

The Cornell Education Group Student Handbook



CORNELL
INSTITUTE OF BUSINESS & TECHNOLOGY



PBRS®

New Zealand's Specialist
Management & Hospitality Institute

Message from the Management Team

Dear Students,

The Cornell Education Group (TCEG) which incorporates the Cornell Institute of Business and Technology (CIBT), the Professional Business and Restaurant School (PBRs) and the Wilkinson's English Language School, is delighted that you have made the decision to study with us. We would like to offer you the warmest welcome.

• Tēnā koutou	Maori	स्वागतम्	Nepal
• Tālofa lava	Samoa	ยินดีต้อนรับ	Thai
• Malo e lelei	Tongan	Được tiếp đãi ân cần	Vietnamese
• ようこそ	Japanese	Kia Orana	Cook Is
• 환영 합니다	Korean	歡迎	China/Cantonese
• 你好	China/Mandarin	Bula	Fiji
• Selamat datang	Indonesian/Malay	Biraemo	Ukraine
• Namaste	Indian	Mabuhay	Philippines
• Bienvenidos	Spanish	স্বাগত	Bangladeshi
• Bem-vindo	Portuguese		
• Здравствуйте	Russian		
• أهلاً وسهلاً	Arabic		

We are very proud at the Cornell Education Group of how well we support our learners. Our service and support are amongst the best there is, and is evidenced by the consistently high satisfaction rates of our students and graduates. We are even more proud of the academic results and achievements of our graduates.

Whether this is your first year with us, or you're returning for a further period of study, we hope that 2017 is a very successful year for you. Our goal is to ensure that your time here will make a significant difference to your options and choices for the future and will provide you with the new skills and knowledge that you need to successfully pursue your goals and aspirations.

Our commitment is to do all that we can to offer you the support that you need to succeed. We have excellent lecturers, and great facilities. We also have very effective student support services that offer academic advice, personal guidance, and normally it can be accessed in your preferred language. Most of our classes are small and offer many opportunities for one-on-one support.

This handbook is intended to be a clear and concise guide for you. It is a quick reference folder and provides key information for you. However, it is a very abbreviated summary of our Quality Management System, Policies and Procedures, and The Education (Pastoral Care of International Students) Code of Practice 2016 to which TCEG is a signatory. A wise student would seek to inform themselves with the details contained in those documents. They contain information regarding your rights and responsibilities as well as ours.

If you have any questions about this Handbook, or the documents upon which it is based, you should consult with your Department. We welcome any questions.

Have a great year at TCEG!

TCEG Management Team

This Student Handbook is TCEG Policy A31 and forms part of our QMS. It links to:

- Cornell Group Quality Management System (QMS)
 - Standard 5 Student Information and Admission to Programs
- New Zealand Qualifications Authority (NZQA) Key Evaluation Questions
 - KEQ 5 How well are learners supported and guided?

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1. About The Cornell Education Group (TCEG)

1.1 Mission Statement

The Cornell Education Group aims to be New Zealand's leading private, high quality, education provider of sustainable professional training, delivered by skilled and qualified lecturers to meet industry, student and community needs.

1.2 Our Goals

We aim to:

- provide high quality education and professional training through courses and programmes that are relevant to the needs of industry and the learner
- support our students in a holistic way to develop themselves personally and professionally to be “work ready” through student centred learning
- offer a Student focussed, culturally safe, supported and connected modern learning environment for all of our learners
- provide the infrastructure, facilities, learner support and environment to assist the student to successfully complete their study
- be a quality contributor to New Zealand's role as an internationally credible provider of effective educational and training provision that is significantly contributing to the New Zealand Economy
- develop strategic relationships that add value to the student's learning experience with outcomes that will assist them with their career and learning pathways
- reinforce the Cornell reputation of being a “Centre of Excellence”
- achieve Category 1 Status for CIBT by the end of 2018

1.3 Our Values

- Professionalism – We act with integrity, always having concern for others in the delivery of the highest level of quality education and training.
- Teamwork – We work together to secure mutually beneficial outcomes for those who we work with.
- Trust – we work in an environment with a high level of Trust and mutual respect.
- Student centred focus – the learner is at the centre of everything we do.
- Educational priority – the main motivator for how we prioritise our actions is Education.
- Commitment – We have a strong commitment to our learners and to the provision of high quality outcomes that lead to employment or further study.
- Service – We have a strong ethos of service aimed at our colleagues, learners, their employers, their communities and to New Zealand.
- Excellence - We strive to deliver the best quality outcomes for our learners and to continuously improve and innovate our support and delivery for them.
- Respect for Diversity – Our learners come from New Zealand, the Pacific and many other cultures around the world. We strive to provide them with the best academic, vocational and pastoral support and to treat them with respect and sensitivity to accommodate their learning, career needs and aspirations.

1.4 Our Teaching Philosophy

The concept of “Ako”, in Te Reo Māori, describes a teaching and learning relationship, the co-creation of collaborative learning. This expresses the essence of TCEG's philosophy of learning and teaching. Good learning takes place when an effective partnership is created between learners and teachers.

Learners and teachers have responsibilities to each other, as well as to themselves. TCEG is committed to offering high quality, lifelong learning opportunities along with flexible and innovative delivery methodology that respects diversity and promotes excellence.

1.5 What You can Expect at TCEG

General Expectations:

- To receive accurate information, before enrolment, about all key aspects of a course including costs
- To be given within the first week of a course starting, subject outlines, subject objectives, term dates, assessment deadlines and weighting, text books needed and examination requirements
- To be taught competently and effectively by trained staff qualified in the relevant field of learning
- To have information available about student support services and which staff members can help in specific areas
- To have access to staff to discuss problems
- To have adequate resources available to support study
- To have access to information about their academic progress. To be given results of assessments. (Under the Official Information Act 1982 and the 1987 Amendments)
- To have complete access to their own student file within a reasonable time
- To have a copy of their academic record on request
- To be free from sexual harassment or coercion by staff or other students
- To have access to information on the appeal process
- To have input into the evaluation of lecturing and course planning where appropriate

From Staff:

- Professional support and guidance
- Up to date lecture content and learning materials
- Fair and reasonable moderated assessments
- Relevant and recent industry experience
- That all private information will be treated as private and confidential.
- Aware of all academic processes, policies and procedures to guide students
- Adherence to all quality standards
- Accessibility for students

Safety:

- To have a safe environment appropriate to the area of learning
- To be given adequate instructions and training for safety in potentially hazardous situations
- To have buildings and fittings maintained in reasonable condition to meet public health and safety standards
- To have safety signs on show in buildings where restrictions apply
- To have safe pedestrian access to buildings

Assessments:

- To have assessments marked and returned within a reasonable time
- To be allowed to ask for reconsideration of an assessment by the lecturer concerned

1.6 Our Locations

Auckland Campus 1 Level 1, 2, 3 and 4 150 Hobson Street Auckland Centre	Auckland Campus 2 Ground Floor, Level 1, 2, 3 and 4 360 Queen Street Auckland Centre	Auckland Campus 3 Level 1 and 2 108 Queens Road Panmure
Tauranga Campus Level 2 46 Spring Street Tauranga	Christchurch Campus Level 1 and 2 257 Lincoln Road, Addington Christchurch	

1.7 Contacts

	CIBT	PBRs	WELS (Christchurch)
Postal Address	PO Box 911144 AMSC Auckland, New Zealand		
Phone	0064 9 367 1010	0800 28 78 36	03-348 6441
Fax	0064 9 367 1020	0064 9 367 1020	03-368 6443
Email	info@cornell.ac.nz	info@pbrs.ac.nz	info@wels.ac.nz
Website	www.cornell.ac.nz	www.pbrs.ac.nz	www.wels.ac.nz

EMERGENCY CONTACTS: 24/7

India /Middle East/Sri Lanka	Jayaraj Arul Samji	021 568 200
China	David Xu	021 883 520
Korea / Thailand / Vietnam	Regina Lee	021 86 1020
Philippines /Russia	Bien Tabo	022 423 1732
Indonesia	Indra Rahman	021 209 4781
Japan	Regina Lee	021 86 1020
Latin America / Brazil	Zaida Hinojosa	021 810 770
New Zealand	Audrey Chung	027 606 8006
Others	Jun Kim	027 524 1840
Tauranga	Monica Kim	027 522 7355

INTERNATIONAL STUDENT SUPPORT STAFF:

Audrey Chung	027 606 8006	audrey@pbrs.ac.nz
Grace Chow	021 388 994	grace.chow@cornell.ac.nz

2. Orientation/Induction

During the first week, orientation takes place. You will expect:

- Warm welcome from all staff and students
- An introduction to your fellow students, members of management, lecturers and all other staff
- An introduction to your chosen program, facilities and the requirements for training
- An explanation of the rules, regulations (including the Education (Pastoral Care of International Students) Code of Practice 2016) and the Health & Safety requirements etc. You will have the opportunity to sign the learning contract to demonstrate your agreement to abide by these. A Student Handbook will be provided.
- For international students, a copy of your passport & student visa and a copy of your medical & travel insurance certificate are required to provide to the school.

3. Important information for International Students

3.1 The Education (Pastoral Care of International Students) Code of Practice 2016 (the Code)

The code is a document that provides a framework for service delivery by educational providers and their agents to international students. The code applies to all education providers in New Zealand with international students enrolled. The code is mandatory to these providers and must be signed by them. CIBT, PBRs all have

agreed to be bound by the Code. Please see Appendix 1 for a summary of the Code. Full copies of the Code are available from the NZQA website at www.nzqa.govt.nz

3.2 Immigration

All international students must hold an appropriate visa or permit for their entire study period. Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz

If your visa lapses, or is not valid for study at TCEG you will need to fix this problem urgently. **You cannot study at TCEG without a valid visa.** A valid visa means a student visa or work visa with a condition for a specific course within any of TCEG schools. You can also study with an interim visa with study conditions. It is your responsibility to keep your visa current.. You are required to supply a new copy of your visa to one of our Administration staff or Student Support staff if there are any changes. All schools at TCEG are required to report to Immigration New Zealand known or suspected breaches of visa conditions by international students and notify Immigration New Zealand of terminations of enrolment. Visa conditions include, but are not limited to:

- Having sufficient funds for maintenance while in New Zealand
- Attending the programme at all times unless there are genuine reasons for any absences and making satisfactory academic progress
- Studying at the place of study specified on the student visa
- Having acceptable insurance for the duration of the student visa
- Working no more than the hours specified on the student visa (For most of Diploma students, you may can work up to 20 hours per week)

3.3 Eligibility for Health Services

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

All international students are required to declare any medical or learning needs before enrolment. Please note that international students are not eligible for special needs funding.

If you need to take any medicine for a long term, please check if the medicine is available in New Zealand. If it is not, you may need to talk with your doctor and find another solution for your needs.

3.4 Accident Insurance

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

3.5 Medical and Travel Insurance

While an international student who enrolled with TCEG for educational instruction of 2 weeks' duration or longer, the student must have appropriate insurance covering—

- (a) the student's travel—
 - (i) to and from New Zealand; and
 - (ii) within New Zealand; and
 - (iii) if the travel is part of the course, outside New Zealand; and
- (b) medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and
- (c) repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
- (d) death of the student, including cover of—
 - (i) travel costs of family members to and from New Zealand; and

- (ii) costs of repatriation or expatriation of the body; and
- (iii) funeral expenses.

TCEG provides medical and travel insurance through a New Zealand insurance company. TCEG has assessed the policies provided by the insurance company. Insurance is compulsory for all international students studying at TCEG and will automatically be charged for unless an alternative insurance compliant with the Code of Practice has already been arranged. Please make sure you have declared all of your medical needs prior to your enrolment. Please be aware that insurance arranged by TCEG will not cover your previous health issues.

With prior notification and forewarning, failing to present the up-to-date and effective insurance policy as an international student or failing to present it before the required date will be seen as deliberate violation to TCEG's rules and regulations. TCEG will exercise its right to suspend or terminate the student's study and report the case to all relevant departments (e.g. Immigration New Zealand). In this case, the individual student will be responsible for all the consequences arise.

3.6 Telephone usage and Messages for Students

Telephones at TCEG are mainly for staff. There is a **50 cent charge per minute** for a local call, and **NZ\$1 per minute** for a mobile call.

Normally, TCEG does not have the facility to take messages for students. Messages may be taken in urgent circumstances.

3.7 Personal Property of Students

TCEG cannot take responsibility for any loss or damage to student property. It is every student's responsibility to ensure that they and their belongings are kept safe. Lockers are available.

3.8 Animals

You are not allowed to bring dogs, pets or other animals onto campus unless you have an animal that helps you manage a disability, such as a guide dog.

3.9 Smoke Free

All TCEG facilities and grounds are smoke free. This includes areas in **proximity to entrances and exits** and it applies to all people on TCEG campuses whether they are enrolled or not.

3.10 Car Parking

There is no facility for student car parking at TCEG. However, there are parking stations, parking buildings and park and display areas close to all campuses and students are able to take advantage of 'early bird' offers. We recommend you search the website "PARKOPEDIA" to find the best suited car park for your needs.

3.11 Visitors and Friends

Visitors and friends are welcome to enter the Institute if you inform the receptionist. If your relatives or guardians want to meet a staff, please make an appointment.

3.12 Student cards

We will take your photograph during the orientation session to make your student ID card. This card allows you to get concessions on public transport and concessions on admission prices to movies and tourist attractions. Replacement cards will cost \$5.00. Student cards must be carried with you at all times.

You may also wish to apply for an 18+ Card (evidence of age). You can get an application form for an 18+ card from <https://www.nzpost.co.nz/sites/default/files/uploads/shared/hospitality-18-form.pdf> or pick one up at a New Zealand Post Shop. The card will cost you NZ\$35. You will need to fill out a statutory declaration and provide certain documents to prove you are over 18 years of age and that you are who you say you are (see the above website).

4. Student Services and Support

There are various means by which students can seek support and guidance at TCEG. These include Academic Guidance, Pastoral Care, Learning Support, Careers Advice and help in securing study-related jobs through iCareer.

Academic Guidance – Students are welcome to consult their lecturers in the first instance if they wish to receive guidance in regard to the program that they are studying.

Pastoral Care – there are two separate avenues to gain this support. TCEG has a dedicated Pastoral Care Team offering front line personal support for students. The team has a strong empathy with Maori and Pasifika learners. Other learners from other language groups can gain frontline support from one of our Marketing Services team members in their own language. In cases where it is established that more professional services are required the Pastoral Care Team will refer the student to specialist support services.

Learning Support – Where it is established that learners need additional support they will have access to a Learning Support Lecturer or to our English Language School.

Accommodation – TCEG provides accommodation arrangements for international students on request but we must have a minimum of 4 weeks' notice. The minimum period of homestay is 4 weeks. A homestay placement fee (\$240, non-refundable) will apply for this service. The homestay fees are (around \$280/wk for over 18 students and \$300/wk for under 18 students). Airport pick up is available on request, and \$100 will be charged for each pick up. All homestay families in TCEG homestay program are carefully selected. Students staying in a homestay are required to exhibit appropriate behaviour. For under 18 students, we will monitor the satisfaction of the Homestay placement regularly. Please check with your Pastoral Care Team for details.

For international students aged over 18 who want to find your own accommodation, you may find general information on renting at <https://www.tenancy.govt.nz>, or find information on quality standards for renting at: <http://www.mbie.govt.nz/info-services/housing-property/tenancy/residential-tenancies-regulations-for-insulation-and-smoke-alarms>. You are also welcome to talk with our Pastoral Care Team and seek more advice.

Careers Advice (iCareer) – Students can consult either the lecturers in the field that they are most interested in, or in some cases, the iCareer staff may also be able to help. iCareer (level 1, 150 Hobson Street) is a specific team at TCEG who provides a wide range of services including:

- Assist you to prepare an individual CV based on skills gained in previous jobs and home country.
- Advise you of job sites where vacancies are advertised, encouraging you to apply, helping you write cover letters, applications etc
- Give one on one advice to you to prepare for an interview by conducting a 'mock' interview and creating a real life scenario to aid readiness
- Advise you on professional mannerism and effective presentation skills
- Arrange for 'work experience' wherever possible to allow you to gain confidence in the workplace
- Counsel and guide you towards your career goals

Computer Access: Access to computers at TCEG is offered between 9:00am – 5:00pm. Printing facilities are available. Wifi access is available in every campus.

Library access TCEG has a student library on site at level 2, 150 Hobson St. The library holds non-prescribed textbooks, other relevant readings, trade and professional magazines and some software.

There are other significant libraries within easy walking distance of the TCEG facilities in Auckland. These are to be found at the University of Auckland and AUT. They have very significant holdings in all fields – TCEG students may use but not borrow from these libraries.

5. Health and Safety

The health and safety for students and staff at TCEG is the responsibility of everyone. TCEG does not have onsite health services. All international students are required to have health insurance that enables them to seek health services during their stay. Domestic students are able to access the public health service or through their family GP. It is recommended that all students at TCEG register with a local practitioner.

TCEG has a Health and Safety Co-ordinator and a Health & Safety Committee. Each campus has a staff member who is nominated as the point of contact for any issues that arise. TCEG acknowledges its duty of care and considers a proactive management of risk to be a major organisational responsibility. As a first step, all staff, students and visitors are required to act in a safe manner, and to notify staff regarding any perceived risk.

TCEG is required to comply with legislation and local body requirements. These include:

- Accident reports and investigation
- Emergency procedures
- Hazard identification, control and monitoring
- Health monitoring
- Safety training
- Contractor safety compliance
- Safe work systems
- Permit use.

5.1 Safety Rules

All persons on Institute premises must observe the following safety rules:

- Do not run around the Institute, only walking is permitted
- Use hand rails when coming up and down the stairs
- You are not allowed to drink alcohol on the premises
- If you spill something you must clean it up immediately

5.2 First Aid

In the case of minor injuries, all campuses have basic first aid kits for treatment. Contact the receptionist. Each site has a qualified first aider. If in doubt please ask your lecturer.

First Aid Procedures

- If you are ill and need to leave class tell your lecturer. They may be able to assist you or guide you.
- If you have an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called
- All incidents and hazards are to be reported to the Operations/Administration Manager

5.3 Display of Evacuation Notices

Notices are displayed in the building explaining the procedures and the exit routes to be followed in an evacuation. In case of emergency such as fire or bomb threat please follow the instructions of your lecturer.

5.4 Smoke-Stop Doors

All self-closing doors to stairs and corridors are “Smoke- stop doors” and they must be kept closed at all times. These doors are strategically located so that smoke and fumes in one area will be largely contained there, thus providing a relatively smoke free means of exit via the stairs on the opposite side.

5.5 Fire Equipment

- You must not use any matches or fire lighting equipment within the premises.
- You must not tamper with fire extinguishers
- You must not activate the fire alarm systems when there is not a fire. If the Fire Service arrives to a false activation you will have to pay a large fine.

5.6 Trial Evacuations

A trial evacuation will take place at least twice per year to ensure that all students are familiar with the procedures to be followed in a real emergency.

During an emergency or fire drill, disabled students in multi-storey buildings will be placed with a ‘buddy’ or care giver in a safe location usually near a stairway landing. The Fire Service will be notified immediately and will carry out a safe evacuation.

5.7 Assembly Points

The evacuation assembly point is:

- 150 Hobson St Outside St Matthews Church, corner of Wellesley and Hobson Streets
- 360 Queen St Corner of Wakefield Street and Mayoral Drive or Corner of Queen Street and Airedale Street
- 108 Queens Rd Car park located in between 134 and 136 Queens road
- Tauranga Campus Red Square Outside Bravo Café

5.8 Emergency Lighting

The stairs, corridors and toilets are equipped with battery operated emergency lights that switch on at the time of an electrical power failure. This emergency lighting is effective for approximately 30 minutes and provides only minimum illumination to stairs and toilets. Wherever the electrical power supply is cut, staff members will direct you to vacate the building.

5.9 The lifts

Lifts are installed in various buildings for student and staff convenience. It is recommended however that using the stairs provides healthy exercise and lift use should be minimised.

During emergencies if you become trapped within the compartment it is equipped with an emergency phone. Instructions on how to operate this phone are posted in the compartment and the correct operation will depend upon whether the fault is an “electricity supply failure” or a “mechanical breakdown”. An electricity supply failure will be evident when the mains lights extinguish and the emergency lights come on. Under these conditions the switchboard operator may call to ascertain whether anyone is trapped. Note that during a power failure, this phone may ring as inward calls to the Institute are made.

If you are trapped in the compartment and the normal lights are still on, the switchboard operator will be unaware of the breakdown and you may need to use the phone to summon aid.

The lift is also equipped with a seismic sensor switch that will stop the lift immediately an earthquake reaches a predetermined magnitude.

Do not attempt to use the lift during an emergency evacuation. When the fire alarms are triggered it automatically travels to the ground floor and will not respond to a call.

5.10 Evacuation Procedure

- Proceed in an orderly manner to the nearest exit - walk, don't run
- Follow Building and Floor Wardens' instructions
- Do not use lifts
- Go to your designated assembly areas
- Do not re-enter the buildings until the all clear is given

5.11 Emergency procedures

The following procedures are to be followed in the case of an emergency.

Fire and Explosion

- Sound alarm.
- Initiate site emergency evacuation procedure.
- Call fire service (111).

Serious Injury

- If machinery is involved, stop the machinery.
- Call for assistance.
- Call ambulance (111).
- Give appropriate first aid and comfort the person.
- Do not put others or yourself in unnecessary danger.

Bomb Threat

- Stay calm. Listen carefully to caller. Write down all that is said, ask where the bomb is located.
- Call police (111).
- Act according to the advice of the police.
- If advised by police, instigate emergency evacuation plan.

Earthquake

- Keep calm – allow time to think.
- Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.
- Watch for falling debris and other overhead objects.
- Do not attempt to run outside.
- Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc
- After the earthquake, check anyone who suffered injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

Electrocution

- Switch off the power supply.
- Follow "serious injury" procedure referred to above.

Robbery

- Co-operate with the robber.
- Take no personal risks.
- Observe (person's features, height, build, clothing etc).
- Call the police (111).

5.12 Hazard

"Hazard" means an activity, arrangement, circumstance, event, occurrence, phenomenon, process, situation, or substance (whether arising or caused within or outside a place of work) that is an actual or potential cause or

source of harm. In effect a hazard can be interpreted as anything that can cause harm in terms of human injury or ill health, damage to property, damage to the environment or a combination of all these.

If you notice anything around any TCEG campuses which you think that could be a hazard, **Please inform your tutor, the Group Academic Manager or OSH representatives immediately.**

Contacts:

Health and Safety Officer: Johnnie (021-793 600)

5.13 Harassment

All Departments at TCEG consist of diverse group of people from many different backgrounds and cultures. Harassment of any type (sexual, racial or bullying, etc) is unlawful and will not be tolerated at TCEG under any circumstances. If any behaviour or attitudes of another person, staff or student is unwanted, unacceptable or offensive to you, it may be harassment. If you feel the behaviour is based on another's race, sex, sexual orientation or religious beliefs, then it may be discriminatory and constitute harassment.

If you believe that you are the victim of harassment or discrimination, it is important that you discuss this with your teacher/tutor, or Pastoral Care Officer. We will treat your issues confidentially and assist you wherever possible.

Should you be experiencing any harassment outside TCEG, our Pastoral Care Officer will be available to help and will also have a list of support services that may be able to assist you.

There is also a *Concerns, Complaints and Improvements process* in operation at TCEG. How to use this is explained later in this document.

6. Fees and funds

6.1 Tuition fees and material & resource fees

Please see individual course brochures for tuition fees and material & resource fees for specific courses. Fees for all programs within TCEG are subject to change without notice.

Student fee payment schedule will be issued upon the receipt of application form and all supporting documents. Fees are due for payment, before the start of your program of study. Once tuition has commenced, tuition fees will remain the same irrespective of changes to immigration status, for instance obtaining Permanent Residency, and any other changes. Prior to commencement tuition fees are subject to change without notice. Where a student still owes money to TCEG for any outstanding items, the final qualification certificate(s) will not be issued until all accounts have been paid.

Fees must be paid in full prior to the commencement of classes unless there is a previously signed agreement between you and TCEG.

Apart from fees that the student paid prior to commencement, students may need to pay for any failed courses or administrative fees. Details are explained later in this document.

6.2 Fee Protection

The New Zealand Government requires that all Private Training Establishments (PTE) registered with NZQA protect student fees paid to them in advance. At TCEG, all students' fees will be deposited in the government owned public trust account administered by NZ Public Trust. The fees will be released on a pro rata basis from this trust account in accordance with an agreed monthly schedule based on tuition delivered and until the completion of the program.

The above mechanisms will ensure the protection of students' investment in their education in the event of withdrawal, and in the unlikely event that TCEG is unable to continue delivery of your tuition for any reason,

like insolvency, closure of the school, cancellation by the school of a course before or during the course, de-registration or withdrawal/part withdrawal of accreditation of the school, going into liquidation or receivership etc.

6.3 Withdrawal and Refund Policy

Withdrawal and Refund Policy:

Length of the Course/Programme	Withdrawal period	Proportion of refund
1-34 days	Before the course starts and within the first two working days of the course starts	50% of total fees paid
	After two working days	No refund
35 days - 3 months	Before the course starts and within the first five working days of the course starts	75% of total fees paid
	After five working days of the course starts	No refund
More than 3 months	Before the course starts	Full refund of all fees paid, less 15% of total tuition and enrolment fees paid
	Within the first ten working days of the course starts	Full refund of all fees paid, Less up to 25% of total tuition, material and enrolment fees
	After ten working days of the course starts	No refund

Please note:

- The first day of your programme is recorded on the student's Offer of Place letter.
- If a student fails to be granted a student visa, full tuition fees less NZ\$500 will be refunded (copy of INZ letter required).
- If TCEG decides, for any reason, to discontinue a programme of study (including if TCEG ceases to be a signatory of the Code or a registered provider), all fees paid for services not delivered or the unused portion of fees will be refunded or transferred to another institute as agreed with the student. Other than the student being entitled to such refund, it will have no other further claim against TCEG.
- No refund is available if a student is withdrawn from study by TCEG for disciplinary reasons including: inappropriate behaviour, poor attendance or inadequate academic progress, transfer to another school after the refund period.
- No refund is available if a student's enrolment is cancelled because the enrolment application is found to be inaccurate in any way.
- No refund is available if a student has their visa/permit to study at TCEG cancelled.
- If a student wishes to withdraw from a homestay arranged by TCEG, they must provide at least two (2) weeks' notice in advance either before they arrive in New Zealand or before the date on which they wish to leave the homestay accommodation. Failure to provide this notice will result in 2 weeks accommodation fees being forfeited. The homestay placement fee is not refunded under any circumstances.
- If a student wishes to cancel a booked airport pick up, they must provide at least one (1) week's notice before the arrival date and a full refund of the airport pick up fee will be made. Otherwise, the entire fee will be retained.
- Full refund of an insurance fee paid through TCEG will be made if the student requests withdrawal before the course starts or within one week of the course starts. No refund of an insurance fee will be given after one week of the programme start date.
- In a case where a student has asked TCEG to buy insurance earlier than one (1) week of when the course starts, the student is required to inform TCEG in advance, so that the student insurance can be arranged earlier. In this case, no refund of insurance fee will be given after two weeks of when the insurance is bought.
- Living costs paid to TCEG will be fully refunded on student's request.
- **Late requests:** In exceptional circumstances, late notices of withdrawal and requests for refund may be submitted, and these will be considered on a case-by-case basis. Possible reasons for such requests include:
 - Serious illness or disability of the student
 - Death of a student or close family member (parent, sibling, spouse or child)
 - Political, civil or natural event that prevents arrival of the student
 Full documentation must be supplied to support each application.

Where a late request is approved, the amount to be refunded may be reduced at the Institute's sole discretion. In particular, deductions may be made to take account of items such as fees for services provided prior to withdrawal, and any payments to agents in relation to the student's enrolment. Refund of other fees will be made in accordance with the relevant policies.

Withdrawal and Refund Process

1. Any applications for withdrawal must be made in writing on the appropriate withdrawal form, and must state reasons in full. Written confirmation from the payee student's parents or legal guardian is required, if the student is under 18.
2. All applications for a refund will be reviewed and decided upon by the TCEG Executive Management Team in accordance with the Withdrawal and Refund Policy
3. Notification as to the decision in relation to refund application will be supplied to the student within ten working days of receipt of the application.
4. A refund will be made within five (5) working days of the day on which a decision to refund is made. Payment will be made to the student's account or a third party account agreed by the student. Where a student is under 18 years of age, the parent(s) or the legal guardian will need to give his/her signed approval and a clear indication of the account into which the refund will be made.
5. All fees are received and refunded in NZ dollars. TCEG is not responsible for any currency fluctuations between enrolment and payment of refund, and is not responsible for any bank charges incurred through the deposit of funds into your nominated account.
6. TCEG will notify Immigration New Zealand (INZ) of your withdrawal within one (1) week. This may affect the student's visa status.

7. Attendance and Timekeeping Policy

As a condition of your enrolment, all students are expected to attend classes punctually. Good attendance will support your learning and successful achievement of qualification. In addition, strong time management, punctuality and commitment to a program of study are required to help to improve your work ready skills.

Once you are enrolled you will receive a **timetable** for each class. This is also published on notice boards. For International students, face to face contact hour will be about 18-25 hours. In the event that a change needs to be made each student will be notified if possible beforehand. All students are required to follow school arrangement about your class time. Please put your class time as priority when you are looking for a part time job while you are studying. If you really need to change your class, please follow the class changing procedure (see 15.9).

It is Cornell policy that all classes will run all of the time for the complete scheduled class time.

- Attending class entails being in class at the specified start time of the day's tuition and remaining there for the full period of the tuition, except for scheduled breaks.
- You are expected to maintain a minimum of 90% attendance rate. As part of the immigration requirements for international students, 100% attendance is required.
- TCEG monitor your attendance by taking a roll at the start of each teaching session.
- If you are running late or unable to attend, please telephone your teacher/tutor prior to class, with a valid explanation for your absence. Follow prompts to leave a message on teacher/tutor's voicemail. Alternatively, a message can be left with the receptionist at **09 367 1010** to the Pastoral Care Team or email attendance@cornell.ac.nz
- For theory class, if you arrive more than 15 minutes late, you will not be permitted to enter your class until a suitable break and you will be marked as absent for the session in this case.
- For a practical class, you will not be permitted to enter the class after the lesson has started.
- If you are sick and cannot come to class for more than one day, a medical certificate stating that you are "medically unfit" from a New Zealand Registered Medical Practitioner will be required to be submitted to the receptionist on your return. Management may not accept documentation if it is not supplied within the week of your return.

- If you are sick on an exam or assessment day, the doctor visit must be on or before the day of the exam or assessment. With a valid medical certificate, you will have another opportunity to attempt the assessment.
- A reminder email about your attendance will be sent to your school email box if you are marked as absent for the day. Please talk with your tutor if you have any questions regarding your absent mark.
- Student is not allowed to change from an assigned class without approval from the Department.

On-going non-attendance may result in the following:

- Warning letters regarding low attendance
- TCEG may refuse to allow you to attend an assessment (or a reassessment for a unit) delivered during the period of low attendance
- Your withdrawal from TCEG
- External penalties may apply such as termination of your student visa by INZ

If there is any issue you believe might be affecting your ability to attend class, please let your teacher/tutor or student support adviser know.

8. TCEG Training Kitchen/Bar/Restaurant policy

In any TCEG training kitchen/bar/restaurant, student must:

- Be wearing the correct clean uniform:
 - Kitchen: Hat, scarf, Jacket, trousers, apron, 2x tea towels, black closed shoes (no sport shoes, no slippers, no high heels acceptable)
 - Bar/Restaurant: Name badge, white shirt, black vest, black closed shoes (no sport shoes, no slippers, no high heels acceptable), black trousers/skirt, tie – correctly fastened – and Jacket (if issued). If a belt is worn, it must be black. Aprons where appropriate. The hospitality students are also required to wear uniform and name badge in class.

If your uniform is deemed to be unhygienic you will be refused entry into the practical training areas.
- Have the correct equipment to complete the observation i.e. Knives, recipes, relevant notes, written plan.
- Arrive in the kitchen/bar/restaurant with enough time to start the lesson / observation on time. You **will not** be permitted to enter the class after the lesson has started.
- Only ingredients issued per recipe can be used.
- Inform the Chef/Lecturer should you wish to leave the kitchen/bar/restaurant for any reason and report back on your return.
- Remove apron and hat if you leave the kitchen for any reason to go outside. On return you must replace these and follow kitchen hygiene best practice.
- **Do Not** at any stage wear your chefs uniform away from the kitchen or designated areas, **you must** not arrive or leave the campus in your chef's uniform.
- Tools and equipment must not be used outside designated training areas.
- Tools and equipment are to be used only as directed by your tutor. If tools or equipment are damaged through misuse, the student responsible will be required to pay for the damage.
- Removal of school equipment or raw ingredients from the kitchen without permission from the tutor, it will be deemed to be theft and appropriate action **will** be taken.
- Reduce talking to a minimum throughout the lesson, but under no circumstance is it allowed throughout the period of a practical observation. This may be deemed to be cheating and you may be asked to leave the kitchen. Should this happen a fee must be paid to re-sit the practical observation.
- Do not take coffee breaks unless approved by your lecturer. Breaks will be given but due to the nature of cookery and hospitality only as and when time permits.

9. TCEG Computer and Internet Use Policy

TCEG computing and internet facilities are designed to be an academic resource for completing academic related work. All students are responsible for using the equipment in a safe, appropriate and ethical manner. Before using any computer facilities, students must read, understand and agree to the following terms and conditions.

In the following instructions when the word “System” is used, it means any computer and/or internet facilities controlled and operated by TCEG. This also includes computers and/or internet facilities not owned or operated by TCEG but are connected to a system that is controlled and operated by TCEG.

- 1) The System at TCEG must at all times be used only for educational purposes related to the course study.
- 2) All students must gain proper authority before accessing or attempting to access the System or allowing anyone else to access the System.
- 3) Usernames and passwords must never be shared or shown to anyone else other than the authorised user. If you do this you are responsible for any unauthorised use someone else takes with the username and password.
- 4) Only access, alter or delete information on the System that you are authorised to use.
- 5) Software license agreements and the New Zealand Copyright (Infringing File Sharing) Amendment Act 2011, the Films, Videos and Publications Classification Act 1993 and other legislation are strictly enforced at TCEG at all times. Any losses or damages sustained from the illegal use of TCEG internet, email or computer systems will be recovered from the student.

Improper and unacceptable usage

- 1) Having access to another student’s data files, unless the lecturer has authorised this.
- 2) Using another person’s username and password, or allowing another person access to an account that is not their own.
- 3) Using computer programs to decrypt or capture passwords or control information.
- 4) Trying to get around or corrupt System security. This includes having a program that could do this, even if you do not intend to do it
- 5) Taking part in any activity that could be harmful to a System or any information stored in the System. This includes creating or reproducing viruses, disrupting services, changing settings or damaging files
- 6) Using illegal copies of copyrighted software, storing such copies on TCEG systems, or sending them over TCEG networks
- 7) Using e-mail or messaging services to harass, intimidate or annoy another person in any way. This includes sending mass electronic messages
- 8) Using TCEG facilities to do work for individuals or organizations outside TCEG
- 9) Receiving, downloading, showing, storing or forwarding by email any material on the TCEG System which is objectionable, offensive, slanderous, or illegal.
- 10) Installing any computer program not approved by the lecturer for use in the course or program
- 11) Downloading, uploading, or storing music, video, computer software, or copyrighted information, unless it is a course requirement. This must be specifically approved in writing by the lecturer, or by IT Services
- 12) Connecting any non-TCEG computer system or device to the TCEG computer network unless you have written permission from IT Services

TCEG takes breaking the rules of the Computer Usage policy seriously. TCEG reserves the right to copy and examine any files or information on TCEG Systems that might relate to inappropriate use.

If anyone breaks the rules, TCEG may close down your user account and stop access. TCEG Disciplinary Procedure may apply and the penalties could include expulsion from TCEG.

If you break any New Zealand laws you will have to deal with the appropriate agency.

10. Codes of Conduct

TCEG has developed strong policies relating to both student and staff behaviour. These policies are based on the principles of respect for others, equity and fairness. A tertiary educational institute should be free from violence, offensive behaviour, or any form of discriminatory behaviour.

TCEG policy regarding misconduct is based on New Zealand laws relating to anti-discrimination, equal opportunity in employment (EEO) and learning (EEdO). It is the responsibility of every student to make themselves familiar with our Student Code of Conduct and, especially what constitutes 'misconduct' and 'serious misconduct'.

All TCEG students are requested to respect the rights of students and participate to contribute to a non-disruptive atmosphere. **Any student involved in misconduct may be given formal warnings and could be subject to withdrawal from the program according to the TCEG disciplinary process.** Standards of behaviour apply to all training activities and work experience opportunities conducted by TCEG beyond its premises.

The code of conduct includes the following, which are also detailed in more depth in this handbook:

- Students are expected to wear the uniform in the campus or in the specific training area if they are provided with a uniform. Students are expected to wear a tidy standard of dress if they are studying a course where there is no uniform.

Students are not allowed to wear items below while under training:

- Gang colors, patches or associated clothing
- Skirt length is shorter than your knee
- Transparent blouses/shirts
- Hats(unless for religious reasons), beanies, hoodies, sunglasses or personal headphones
- Jandals
- Students must not breach requirements of the Attendance and Timekeeping Policy
- All students are required to speak official New Zealand languages (English, Te Reo Maori and Sign Language) in classroom or other training areas.
- All classrooms at TCEG are food free area. Drinking from cups and bottles without lids is not permitted.
- All students are expected to keep their classroom and student common areas clean and tidy. You will be required to assist as advised by your teacher/tutor.
- Mobile phones must be turned off during class/training time. Failure to do so may result in your removal from the classroom. No mobile phones may be used as calculators for course work or assessments.
- Students must not breach requirement of TCEG training kitchen/bar/restaurant policy
- Students must not breach requirement of TCEG computer and Internet use policy
- All students have a duty to keep TCEG informed about their key details, especially contact and enrolment details. If you change your home address, your telephone contact details, or your email address then please let us know. There is a simple form to fill in which will assist you to do this quickly at a reception desk. Similarly even at the end of the program, or if you elect not to complete the program, providing us with your future contact details will allow us to ensure that you receive any documents that you are entitled to.
- Students must inform TCEG of any personal or professional relationships that may give rise to a conflict of interest. Students must avoid any potential conflicts of interest with regard to working for another competitive organisation during their enrolment/study with TCEG and/or using TCEG resources or intellectual property for the benefit of a competing organization.
- Students must not smoke in any area of TCEG premises, except for designated smoking areas.
- **Serious misconduct** includes, but is not limited to the following examples:
 - ❖ Any form of abuse, vilification or discrimination based on:

○ Gender	○ Race
○ Marital status	○ Ethnic or national origin
○ Religion	○ Political opinion
○ Age	○ Employment status
○ Disability	○ Family status
○ Colour	○ Sexual orientation
 - ❖ Any form of disruption of class activities that prevents other students from studying normally

- ❖ Any form of willful destruction or damage to TCEG facilities, buildings, or machinery
- ❖ Any form of non-safe practices that create risk for other learners, staff, or visitors
- ❖ Any abuse of TCEG IT policy including illegal downloading, visiting inappropriate sites, using IT resources illegally or inappropriately
- ❖ Consumption of any alcohol or drugs whilst on TCEG premises or coming to the campus under the influence of drugs or alcohol
- ❖ Any form of abuse, bullying, or intimidation of other students or staff
- ❖ Any form of sexual harassment
- ❖ Being on TCEG property when not entitled to be there
- ❖ Any theft or non-approved removal of property belonging to TCEG
- ❖ Making false claims against another student or staff member

11. Disciplinary process

A system of recorded warnings is used in cases of absenteeism, failing to meet minimum standards or any form of misconduct. Notice will be given to students in the form of a letter advising the subject matter of the breach and all possible penalties. The notice will include an invitation for the student (and a support person) to meet with TCEG Senior Managers where the student will be given an opportunity to explain his/her actions or behaviour.

All notices regarding disciplinary matters will be sent to the student's school email address (or last known address, for domestic students only). If a student is unable to receive a warning because the student is absent from the course, the warning is considered to have been received if sent by email or by mail to your last known address. It is students' responsibility to check their school email box regularly and inform TCEG immediately about their address change.

Student's study might be suspended while the complaint is being investigated.

The first step is a formal verbal warning. This warning will be recorded in the student's file.

The second step is a formal written warning. This warning will be recorded in the student's file.

The third step is a final written warning. This warning will be recorded in the student's file. The student will be requested to sign an acknowledgement that the warning has been given.

The final stage is the expulsion from the course and TCEG.

The TCEG may go straight to a final written warning, or immediately expel a student if the student is found to commit a serious misconduct.

TCEG reserves the right to dismiss any student or impose a lesser penalty as it seems fit, taking into account the rehabilitation of the student and the interests and well-being of the other students.

Note:

If you are not responsible for any form of misconduct or bad behaviour but feel that you have been a victim of bad behaviour you have a right to complain. Depending on how serious you think the behaviour is, you can have it dealt with very quickly, especially if your safety is threatened. In very serious cases notify one of your lecturers or a campus receptionist immediately. If it is a less serious or threatening behaviour you can record the issue on a concerns, complaints or improvements form.

TCEG cannot deal with any allegation unless we receive a written complaint. In some cases this might happen after you have notified a serious misconduct but it will need to occur before TCEG can proceed to deal with the issue.

In some cases TCEG needs to be kept informed even if bad behaviour has not occurred at TCEG. For example, in the case of international students, under the Pastoral Care Code that we have signed, we will need to monitor and be kept informed about homestay arrangements – even more so if you are under 18. The more you keep us informed about inappropriate behaviour the better we can assist you and keep you safe.

12. Circumstances in which TCEG may Terminate Enrolment

- If a student is expelled according to the Disciplinary Process. Including situations as continued and/or unexplained absenteeism, inadequate progress, any breach of disciplinary regulations etc.
- If a student is found having provided false or misleading information
- If the Academy is unable to guarantee accommodation due to the student's behaviour (under 18 students)
- If a student has criminal behaviour inside or outside the Academy's premises
- If a student can not attend school to make up the missed programme time and needs to re-enrol if they wish to complete the programme for reasons such as illness or family obligations.

All decisions to terminate enrolment will be based on evidence, and the normal appeal procedure applies. If your enrolment is terminated:

- No refund will be given
- Immigration New Zealand and parents (if you are under 18) of yours will be notified about your problem and status.

13. Complaints, Appeals and Grievances

13.1 Student Concerns and Formal Complaints

TCEG has a system by which you can bring any concern, complaint or ideas for improvement regarding our service or delivery, the behaviour of other students or staff, our facilities, organisation, environment, policies and procedures.

The process is very simple. You can pick up the Concerns, Complaints or Improvement Form at the reception desk on any campus, complete the form and leave it with the receptionist. TCEG will take care of the matter as urgently as the seriousness of the issue requires. We will always confirm receipt of the concern, complaint or improvement, and we will always get back to you with an outcome.

A student never has to fear any form of redress from a signed complaint – unless the complaint proves to be vexatious or deliberately misleading (that itself constitutes misconduct). TCEG values feedback, even negative feedback, because it provides us with a chance to improve the way we run our business. We guarantee to protect any student making a genuine complaint.

There are certain principles that underpin the way that issues are dealt with at TCEG. These include:

Procedural	Every person involved in the matter has a right to be heard and to explain their position.
Fairness	TCEG has an obligation to investigate the matter, promptly, fairly, and dispassionately.
Equity	All people who have similar concerns or complaints should be treated equally
Natural	
Justice	Every person has a right to be treated fairly and appropriately
Proximity	Every concern or complaint ought to be raised directly with the person or group allegedly responsible for the issue and be given an opportunity to resolve the matter at the level the issue arose and as soon as possible.

TCEG advises you to:

- 1) If the issue concerns an individual, raise the matter first with that individual whenever possible. TCEG understands that this may be difficult and is willing to have the matter brought to the attention of that person's manager, to the lecturer or to a Pastoral Care Officer in the first instance if circumstances dictate.
- 2) If you are not satisfied with the outcome or no result seems to be being achieved then we recommend that you use the Concerns, Complaints and Improvements Form to register the issue.

- 3) Remember – You have a right to raise matters of concern or to lodge a complaint. TCEG has a duty to take the matter seriously, to investigate it thoroughly, and to try to resolve the issue as soon as possible. You have protection against any form of victimization. However, if the investigation shows that you misled, lied, or lodged a false complaint, this is a form of misconduct in itself. The process exists to protect people who are wronged, not to give you the opportunity to unfairly wrong another person.

The formal complaint should say:

- Who or what the issue is about
- What happened or what the issue of concern is – include time and place and dates
- How you or other students reacted
- What impact the issue had on you or other students
- What evidence there is to support the complaint or concern
- Any formal complaint should be made as soon as possible after the event.

13.2 Appeals of Formal Complaint

- If you feel the investigation of your complaint did not include all of the information or it did not follow the correct process you may appeal, in writing, to the Group Academic Manager within fourteen (14) days of being told of the decision.
- In the Group Academic Manager's response to your request for an appeal, he/she will provide information about what other action you could take.
- If this does not resolve your complaint, you can contact the New Zealand Qualifications Authority (NZQA) by phone on 0800 697 296 or email gadrisk@nzqa.govt.nz. NZQA is a government organization. They can provide an independent assessment of your complaint.
 1. Download the Complaint Form (PDF, 33KB)
 2. Send your completed Complaint Form, along with any supporting evidence, to:
 The Complaints Officer
 Quality Assurance Division
 PO BOX 160
 Wellington 6140
 Or email a scan of your completed form, along with scans of any supporting evidence, to
gadrisk@nzqa.govt.nz
 3. If the complaint is of a financial or contractual nature, NZQA will refer it to the Dispute Resolution Scheme operator, FairWay Resolution limited (who have been appointed to this role by the Ministry of Education). Alternatively, you can contact them by phone on 0800 77 44 22. More information is available on the FairWay Resolution website: <http://www.fairwayresolution.com/istudent-complaints>

Note: You may bring another support person with you (such as a friend or family member, a homestay parent) during any stage of the complaints process

14. Copyright, Intellectual Property, and Educational Materials

While you are studying at TCEG you will have access to materials that have come from different sources. Copying any of this material is covered by laws on copyright and intellectual property. It is useful for students to understand a little about this law.

- It is important to understand that all printed work is covered by intellectual property law, even if there is no copyright symbol (©) or other reference to copyright. The only exception is where there is a statement to say that it may be copied.
- In general, a student is permitted to take one copy of printed material for their personal study or research.
- Copyright laws also apply to other forms of intellectual property including film, television, photographs, computer programs, sound and works of art.

If you are unsure about the law on intellectual property and how it applies to you, talk with your teacher/tutor. If they are unable to guide you they will refer you to someone who can.

15. Academic Regulations

15.1 Academic Integrity

‘Academic integrity’ means being honest in all academic work. We expect that all students and staff will act with academic integrity. TCEG wants our programs of study and qualifications to be respected and valued, and we want to be sure that all those who gain a TCEG qualification have personally reached the standards expected of that qualification and by employers of people who possess that qualification.

Students will learn about and practice skills related to academic integrity in class. If you need further help you are expected to seek it out by accessing online support material and working with our teaching staff.

15.2 Academic Misconduct

‘Academic misconduct’ includes dishonest behaviour in assessment. This can include copying, cheating and plagiarism and all other dishonest practice in assessment.

Plagiarism

Plagiarism means pretending that the ideas or work of another person are your own. Examples of plagiarism include:

- copying unacknowledged passages from textbooks;
- reusing in whole or in part the work of another student;
- obtaining materials from the web and submitting them, modified or otherwise, as one’s own work;
- submission of work which is derived in whole or in part from the work of another person but which has been changed in superficial respects possibly by mechanical means.

Remember ALL printed work is covered by intellectual property law, even if there is no copyright symbol or other reference to copyright. The only exception is where there is a statement to say that it may be copied.

Cheating

Cheating means that you do not abide by the conditions set for a particular learning experience, item of assessment or examination. Examples of cheating include:

- Copying another student’s answers in an examination or allowing another student to copy your answers
- Taking unauthorized materials into an examination
- Sitting an examination for another student or having another person take an examination on your behalf
- Removing an examination question paper from an examination room where this is contrary to instructions
- Improperly obtaining and using information about an examination before an examination
- Making changes to an assignment that has been marked then returning it for remarking claiming that it was not correctly marked
- Altering or falsifying academic records in any way
- Submitting false medical, academic or other documentation required by the Institute

Collusion

Collusion means working with other people to produce work which you then present as being your own. Collusion includes, but is not limited to:

- Writing the whole or part of an assignment with another person
- Using another person’s notes to prepare an assignment
- Using another person’s resource materials if they have been annotated or parts of them have highlighted or underlined by that person
- Allowing another student who has to submit an assignment on the same topic, to have access to your own assignment in a way which would give that other student an advantage in submitting their assignment

15.3 Penalties for Academic Misconduct

TCEG will treat all academic misconduct seriously. There are penalties for academic misconduct. All instances of academic misconduct are reported and kept on a student's file. The procedures around academic misconduct are covered by the Group Academic Manager in every orientation and are included in the Student Handbook.

Level 5 and 6 programmes – a student will be found guilty of plagiarism if Turnitin reports that an assessment contains more than 25% of plagiarized material.

Level 7 programmes – a student will be found guilty of plagiarism if Turnitin reports that an assessment contains more than 20% of plagiarized material.

If a student is found guilty of academic misconduct a fail grade or a nil mark for the affected summative assessment event will be awarded by the PAL (Programme Academic Leader) and the other normal penalties will be as follows:

- First offence – a formal written warning is recorded in the student's file and a resit is provided at a cost of \$150
- Second offence – after consulting the Group Academic Manager, a final written warning is recorded in the student's file and a repeat of the module (or equivalent) is provided at the cost calculated using the procedures set down in the Student Handbook
- Third offence – expulsion from the programme and from TCEG.

In cases where the academic misconduct is so blatant that a final written warning is appropriate, the PAL should report the matter to the Qualifications & Quality Manager who can decide to still provide the resit at a cost of \$150 but for a final written warning to be issued.

Students are responsible for acquainting themselves with TCEG's expectations and standards related to the practice of academic integrity and with requirements relating to the conduct of tests and examinations and any specific requirements relating to a particular programme or course. These procedures override any other academic misconduct procedures outlined in the Student Handbook.

A student has the right to lodge an appeal with the Group Academic Manager against a judgment of academic misconduct.

15.4 Suspected Academic Misconduct

Where, in respect of any student, a complaint of misconduct or breach of the regulations in respect of the completion of summative assessment procedures is received or identified, the PAL shall investigate the complaint.

If a prima facie case is established, the PAL will discuss the circumstances with the student or students involved, and seek to reach an agreed course of action which may involve whatever penalties are acceptable to both the PAL and the student or students. If agreement cannot be reached the PAL will refer the matter to the Quality Assurance Manager (QAM) for consideration and decision.

Before reaching a decision, the QAM must:

- Advise the student of the complaint and give him/her a reasonable time to respond
- Undertake an appropriate investigation, which may include a Departmental Leadership Teams (DLT) meeting
- Consider the student's response

What is NOT academic misconduct?

It is not academic misconduct if:

- You discuss assignments, projects and any course material with others – there is no better way to learn than this. But the discussions must stop short of preparing answers together, or telling other students how you have answered the question.

- One assessment is submitted for a group if this is allowed by the assessment
- You hand in work for which you have received some help, so long as that assistance has been approved in advance by the lecturer, and is acknowledged properly in the assessment.

15.5 Complaints against a Student for Breach of Academic Regulations

Any complaint raised by a student against a student who breaches regulations should follow the process described under the heading Student Concerns and Formal Complaints.

The QAM will decide whether to take further action on a complaint, based on the evidence that is available. If the decision is not to take further action on the complaint, the complainant(s) will be given notice in writing. They will be given a reason for the decision.

Student(s) involved in a complaint may have a support person with them.

If a complaint is serious and could result in suspension or expulsion, the QAM can suspend a student from all or part of the program until the complaint has been investigated and a decision has been made.

If a complaint is disproved, all records of the complaint will be destroyed. This is a requirement of the Privacy Act 1993.

If the complaint is valid, the QAM will recommend the most suitable penalty. If the QAM recommends to suspend or expel a student, this recommendation will go to the Group Academic Manager for a final decision. The student will be told of this as soon as possible, usually within two (2) days of the decision being made. A copy of all the documents that relate to the complaint will be kept in the QAM's office.

If a student does not accept the complaint, or does not accept the penalty, they should tell the QAM and write to the Group Academic Manager within fourteen (14) days. This is the case in all appeals of a formal decision.

15.6 Academic Requirements and Unsatisfactory Progress

Any student who does not pass at least half of the credits in which the student was enrolled within one academic year will be considered to have made unsatisfactory academic progress.

A student, who has enrolled in the same course on three occasions and has not passed the course, shall not be enrolled again for that course except with the permission of the Quality Assurance Manager (QAM). Any specific program regulations related to exclusions from courses shall take precedence over this clause.

Any student who fails to meet the prerequisite requirements in preparation for off-site excursions, practical, or work experience will not proceed to the off-site excursion, practical, or work experience and will not be awarded credits for that course.

Any student who has made unsatisfactory academic progress will be deemed to be excluded from that program and shall not be permitted to re-enrol without the prior permission of the QAM.

15.7 Re-Enrolment

For whatever reason, the PAL may temporarily suspend that student's attendance at the off-site excursion, practical, or work experience, until the QAM examines the situation and has recommended an appropriate course of action to resolve the unsatisfactory performance.

Any excluded student who wishes to apply for permission to re-enrol shall lodge a written application with the QAM at least one month before official enrolment date in the semester for which s/he seeks admission, together with the fee specified.

The QAM shall make the decision on whether any particular student who has been excluded may be permitted to re-enrol and may impose conditions on the re-enrolment to help ensure the student has a reasonable chance of success in the program.

When applying for re-enrolment, the student will need to satisfy the QAM that as a result of study or other activity in the intervening period, there is a reasonable chance of success in subsequent study.

15.8 Change of Course or Program

Students who request a change of program or course after course enrolment shall complete the appropriate change of course form. Such students may incur a fee as is determined by SMT.

15.9 Change of Class or Campus

Students who request a change of class or Campus shall complete the appropriate change of class or campus form.

Change of Class only applies for a new term. No application will be accepted after 1 week of a term starts. The approval of the application is mainly subject to the availability of class space and is solely at the discretion of the school. Student will be informed of the final decision by email prior to your class starting.

Change of Campus only applies for a new term. No application will be accepted after 5 weeks of a term starts. The approval of the application is mainly subject to the availability of class space and is solely at the discretion of the school. Student must hold a valid visa to study in any campus of TCEG and it is the student's responsibility to get a valid visa (VOC) for his/her study. \$500 application fee will apply. The application will be processed in 5 working days and TCEG will provide an acknowledgment letter to the student.

15.10 Disclaimer on Cancelling a Program

TCEG has the right to cancel or postpone any program or part of a program at any time and for any reason. TCEG is not liable for any claim, apart from the program fee for the part that has been cancelled.

15.11 When Students Leave

There will be paper work to complete at the end of a program, or if a student leaves part way through. It is very important to complete the paper work if a student leaves part way through a program. This will affect what is written on their academic record.

During the study, if a student wants to have a leave for a none-scheduled holiday or leave, a Student Leave Application is required to be submitted. Student needs to follow the procedure on the form to get approval from Tutor and PAL. For long term leave (more than 2 weeks), the leave application needs to be approved by QAM. The last step for the procedure is to see a Pastoral Care Officer and check out your study arrangement after you return from your leave. If you are an international student, the long term leave will be reported to INZ and your student visa status may be affected.

15.12 Field Trips/Work Experience/Internships

When your program of study includes off-campus activities you must sign the relevant approval form and give it to the lecturer before being entitled to engage in the outside activities.

Appropriate industry and professional standards of dress and behaviour are required of all students while involved in off-campus activities. Failure to observe these standards may have serious consequences, including failing the course or exclusion from the program.

15.13 Qualifications

Every academic program leading to a qualification has specific regulations pertaining to what is required to be completed before the qualification can be awarded. Generally this means that there is a specific set of regulations, a prescribed course structure and study plan, specified pre-requisites pertaining to each course, program objectives and student outcomes and many of similar important rules and pieces of information and/or advice. Every student needs to understand the regulations that apply to their chosen program.

15.13.1 Unit-standard or Competency-based Qualifications

While studying for a unit-standard based qualification under New Zealand Qualification Framework (NZQF, for more details, please visit the NZQA website at www.nzqa.govt.nz) at TCEG you will be assessed against unit standards. These are sets of learning outcomes in areas of knowledge in which every student is required to become competent. The assessment may take the form of 1) practical tasks, 2) open-book activities or assignments, and 3) closed-book tests (also called UPK – Underpinning Knowledge).

If any practical training and assessment is included in a unit standard, it will be a compulsory part of particular unit standard and thus students are required to attend all these sessions. Practical sessions in the training kitchens and café/bar/restaurant are directed and self-directed and will be scheduled throughout each term. After each assessment the tutor will give written and verbal feedback. As part of the practical assessments a work plan must be submitted prior to the assessment starting.

15.13.2 Paper/Module Achievement-based Qualifications

These are courses in which the student rather than displaying competence in being able to carry out a specified tasks or display a skill, is required instead to demonstrate their understanding of a broad area of knowledge. While studying for a paper/module-based qualification at TCEG, you will be assessed against papers or modules. The assessment can take the form of 1) assignments, 2) presentations, 3) projects, 4) exams 5) practical tasks etc.

If any practical training and assessment is included in a paper/module, it will be a compulsory part of particular paper/module and thus students are required to attend all these sessions. Practical sessions in the training kitchens and café/bar/restaurant are directed and self-directed and will be scheduled throughout each term. After each assessment the tutor will give written and verbal feedback. As part of the practical assessments a work plan must be submitted prior to the assessment starting.

15.14 Assessment Matters

The nature of assessments and their due dates will be made available to students at the beginning of the course. Students shall make themselves available to undertake all summative assessment items at the time and place stipulated by the teaching staff responsible for the course.

No changes to assessment requirements shall be made during the course unless approved by the Departmental Leadership Teams (DLT) and notified in writing to all students.

Every program in which summative assessment takes place will have their assessments moderated internally and externally.

15.15 Challenging Assessment Decisions

15.15.1 Recounts

A student who has reason to believe that the grade or mark for a particular assessment is incorrect, should firstly discuss this with the staff member responsible within five (5) days of the return of the assessment. The staff member will provide feedback to the student to clarify why the grade or mark has been awarded and may, if justified, recommend the amendment of the result.

If the student still believes that the mark or grade is incorrect, they should discuss the matter with the appropriate PAL. There is an appeal process available.

15.15.2 Reconsideration of Assessments

A student who has reason to believe that the grade or mark for a particular assessment is incorrect, and who has been unable to reach a resolution of the matter may apply to the PAL for a reconsideration within (14) days of the return of the assessment. Student should complete **the Reconsideration of Assessment Form**.

Reconsideration will cover only an investigation into the marking of an assessment but can include a remark if program regulations allow for this. In exceptional circumstances, a reassessment may be offered.

Reconsideration may lead to no change or to either a raising or lowering of the grade.

The PAL will advise the student of the decision with reasons within **ten (10) working days** of receipt of the request or receipt of any independent opinion or reassessment result, whichever is later.

Notwithstanding the above, special provisions may apply in the case of the assessment of practical work. Each program shall specify the availability of reassessment opportunities for each assessment item and notify this to students in advance. This may vary from program to program and from one assessment item to another.

For achievement-based assessments there may be one reassessment opportunity per semester and two per program. The reassessment will be available only on assignments, practicums and competency based field work but not on tests and exams. The maximum mark available for the reassessed item is the minimum pass mark.

Each reassessment and reconsideration may require the payment of a fee as determined from time to time by SMT, plus any costs involved in the provision of materials for the reassessment. In cases of reconsiderations, the fee is refundable if there is a change to the final grade or mark.

Reassessments or re-sits may only be granted in a period immediately after the results are announced to students and have to be conducted within 15 days of approval of the reassessment or re-sit.

The use of a reassessment opportunity will be recorded for internal purposes, but will not show on any results notification provided to the learner.

In general terms a reassessment opportunity will require the completion of a similar but not identical assessment item. It should cover the entire scope of the original, not just those parts that were not completed successfully the first time.

15.15.3 Aegrotat Consideration

Aegrotat applications for achievement based assessment will be considered when the student has been prevented from attempting or completing an assessment activity because of personal illness, injury or circumstances beyond their control.

15.15.4 Re-sit Rules and Charges for Assessment-based Work.

1 st Assessment Attempt		Re-sit Attempt (within <u>same</u> term)		Outcome
Attempted Assessment	Did not pass	Opportunity to re-sit internal assessment at no cost. Opportunity to re-sit external assessment at \$100.	Did <u>not</u> attempt or Did <u>not</u> pass this re-sit	Must repeat module
Did <u>not</u> attempt Assessment	Valid reason provided – e.g. Medical Certificate dated on or before assessment	Opportunity to attempt assessment at no cost. See also TCEG's policy on Aegrotat consideration.	Did not pass this attempt	Opportunity to re-sit internal assessment at no cost. Opportunity to re-sit external assessment at \$100.
	No Medical Certificate Provided	Opportunity to attempt assessment at \$150.00	Did not pass this attempt	Must repeat module
Attempted Assessment	Caught Cheating	Disciplinary Meeting Judgment made Penalty imposed Re-sit may be allowed.	Caught Cheating Disciplinary Meeting Judgment made Penalty imposed	Penalty may include repeat of module/course at a cost
Fees to repeat paper/module	70% of the full paper/module fee calculated on the paper/module credit value (combined values if more than one paper/module is assessed simultaneously) plus \$100 if the paper/module is a practical paper/module. <i>Example:</i> Tuition Fees for a Program is \$16,000. Total credits for the Program are 120cr. Student failed two modules of 10cr & 5cr(practical) which are taught together = 15cr: $\$16,000/120\text{cr} = \$133.33 \text{ per credit}$ $\$133.33 \times 15\text{cr} + 100 = \2099.95 $\$2099.95 \times 0.7 = \underline{\$1470}$ Student may need to extend visa on their own cost.			

Note: For cookery practical assessment, a student is required to attend the assessment dish class before attempting the actual assessment. If the assessment dish class is missed without a valid medical certificate, the student will be required to pay \$150 for the assessment at FER week within the same term.

15.15.5 Resubmissions or Re-sits rules and charges for Competency-based Unit

Standard Assessments

After grading a unit standard assessment every student is entitled to one re-sit, free of charge, to enable them to move a 'Not Yet Competent' grade to a 'Competent' grade. However, after that chance, there will be a fee for any subsequent re-submissions (up to three in total).

1 st Assessment Attempt		Re-sit Attempt (up to 3 times) (within the <u>same</u> term)		Outcomes
Attempted Assessment	Did not pass	Opportunity to re-sit assessment at no cost in first time, \$50 for the next and \$100 for the final attempt.	Did <u>not</u> attempt or Did <u>not</u> pass this re-sit	Must repeat unit
Did <u>not</u> attempt Assessment	Valid reason provided – e.g. Medical Certificate dated on or before assessment	Opportunity to attempt assessment at no cost. See also TCEG's policy on Aegrotat consideration.	Did not pass this attempt	Opportunity to re-sit assessment at no cost in first time, \$50 for the next and \$100 for the final attempt.
	No Medical Certificate Provided	Opportunity to attempt assessment for theory assessment at \$150.00, for practical assessment \$200	Did not pass this attempt	Must repeat the unit standards
Attempted Assessment	Caught Cheating	Disciplinary Meeting Judgment made Penalty imposed Re-sit may be allowed.	Caught Cheating Disciplinary Meeting Judgment made Penalty imposed	Penalty may include repeat of module/course at a cost
Fees to repeat unit standards	70% of the full credit fee calculated on the credit value plus \$100 if the unit is a practical unit. <i>Example:</i> Tuition Fees for the Program are \$16,000. Total credits for Program are 120cr. Student failed two unit standards of 10credits (theory) & 5credits (practical): $\$16,000/120\text{cr} = \133.33 per credit $\$133.33 \times 15\text{cr} + \$100 = \$2099.95$ $\$2099.95 \times 0.7 = \underline{\$1470}$ Student may need to extend visa on their own cost.			

15.16 Appeals against a Grade

A student may appeal against the final grade awarded in any course by applying in writing to the Group Academic Manager, setting out the grounds for appeal and paying any prescribed fee as set by SMT.

The only allowable grounds for appeals against a final grade or pass category are that:

- Additional information has become available which was not available and could not reasonably have been made available to TCEG at the time the original decision was made; and/or
- There was a material irregularity in the conduct of summative assessment on the course or in the procedures of the DLT

- Applications for appeal must be received by the Group Academic Manager within 14 days after receiving advice of the matter being appealed against. In exceptional circumstances, the Group Academic Manager may extend the time for receipt of the application for appeal.

If, in the opinion of the Group Academic Manager, the grounds for appeal have not been satisfied, he/she shall notify the student within two (2) working days that the appeal will not be heard.

15.17 Recognition of Prior Learning (RPL) and Cross Credit (CC)

If you believe you may be eligible for this, please contact the Department for the forms to apply for this recognition. An additional processing fee of \$500 will be required. This process must be completed before the Offer of Placement Letter is issued. No RPL/CC will be considered after student has started his/her course.

16. E-mail Notification

- All students enrolled at TCEG will be assigned a personal school email box.
- Student's personal school email box will be used as an official communication channel between the student and the school. All school notifications will be sent to this email box. Information will include but not be limited to:
 - Exam information and assignment information
 - Absenteeism remind
 - Attendance warnings
 - Progress report of each term
 - Class information
 - Update on job vacancies
 - School event notice
 - Notice of insurance/visa expiry
 - Policy updates
- Students are required to activate their email box once they have started their course at TCEG and have signed the Learner Contract and Agreement.
- Students are required to check their school email at id@cornell.ac.nz or id@pbrs.ac.nz on a regular basis (at least at 3 times a week). Students will be advised during the Orientation/Induction period how to log on.

17. Study Records

17.1 Privacy

Students have the right to see any and all records kept by TCEG that relate to them, except when items are protected by confidentiality clauses in relevant legislation.

Whenever students have access to private and/or personal information or knowledge about individuals or organisations as a result of their study, such information must be treated as confidential and not revealed to any other person without the written consent of the party or parties concerned.

17.2 Exit Documents

Every unit standard or paper/module that you achieve in TCEG contributes towards a National Qualification, a Cornell qualification, a PBRs qualification or a City & Guilds qualification. Students who have demonstrated competence in all unit standards or papers/modules that contributes to the certification of particular qualification(s) will be awarded with the certificate. An academic transcript recording student's level of achievements will be issued as well. All graduation documentation will be ready for collection in approximately 3 weeks after successful completion of all courses. All documentation will be free of charge except the NZQA Diploma which you will be required to pay \$15.00.

Attendance certificate will be issued on request for urgent visa purposes **only**.

Any subsequent copies will have a fee of \$50 for a proficiency certificate, \$25 for the Academic Record Report, \$25 for the Attendance Report, \$60 for the Service IQ certificate, \$100 for City & Guilds certificate.

To get a certificate or a report, you are required to fill out an Office Request Form which you can get from the receptionist. For certificate or report issued by any school of TCEG, it will take about 3 working days. For certificate or report issued by NZQA or Service IQ, it may take up to 10 working days.

18. TCEG Self-Assessment

18.1 Students' Voice

TCEG has several methods by which the student voice can be heard. These include:

- Student satisfaction surveys of lecturers, course delivery, content, materials and assessments
- Program surveys/Exit surveys
- Graduate destination surveys
- Use of the Concerns, Complaints and Improvements Process
- Direct feedback to lecturers
- Access to senior managers, if requested, including: PAL/DoS, QAMs, Group Academic Manager

18.2 Student Evaluations

TCEG is committed to the process of continuous improvement and students and recent graduates are the key group that we need to talk to in order to ensure that we do keep improving. Your views, opinions, experiences during your time at TCEG are extremely valuable in helping us to improve. You are our most important stakeholders. This is why we ask you to evaluate our performance from time to time. Please assist us to provide even better education and training.

TCEG uses a number of different surveys to gain relevant information. These include:

- Course, Unit and Module evaluations are conducted throughout your study – they assist us to evaluate how well our teaching staff members are delivering their courses, how useful and interesting a course is in helping to advance your knowledge and skills, how helpful the assessments were, and similar issues.
- Post-graduation surveys – how well did your study equip you to succeed in your career. How positive are employers about your ability to contribute?

No TCEG survey is compulsory, but for the reasons explained above, it is very important that we have your support in gathering the information so we can continue to improve our delivery, service and support. However, it is very important that you realise that the information that you provide will be collected anonymously. You will not be asked to supply your name or student number, or if we need to have this information it will never be linked to your responses and you will never be identified. The data will only ever be reported on in aggregate. That is, we are interested in what the majority of our student's think about TCEG. This is what will be provided to lecturers, course writers, managers and marketing.

Further, the same aggregate information will be supplied to all participants so that they can see how their views compared to the most frequent responses of their class mates.

Student Learning Contract - Student Copy

Note: "TCEG" below includes "PBRs", "Cornell"

Student ID: _____ Student Name _____

I confirm that I have attended induction and received a copy of the Student Handbook, have read and understood all sections pertaining to TCEG general requirements and my chosen course. I acknowledge that by initialing each section below, I agree to be bound by the conditions, rules and regulations of TCEG as outlined in the Student Handbook.

_____ (Initial Here)

I accept the Student Code of Conduct and agree to uphold the principles and behaviours required of me as specified in that Code.

_____ (Initial Here)

I accept the TCEG Teaching Philosophy "Ako" and agree to take responsibility for my own learning.

_____ (Initial Here)

I confirm that I have read, understood and agreed to follow the Attendance and Timekeeping Policy, the TCEG Computer and Internet Use Policy, and/or the TCEG Training Kitchen/Bar/Restaurant Policy.

_____ (Initial Here)

I confirm that I have read, understood and agreed to the sections regarding Complaints, Appeals and Grievances procedure, course Withdrawal and Refund Policy, Student Fee Protection, Academic Regulations.

_____ (Initial Here)

I confirm that I have got the information about the beginning and end dates of enrolment, the conditions for terminating enrolment and the conditions for terminating the contract.

_____ (Initial Here)

I confirm that I have read and understood Education (Pastoral Care of International Students) Code of Practice 2016 (the code) and have received a copy of the Summary of the code. I understand I can get a full copy of the Code from the NZQA website.

_____ (Initial Here)

I will not under any circumstance seek to hold TCEG responsible, accountable and/or liable for any loss, injury or damage (including in each case direct, indirect and/or consequential loss, injury or damage and howsoever arising) whether to myself, to others or to property arising from or related to participation in off-site activities.

_____ (Initial Here)

I will at all times obey the instructions of TCEG staff and/or the person responsible for the campus or approved off-campus sites and/or activities and will, whether requested to or not, make full disclosure of any medical condition or other information which may be relevant to participation in off-site activities.

_____ (Initial Here)

I authorize and consent that under the Privacy Act 1993, TCEG may provide details of my student and academic record to NZQA, MOE, TEC, INZ and NZ Customs. When required by law, I authorise disclosure of information to government agencies inclusive of NZ Police, Department of Justice, Ministry of Social Development and ACC etc.

_____ (Initial Here)

In line with the Privacy Act, and in relation to poor academic progression or attendance, I use my powers to authorise TCEG to provide details to my parents and/or agent.

_____ (Initial Here)

I understand that if my course takes longer than scheduled because I did not pass all required units/papers in the scheduled time period, I will need to pay additional fees.

_____ (Initial Here)

For International Students only:

I understand and agree that as an international student I must have an appropriate and current medical and travel insurance at all times. A copy of my insurance must be submitted to TCEG once I start my course. TCEG may suspend my study if I fail to do so. It will be my responsibility to ensure that the insurance remains current.

_____ (Initial Here)

I understand and agree that as an international student I must hold a valid visa all the time while studying at TCEG. A copy of my student visa must be submitted to the school once I start my course. I understand that I must notify TCEG of any change in my immigration status within 3 working days. If I fail to do so, I will take all responsibilities for any potential consequences (e.g. pay for the missed courses, delayed graduation, class time change, etc.).

_____ (Initial Here)

I authorize Immigration New Zealand to provide TCEG any information about my immigration status or any information regarding my student visa application.

_____ (Initial Here)

Signature of Student: _____

Date: _____

Appendix 1: Summary of the Education (Pastoral Care of International Students) Code of Practice 2016

Introduction

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

To support this, the New Zealand government has developed the Education (Pastoral Care of International Students) Code of Practice 2016 (the new Code of Practice). This replaces the 2010 Code of Practice.

What is the Code?

New Zealand education providers have an important role in ensuring the well-being of their international students. The Code sets out the minimum standards of advice and care that are expected of education providers for international students. This ensures students coming from other countries to study in New Zealand are well informed, safe, and properly cared for.

New Zealand defines international students as those that are not domestic students. There is further information about this on the New Zealand Ministry of Education website at www.education.govt.nz.

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand government.

Who does the Code apply to?

All education providers in New Zealand who enrol international students must be a signatory to the Code and adhere to its requirements.

A list of education providers that have signed up to the Code is available on the NZQA website at www.nzqa.govt.nz.

What can you expect of an education provider?

Students and their families can expect education providers to:

- provide clear, sufficient and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider
- check that you have the prescribed insurance cover
- provide a safe and supportive environment for study
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability
- have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).

How can I get a copy of the Code?

You are encouraged to read the Code, which is available on the NZQA website in several languages.

If you have further questions about the Code you can email code.enquiries@nzqa.govt.nz

What if something goes wrong?

If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure.

Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person who you can talk to and who will advise you on how to address your concerns or complaints. This may be the Group Academic Manager or the international student director.

If the provider's grievance process does not address your concerns or complaints, you can contact:

- NZQA (for concerns and complaints about a provider breaching the Code) or
- iStudent Complaints (for concerns and complaints about money or contracts).

Is your complaint about a provider breaching the Code?

As the Code administrator NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concern or complaint and the education provider.

For information about how to make a complaint see the NZQA website <http://www.nzqa.govt.nz/aboutus/make-a-complaint/make-a-complaint-about-a-provider/>

Is your complaint about money or contracts?

iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free.

You can contact iStudent Complaints in a few ways:

Website www.istudent.org.nz

Email complaints@istudent.org.nz

International phone number 64 4 918 4975

Freephone (within New Zealand) 0800 00 66 75

Fax 64 4 918 4901

On social media:

Facebook www.facebook.com/istudent.complaints

WeChat (search for 'NZ iStudent Complaints' Chinese language only)

iStudent Complaints

P.O. Box 2272

Wellington 6014

New Zealand

Appendix 2: Additional Information for Students New to New Zealand

Keeping safe in New Zealand

On the whole Auckland and other New Zealand cities are safe places. However, you do need to take some basic precautions outlined in this handbook to help protect yourself and your property from a minority of people who may, at some time, try to take advantage of you. New Zealand Police are here to help and assist you at ANY time (24 hours a day, 7 days a week). Unlike some other countries, the New Zealand Police DO NOT accept payments of any kind. They DO NOT accept money or gifts in payment of any help they may give you.

ALL SERVICES PROVIDED BY THE NEW ZEALAND POLICE ARE FREE. CALL 111 IN CASE OF AN EMERGENCY.

The Police have access to a FREE telephone interpreting service called Language Line. It operates from Monday to Friday 10am - 6pm. When you contact the Police either in person or face to face, just ask for Language Line and your language (e.g. Language Line Mandarin). Language Line is available in 35 languages. For further details, go to: www.language-line.govt.nz

Alcohol

The legal age for drinking alcohol in New Zealand is 18. If you are under 18 you are not allowed to enter a bar or nightclub, or to purchase alcohol. You may be asked to show identification before you enter a bar or club, or when purchasing alcohol. It is illegal to drive while under the influence of alcohol (beer, wine, spirits etc) and/ or drugs.

Smoking

You are not allowed to smoke inside the School.

You should not smoke in areas immediately outside buildings (e.g. entrance ways, outdoor balconies, outside windows or intake ducts) that are access ways for staff, students or visitors, or from which smoke might be drawn into a building.

Note that smoking is banned in hotels, restaurants, and most other buildings in New Zealand. The smoke free legislation is the law in New Zealand and must be adhered to. There are significant monetary penalties for breaches.

The Smoke-free Environments Act 1990 prohibits the sale of tobacco products to persons under 18 years of age. You may be asked to show proof of your age when purchasing tobacco products.

General Advice Regarding New Zealand's Culture

New Zealand is a country of polite, friendly people.

When you meet people for the first time, look at their eyes and speak to them. Some people may want to shake your hand, if they put out their hand, shake it firmly.

It's polite to smile and say "Good morning!" to your host family every morning. You may smile and say "Hello!" when you see someone you know.

New Zealanders will help you if you need it. Ask when you don't understand something, they will help you. Use "please", "thank you" and "sorry" where necessary to be polite.

In New Zealand, "yes" usually means "yes", and "no" means "no".

New Zealand life style is casual.

Table Manners in New Zealand

Wait until your host mother starts eating before you start eating.

Talk between mouthfuls, not with food in your mouth.

Say "please" and "thank you" for food.

Try not to make a noise eating.

Pass the salt, sauce and food to other people.

Use outside knife, fork or spoon first.

It is not acceptable for you to sit on tables.

Western Table Talk

It is good manners to talk at table. Just make a little conversation, then resume eating again.

Table Manners

“Please may I have some carrots? I like carrots.”

“Would you like some sauce? The food is good, isn’t it?”

Social Talk

“How was your day? I heard you had a test.”

“We’re going to a beach on Saturday. Would you like to come?”

Helping

Why you should help your host family:

It is friendly and polite.

It is normal in New Zealand.

It makes you part of the family.

EXPENSES

We recommend that you budget your minimum basic personal living expenses around NZ\$7,000 – NZ\$10,000 per year. This amount includes accommodation, food, clothing, and entertainment, etc. It does not include tuition fees.

Protection of Valuables

Please be very careful of your possessions.

DO NOT CARRY large amounts of cash.

Always lock your car when leaving it unattended.

DO NOT leave valuable possessions in your vehicle for others to see (lock them in the boot of the car or conceal them as much as possible). The Institute can take no responsibility for theft or lost property.

RECORD the serial numbers of all your valuable possessions in case of loss or theft.

ALWAYS report the theft or loss of an item to the Police as soon as possible.

REPORT the loss of any bank cards, credit cards to your bank immediately to prevent fraudulent use of your money. Then advise the Police.

Reverse Charge Calls

Call 0170 to connect to an international operator. It will cost \$9.00 to make a collect call via the international operator.

Banking

There are many different types of bank accounts. Ask about the different types before you decide which one to open. A Current Account is probably the most suitable for students. When you open an account, you will normally receive an ATM Card. Many shops in New Zealand will not accept cheques, but most will take EFTPOS cards. An ATM Card cannot be used for credit, but it can be used in most shops to pay the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks.

Transport and Driving

Auckland City has a comprehensive bus system. Weekly fares range from approximately \$11 to \$30. Special discounted passes can be purchased at a bus terminal. Your student card will allow you to receive discounts on bus fares providing you have a current sticker attached to your student card (ask at reception for a MAXX discount sticker).

Some students prefer to buy their own car. A second-hand car costs from approximately \$2,000 upwards, a new car costs from \$20,000. Think carefully before buying a car. Unfortunately some international students have had problems with driving or owning cars and some of them have been serious. We recommend that you buy a vehicle from a licensed car dealer. If you purchase a car from an individual, it is advised to phone AUTOCHECK on

0800 658 934 to make sure the car is legal. If you purchase a car it is important to buy car insurance to protect you against theft and damage to your or another person's vehicle.

Once you own a car you need to make sure that it is licensed and has a warrant of fitness (WoF). If your vehicle does not have a current vehicle license and warrant of fitness you will be fined. If you intend driving to the Institute each day, you should note that we have no student parking, and that while there is meter parking available in the streets around the campus, there are restrictions on the times when you can park in most streets. You need to be 16 years old or over to drive in New Zealand. All drivers must have a current and valid New Zealand driver license, overseas license, or International Driving Permit. You can drive on an overseas license for 12 months, after which will need to apply for a New Zealand license. When driving you must carry your license with you at all times. It is important that you learn the road rules, traffic signs and signals for driving here, by viewing a copy of the New Zealand Road Code (the Road Code). The Land Transport Safety Authority also has a factsheet for visitors to New Zealand: [factsheet 56 - New residents and visitors: driving in New Zealand](#). You can access both the Road Code and factsheet 56 through the Land Transport Safety Authority website, go to: www.ltsa.govt.nz. Copies of the Road Code can also be purchased through bookstores.

There are four main reasons why people crash or die on New Zealand roads: driving too fast, driving after drinking alcohol, not doing up their safety belts and not giving way at intersections.

Many students choose to use a bicycle to move around Auckland City. In New Zealand you are required by law to wear a cycle helmet when on a bike. These can be purchased from bicycle retailers or sports stores. Cyclists are not permitted to ride on the pedestrian footpath areas and must use the road system and follow the New Zealand road laws available at the above website or road code.

You need to exercise care when walking around the city. Main pedestrian crossing areas are controlled by a traffic light system which will show you when it is safe to cross. Crossing streets at random will place you in danger of being hit by a vehicle. Special pedestrian crossings are marked by white stripes on the street. At these crossings the traffic must stop to allow pedestrians to cross the street. However it is important to watch for cars to ensure they are aware of your intention to cross before you step out on to the street.

Water

Auckland tap water is safe to drink.

COUNSELLING SERVICES

LIFELINE

Phone Counselling & Support: (09) 5222 999 / 0800 543 354

Face-to-face Counselling: (09) 909 8750 during office hours to make an appointment.

Email: info@lifeline.org.nz

Website: www.lifeline.co.nz

Note: Lifeline provides professional and confidential information and support via 24/7 counselling phone service and a daytime face-to-face counselling service. Face-to-face services are charged depending how much you earn and will vary from person to person. Please contact directly to find out more.

HEADSPACE MENTAL HEALTH

Website: www.headspace.org.nz

Note: Headspace is a website created by the Kari Centre (Auckland Based) designed to help young people understand mental health issues such as depression, self-harming, suicide and eating disorders.

YOUTHLINE

Phone: 0800 37 66 33 or Free TXT 234

Website: www.youthline.co.nz

Email: talk@youthline.co.nz

Note: Face-to-face Counselling is also available. Phone the helpline for more info.

FAMILY COUNSELLING & PSYCHOTHERAPY CENTRE

Phone: (09) 638 7632

Website: www.acpg.co.nz

Email: info@acpg.co.nz

DEPRESSION HELPLINE

Phone: 0800 111 757

THE LOW DOWN

Free txt 5626 or email team@thelowdown.co.nz 24/7

HEALTH & ADVICE SERVICES

HEALTHLINE

Phone: 0800 611 116 (24/7)

Healthline is staffed by experienced registered nurses who can provide you with health information and advice on care.

SAMARITANS

Phone: 0800 726 666 (24/7)

Samaritans offer non-judgemental, confidential support to anyone who is lonely or in emotional distress. Loss, including loss of job, or friend or family member through bereavement. Financial worries. Job stress or overwork. College or study related stress. Body Image issues.

ALCOHOL AND DRUG HELPLINE (PHYSICALLY BASED IN CHRISTCHURCH)

Phone: 0800 787 797 (24/7)

Website: www.alcoholdrughelp.org.nz

COMMUNITY ALCOHOL AND DRUG SERVICES (CADS)

Phone: (09) 845 1818

Mon – Fri: 8.30am to 3pm

Clinic open from 10am to 1pm (Free)

Website: www.cads.org.nz

When you are ready to change your alcohol and other drug use, or you are concerned about someone else, CADS Auckland is here to help.

NEW ZEALAND DRUG FOUNDATION (ADVICE)

Phone: (04) 801 6303

Website: www.drugfoundation.org.nz

DRUG HELP

Alcohol Drug Helpline (Free)

Phone: 0800 787 797 (10am to 10pm, 7 days a week)

Website: www.drughelp.org.nz

OASIS CENTRES FOR PROBLEM GAMBLING

Phone: (09) 638 0801

Free Phone: 0800 530 000

Website: <http://www.salvationarmy.org.nz/need-assistance/addictions/problem-gambling>

Email: auckland_oasis@salvationarmy.org.nz

GAMBLING HELPLINE

Phone: 0800 654 655 or free txt 8006

Website: www.gamblinghelpline.co.nz

Email: info@gamblinghelpline.co.nz

Gambling Helpline also offers a number of specialist services that you may choose to use, including community specific helpline's provided on the basis of Maori counselling Maori, Pacific Island people's counselling Pacific people and youth counselling youth. Our Gambling Debt Helpline has counsellors with both financial and gambling counselling skills to provide you with support and practical programmes around gambling financial issues.

ODYSSEY HOUSE

Phone: (09) 638 4957

Website: www.odyssey.org.nz

Email: admissioncentre@odyssey.org.nz

Odyssey House run seven treatment centres and a variety of community programmes in the Auckland region and Whangarei to help New Zealanders overcome alcohol, drug and gambling addiction problems.

AUCKLAND SEXUAL HEALTH SERVICES

Phone: 0800 739 432

Website: www.ashs.org.nz

Auckland Sexual Health Service aims to provide sexual health care that is client focused, culturally appropriate and of an excellent standard. We are a specialist service offering free and confidential sexual health care.

RAINBOW YOUTH

Phone: (09) 376 4155

Website: www.ry.org.nz

Email: info@rainbowyouth.org.nz

Note: Rainbow Youth is an Auckland-based organisation providing support, information, advocacy and education for queer young people (aged between 13 and 28) and their friends, family and whanau.

OUTLINENZ

Phone: 0800 688 5463

Website: www.outline.org.nz

Mon – Fri: 10 am to 9 pm

Weekends & holidays: 6 pm to 9 pm

Note: OUTLine is a free, confidential telephone counselling service for the Rainbow Community New Zealand wide.

FAMILY PLANNING ASSOCIATION

Phone: (09) 524 3341

Website: www.familyplanning.org.nz

Email: national@familyplanning.org.nz

Address: Level 2, 5 Short Street, Newmarket.

Mon: 8.30 am – 6 pm

Tue/Wed/Thu: 9 am – 5.30 pm

Fri: 8.30 am – 6 pm

Sat: 9 am – 1.30 pm

Note: 9 locations in Auckland. 21 or under is free (NZ Residents only). 22+ charges apply.

WOMEN'S REFUGE

Phone: 0800 733 843 (Women's Refuge National Crisis line operates 24/7)

Website: www.womensrefuge.org.nz

Note: Safe House from abuse for women and children

SHAKTI NEW ZEALAND

Phone: 0800 742 584 24/7 (for migrant or refugee women living with family violence)

Shakti is a national not-for-profit community organisation specialised in the area of women's development, empowerment and domestic/ family violence intervention, prevention and awareness.

HELP Support for Sexual Abuse Survivors

Phone: (09) 623 1700 24/7

Website: www.helpauckland.org.nz

Email: info@helpauckland.org.nz

HELP provides professional and specialised support services to sexual abuse and assault survivors.

AUCKLAND HOSPITAL – ACCIDENT AND EMERGENCY

Phone: (09) 367 0000

BUDGET ADVICE SERVICE

Phone: (04) 471 1420

Website: www.familybudgeting.org.nz

CITIZEN'S ADVICE BUREAU

Phone: (09) 379 4015 / 0800 367 222

Website: www.cab.org.nz

Email: centralauckland@cab.org.nz

Address: 44 - 46 Lorne Street (1st floor, Auckland Central City Library) and in 29 other areas in Auckland.

Free advice about counselling, community services, food banks, budgeting, Justice of the Peace duties etc

Appendix 3: Useful Contacts

Police / Fire / Ambulance. Phone 111

Auckland Transport. Phone 09 366 6400 www.at.govt.nz

Chinese Christian Church of Auckland, 105 Vincent Street. Phone 09 624 1240

Chinese Express Newspaper Phone 09 272 0000

Chinese News Phone 09 358 0735

Japanese Consulate General. AIG Building 15/41 Shortland St, Auckland Phone 09 303 4106

Japanese Christian Church. 3 Ngaire Avenue Auckland Phone 09 523 3346

Community Law Office, Auckland CBD. 16-22 Anzac Avenue. Auckland CBD. Phone 09 377 9449

Immigration New Zealand, Level 4, 280 Queen Street. Auckland Phone 914 4100 / 0508 558 855

Disabled Citizens' Society 421-423 Dominion Rd Mt Eden Phone 09 638 8153

Peoples Centre - City 33 Wyndham Street Phone 09 302 2496

Auckland Regional Migrant Services 532 Mt Albert Road, Three Kings Plaza Mt Roskill Phone 09 625 2440

Appendix 4: NZQA Brochure on How to make a complaint



International students - How to make a complaint

What to do if you have a complaint

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps.

Here is what you need to do.

Ask your education provider to resolve your complaint

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

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

If your complaint is not resolved – contact NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to gadrisk@nzqa.govt.nz

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

Or – if it is a financial dispute – you can contact iStudent Complaints

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

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

New Zealand's quality standards

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism
- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live

About the Education (Pastoral Care of International Students) Code of Practice

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

About NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice.

www.nzqa.govt.nz