100.00 Resource Fee Int: \$1,125.00 Tuition / \$100.00 Resource Fee
MBA Dissertation Repeat Fee .....	Dom: \$6,750.00 Tuition / \$1,000.00 Resource Fee Int: \$11,250.00 Tuition / \$1,000.00 Resource Fee
MBA/PGDBA Internship Repeat Fee ..	Dom: \$3,375.00 Tuition / \$500.00 Resource Fee Int: \$5,625.00 Tuition / \$500.00 Resource Fee
MBA Field Study Repeat Fee .....	Dom: \$2,025.00 Tuition / \$300.00 Resource Fee Int: \$3,375.00 Tuition / \$300.00 Resource Fee
BA Internship Withdrawal Fee .....	\$460.00 (for withdrawal after submission of application)
BA Internship Termination Fee .....	\$230.00 (for termination of internship process by an internship provider)
BA Course Reschedule Fee .....	\$200.00 (for rescheduling a BA course before commencement without a valid reason)
BA Module Reschedule Fee .....	\$50.00 (for second and subsequent rescheduling of a BA module before commencement)
BA Assessment Reschedule Fee .....	\$100.00
MBA / PGDBA Programme Extension Fee .....	\$100.00 per month (academic support where no additional tuition fees are paid), plus \$27.00 per month Student Services Fee
Information Technology Programme Laptop Computer Bond .....	\$200.00

**LIBRARY:**

Overdue Main Collection Items .....	30 cents per item per day, or part thereof
Overdue Restricted Loan Items .....	\$2.00 per day

Overdue Overnight Loan Items.....	\$2.00 per item per day, or part thereof, except during semester examination periods when the fine shall be \$5.00 per item per day, or part thereof overdue
Overdue Desk Loan Items .....	50 cents per each 15 minutes overdue
Administration Fee for Lost or Damaged Items .....	The replacement cost of each item lost or damaged, plus an administrative fee of \$15.00 per item
Recalled Items .....	As advised in the Recall Notice
Failure to Turn Off Cellphone.....	\$10.00 per infringement

**ADMINISTRATION:**

Book Binding.....	\$2.00 per book (includes covers, coil and binding)
Laminating .....	A4 \$1.00 per sheet A3 \$2.00 per sheet
Printing - A4 black and white ( <i>Papercut</i> ).....	\$5.00 for 50 pages \$10.00 for 120 pages \$15.00 for 170 pages \$20.00 for 250 pages
Printing Costs .....	A4 black and white - 10 cents per page A4 colour - 20 cents per page A3 black and white - 20 cents per page A3 colour - 40 cents per page
Faxes - Sending.....	\$1.00 per page within New Zealand \$2.50 per page overseas
Smoking Fine - for smoking on campus grounds ( <i>other than in designated smoking areas</i> ).....	\$25.00
Smoking Fine - for smoking inside any campus building ( <i>including the dormitory</i> ) or AIS vehicle.....	\$50.00
False Fire Alarm Callout Fee ( <i>New Zealand Fire Service</i> ).....	Approximately \$1,000.00
Alcohol Fine - for drinking alcohol on campus ( <i>unless permitted at an approved event</i> ).....	\$50.00
Parking Fine ( <i>wheel unclamping</i> ).....	\$25.00
Stop Payment Fee .....	\$15.00 (for lost or stolen cheque)

**DORMITORY:**

Dormitory Cancellation Fee .....	\$200.00 if cancelled within two weeks of expected check-in
Lost Dormitory Room Key.....	\$25.00
Lost Dormitory Security Tag .....	\$25.00
Change of Room Fee .....	\$50.00 (at discretion of dormitory staff)
Leave of Absence Fee .....	100% of regular dormitory fee
Left Luggage in Dormitory Storage Fee.....	\$2.00 per day
Mini Fridge Hireage Fee .....	\$4.00 per week paid in advance for either: 8-week period \$32.00 (non-refundable/transferable) 12-week period \$48.00 (non-refundable/transferable)
Washing Machine/Dryer.....	\$2.00 each per load
BBQ Hireage Fee .....	\$10.00
Overnight Guests (Parents) .....	Casual rates apply (accommodation only)
Key/Tag Deposit for Guests.....	\$50.00 (refundable on return of key/tag)
Unauthorised Overnight Guest Fine ...	\$50.00

**HOMESTAY:**

Homestay Cancellation Fee.....	100% of arrangement fee if cancelled less than two weeks prior to expected arrival
Subsequent Placement Arrangement Fee .....	\$110.00
Homestay Accommodation Payment Service Fee.....	\$15.00 per week
Homestay Retainer Fee .....	\$200.00 per week
Daily Transfer to School ( <i>drop-off and pick-up</i> ) .....	\$90.00 per week (for five two-way transfers)

v) **ALPHABETICAL INDEX**

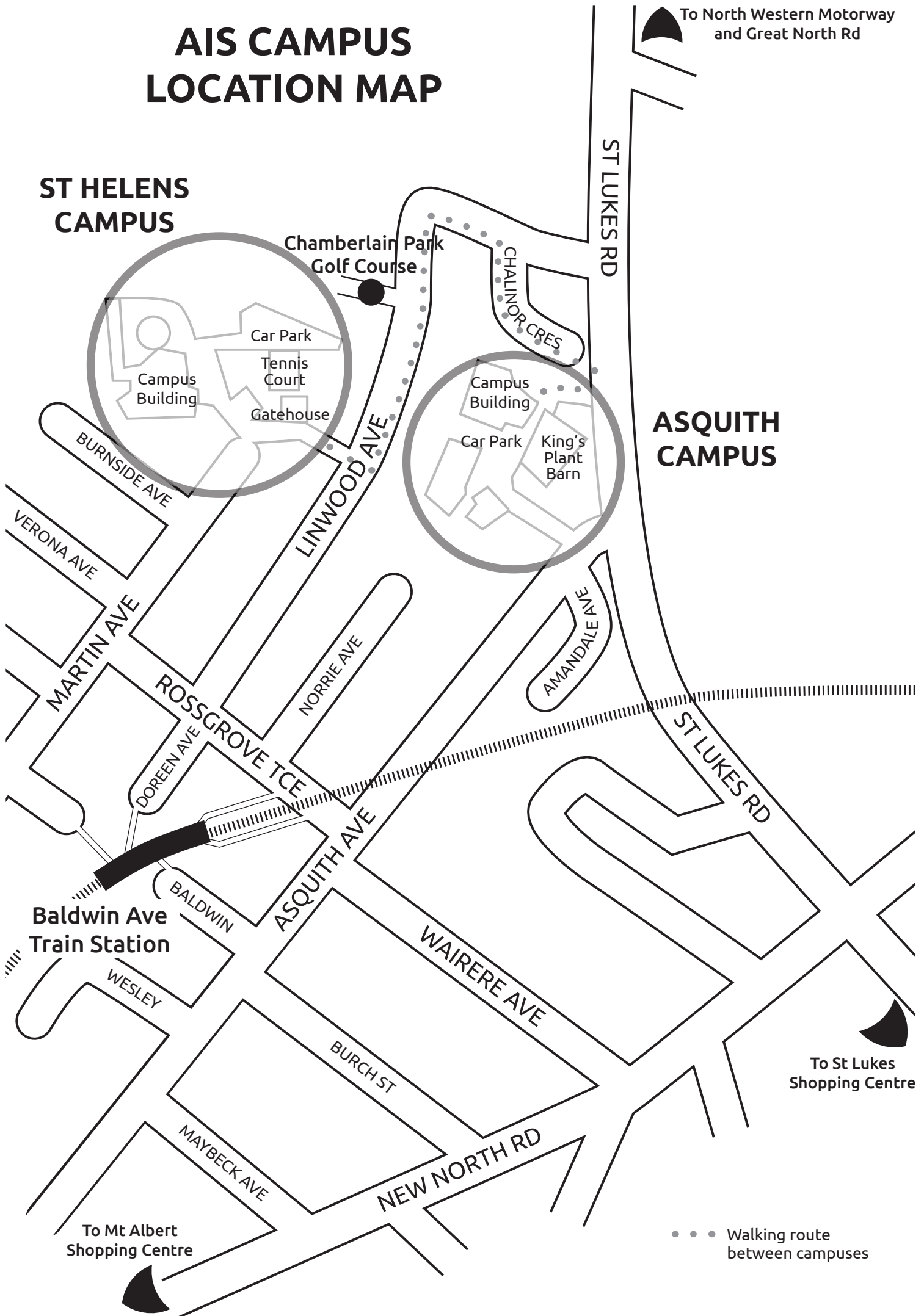
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Work Eligibility .....	18

# AI S CAMPUS LOCATION MAP

## ST HELENS CAMPUS

## ASQUITH CAMPUS

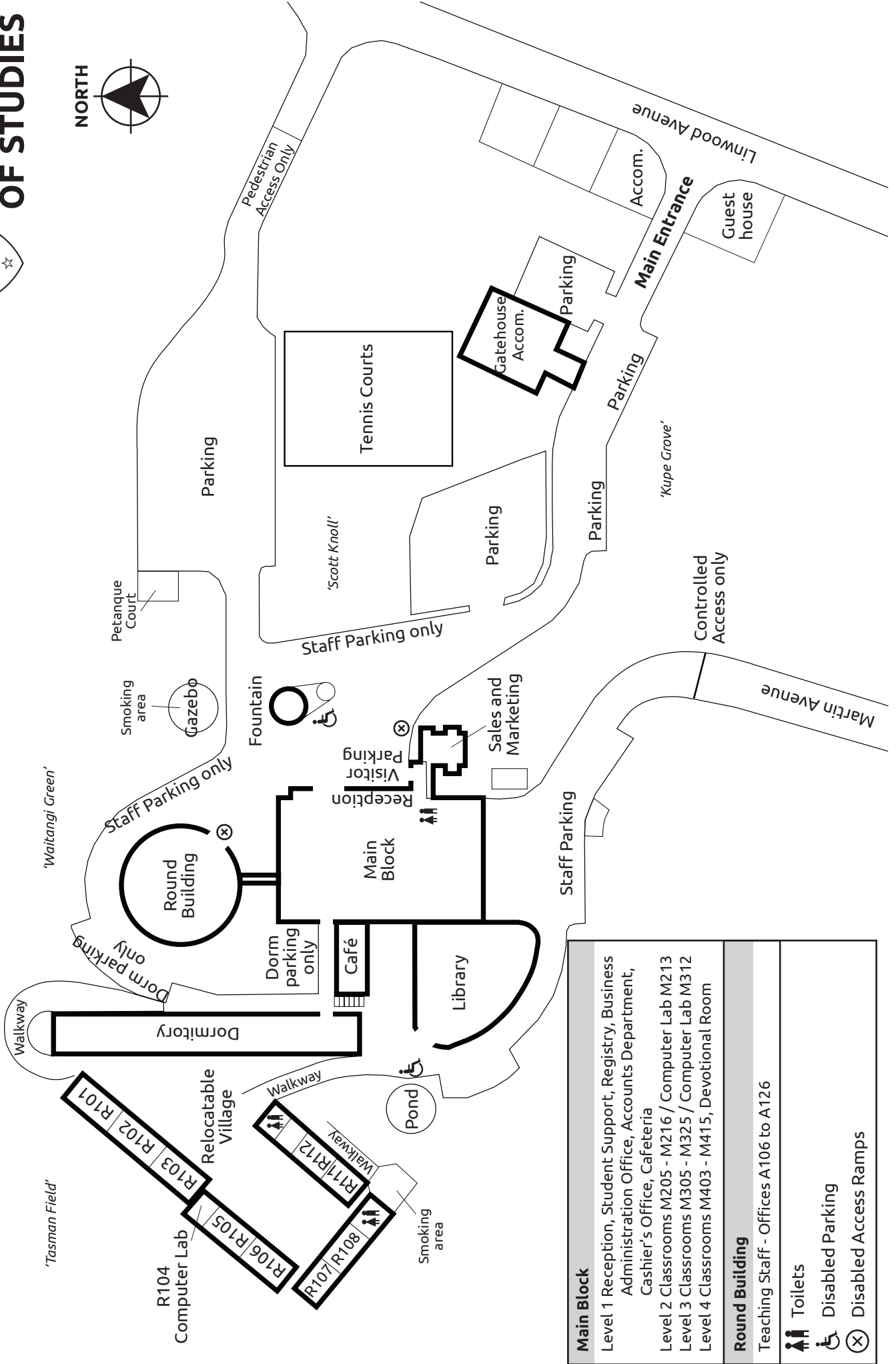


• • • Walking route between campuses



**AUCKLAND  
INSTITUTE  
OF STUDIES**

# ST HELENS CAMPUS



<b>Main Block</b>
Level 1 Reception, Student Support, Registry, Business Administration Office, Accounts Department, Cashier's Office, Cafeteria
Level 2 Classrooms M205 - M216 / Computer Lab M213
Level 3 Classrooms M305 - M325 / Computer Lab M312
Level 4 Classrooms M403 - M415, Devotional Room
<b>Round Building</b>
Teaching Staff - Offices A106 to A126
Toilets
Disabled Parking
Disabled Access Ramps





e-Learning Platform, Student Portal, Student Email Account  
<https://portal.ais.ac.nz>



## **AUCKLAND INSTITUTE OF STUDIES**

Postal Address: PO Box 2995, Auckland 1140

St Helens Campus: 28a Linwood Avenue, Mt Albert, Auckland 1025  
Tel: (09) 815 1717 Fax: (09) 815 1802

Asquith Campus: 120 Asquith Avenue, Mt Albert, Auckland 1025  
Tel: (09) 845 5606 Fax: (09) 845 5609

Email: [enquiry@ais.ac.nz](mailto:enquiry@ais.ac.nz) Internet: [www.AIS.ac.nz](http://www.AIS.ac.nz)

### **24-Hour Emergency Contact Number:**

**021 616 282 or  
0800 788 392 ext. 639**

