



North Shore International Academy

Student Handbook

Revised on April 2010

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Welcome to NSIA

Welcome to North Shore International Academy (NSIA). You have enrolled on a course of study that will enhance your employment prospects and equip you for today's workplace. This handbook is designed to help you understand the way NSIA operates, what you can expect from us, and what we expect from you.

1. Introduction to North Shore International Academy (NSIA)

1.1 An Overview

North Shore International Academy is fully registered and accredited by the New Zealand Qualifications Authority (NZQA). NSIA is also a signatory to the Code of Practice for the Pastoral Care of International Students. The direction of our training academy is both academic and vocational.

1.2 Our Vision

North Shore International Academy will be a nationally and internationally recognized private training establishment in hospitality, culinary arts and business education, known:

- for the intellectual and creative accomplishments of its staff, and students; and
- as a caring academic environment where lives are transformed through education and each individual is valued.

1.3 Our Mission Statement

NSIA is committed to the intellectual, personal, and professional growth of its students and staff, through dedication to excellence in teaching, training, research and service.

1.4 Our Goals

- to inspire a lifelong passion for hospitality, culinary Arts and business learning
- to empower a diverse population of students to succeed as citizens of a challenging world
- to enhance the quality of life in NSIA and the larger community

1.5 Our Values

We, the NSIA community, are committed to:

- access to quality hospitality, culinary arts and business education;
- quality teaching and learning;
- equality of individuals;
- professionalism;
- supportive and collegial relationships; and
- respect for diversity and individual differences.

2. Our Campuses

| Contact details of the Head office and the Delivery site | |
|--|--|
| Head Office and Main Campus | Street Address: 8 Rothwell Avenue, Albany, Auckland, NZ Telephone: 09 – 4423456 Fax: 09 – 4416089 |
| Second Campus | Street Address: 171 Hobson Street, Auckland City, NZ Telephone: 09 – 3793011 Fax: 09 – 3675799 |
| e-mail address | admin@nsia.ac.nz |
| Postal address | PO Box 101147, NSMC, Auckland, NZ |

3. Our Staff

General staff:

Head of Academy – Otto Groen QSM

City Campus Manager – Jenny Shao

Academic Programme Developer & Research Coordinator – Nithya Seelan

Cookery Course Coordinator – Barbara Smith

Business Programme team leader – Aldo Wells

Culinary Arts Team Leader (City campus) - Lesley Taylor

Culinary Arts Team Leader (Albany Weekend) – Mark Squelch

Career Service and Branding Manager – Jacob Park

Career Liaison Officer – Aaron Megchelse, Sabra Kellas, Julia Hu

IT and Administration Manager – Jenny Zhang

Pastoral Care/Student Service Officer

Albany Campus: Meng Chen, Nicole Chen

City Campus: Yan Jin, Jinny Han

4. Our Resources, Services and Facilities

- **Training kitchens:** the kitchens are purpose-built for the training of chefs, bakers and patisserie chefs, showing a modern state of the art facility. The kitchens are spacious and multipurpose, taking into consideration current and classical industry themes.
- **Restaurant and Cafe (Albany campus):** The Restaurant is designed for formal dining with a commercial bar and production kitchen attached. These facilities are used for practical training and in-house functions. Lunch and snacks are provided to staff and students at discounted prices.
- **Student lounge:** Coffee and tea is provided during breaks as well as access to microwaves and a refrigerator.
- **Computer Suite and internet service:** There are two computer suites with 30 computers at the Albany campus and 1 computer suite with 15 computers at the City campus. Every classroom has one computer for tutor or student to use. Free high-speed ADSL internet access is available to all of the students from 9:00am to 5:00pm Monday to Friday.
- **Library facilities and resources (Albany campus):** The library is open from 9am to 4pm from Monday to Friday. Using your Student ID card, you can borrow up to 3 books for up to 4 weeks. Please refer to *Appendix 4* for further details.
- **Administration Support** is available to you and your guardian regarding enrolment details, learning records, special or medical needs, academic progress, accommodation placement, holiday and travel arrangements, illness and emergency situations.
- **The Career service** is available to current students and recent graduates (conditions apply) to provide advice and assistance for course-related job hunting and employment. Please refer to *Appendix 6* for further details.
- **Student counselling** is available to you regarding physical, mental, moral or emotional protection, protection from risk of harming other learners and the public, one-on-one counselling (on appointment basis), advocacy (ensuring students are made aware of their rights and NSIA's obligations, and information on local network or community assistance), information on sexual education, health promotion, personal, and mental health services, drug education and problem gambling.
- **Online student visa application service** is available to you for lodging the student visa application to Immigration New Zealand online. NSIA serves as a student online partner of Immigration New Zealand. In general, the online visa application process will be faster than the manual application. The application fee is \$150.

5. Health and Safety

- It is recommended that you register with a local doctor and advise NSIA of the details. This ensures that the information is available should you become sick or have an accident while in class.
- It is recommended that you undertake regular exercise. This is particularly important if you are a hospitality student because some areas of the hospitality industry require good physical fitness.
- NSIA promotes safe practices and a safe environment. All injuries and accidents have to be reported by law so that NSIA can take steps to prevent these happening again. A first aid kit is kept in the Academy to treat minor injuries. A fire drill will also be conducted regularly to ensure fire safety. Please ask our staff for more information on safety. For more information go on to your student shared file: T:\1aaaaa1 health safety fire information

5.1 Safety Tips for International Students

i. On New Zealand Life

- Look people in the eye when talking
- Smile at people
- No body noises, no spitting
- Say “excuse me” when you want to get past, don’t push
- Wait your turn in shops, banks, etc...
- It is polite to hold doors for others to walk through
- It is not polite to try and talk to someone while they are talking to another person.

ii. New Zealand Law and Road Safety

- As an international student you are not entitled to publicly funded health services. It is compulsory to have **travel and medical insurance** to cover the medical cost for the duration of your study in New Zealand.
- Don’t drive a car without the correct licence. Although you can use your overseas driving licence for up to a year, we strongly recommend that you learn the NZ road rules and obtain a **NZ driver’s licence**. A copy of the road code is available from the office.
- Be careful when buying a car, ask for advice, and get full **car insurance**.
- **Pedestrian safety:** When walking across the road, look right, look left, and then right again for traffic, before crossing.
- **Cycling safety:** it is mandatory to wear a helmet while cycling.

Please refer to Land Transport NZ’s *New Resident Drivers Handbook* for further information about road safety.

- Don’t carry lots of **cash** with you or keep it where you live. Open a bank account.
- You must be 18 to buy **alcohol** and **cigarettes**.

5.2 Harassment and Hazard

i. Harassment:

- All forms of sexual and racial harassment are not tolerated in the Academy, this may include verbal, written, physical or implied.

- Please report to your tutor or a student advisor of the incident on the first instance.
- Investigations, resolutions, and action plans/recommendations will be made to eliminate the occurrence of future incidents.

ii. Hazard:

A health and safety notice board is available at each campus. We strongly advise you read the notices on the board at different stages of the year. It is regularly updated with Health and safety notices.

“Ensure others are aware of the hazard! Rectify the hazard, ensure others are not affected”

What you must do when you see a hazard

1. **Identify** the hazard
2. **Judge** its significance (is it with high priority or low priority?)
3. Think of a **Solution** – Eliminate, Isolate or Minimize
4. **Communicate** with our staff, make sure the register is completed and a sign is put up.

Contacts:

Health and Safety Officer: Albany Campus - Ren Zhang (4423456-219), City Campus – Yan Jin(3793011-109)

Internal emergency contact number: 027 – 2077199 (Cherry Liu)

External emergency contact number: 111 (for fire, ambulance and police)

6. The Roles of NZQA and NQF

6.1 NZQA – the New Zealand Qualifications Authority

The New Zealand Qualifications Authority (NZQA) was established in 1990 to provide an overarching role in quality assured qualifications and to coordinate national qualifications in New Zealand. The Qualifications Authority deals with the provision and quality of qualifications. It works in partnership with all education providers and national groups representing education and training in industry and business. The Authority does not deal with the school curriculum or funding for education and training. NZQA is a Crown Entity established under the Education Act 1989. The Authority is appointed by the Minister of Education, and is accountable through the Minister to Parliament. For more information please refer to www.nzqa.govt.nz.

6.2 The NQF – National Qualification Framework

Since 1990, NZQA has been developing the National Qualifications Framework (NQF), in consultation with specialists from education and industry. Unit and achievement standards, National Certificates and National Diplomas are registered on the Framework. Framework qualifications are quality assured and nationally recognised. Every learner being assessed for Framework qualifications receives a Record of Learning (ROL). For more information please refer to www.nzqa.govt.nz.

6.3 Gaining Credits

When you have mastered all the elements and have been assessed as competent, you will be awarded with the credit value for the unit standard. Number of credits reflects time for an “average student” to achieve the standard. One credit stands for 10 hours of learning. However, students can progress at any speed.

6.4 Recognition of Prior Learning (RPL) and Cross Crediting

- If you want to apply for RPL or cross crediting, you need to submit evidence to the academic register before enrolment. Evidence may include certificates, academic records, IELTS/TOFEL test scores, and/or record of learning.

If you wish to appeal the result of the assessment, the application must be made in writing, and submitted to the Director of Studies with copies of supplementary documents.

7 Assessment, FER, and Reassessment

7.1 Assessment

While studying for a national qualification in NSIA you will be assessed against unit standards. An assessment can take the form of 1) practical tasks, 2) open-book activities or assignment, and 3) closed-book tests (also called UPK – Underpinning Knowledge).

Practical training and assessment is a compulsory part of the course and thus students are required to attend all these sessions. Practical sessions in the training kitchens are directed and self directed and will be scheduled throughout each block. 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.

7.2 FERs (Further Evidence Required)

If you do not provide the appropriate answer to a question or don't perform the task to the required standard, then further evidence is required to show your competence in that area. FERs are free of charge. You have up to THREE timetabled FER sessions for a written assessment task and ONE timetabled FER session for a practical task if your attendance is over 80% during the time the unit is taught. You only have ONE FER for a written assessment task and no FER for a practical task if your attendance is below 80%. If you are not yet competent (NYC) after all the FER support, you will be marked as a REDO. Any FER session must be timetabled and arranged by your tutor within a 2-week timeframe after notification of your initial result. Missing timetabled FER sessions without appropriate reasons will result in being marked as NYC and be entered into the Academy data as a redo. You will need to redo this unit.

7.3 Reassessment/Resit

To resit an assessment is to do the entire assessment again. Any resit must be completed during the 10 week block. There is a fee of \$100 for each written re-assessment and \$200 for a practical re-assessment. You will be required to resit an assessment

- If you are found involved with cheating.

- If you miss an assessment

Whether you are entitled to an exemption of the resit payment is subject to the Academy; clear evidence is required to justify the decision for fairness and consideration.

If you miss the scheduled resit or you are NYC after your resit and scheduled FERs (2) you need to redo the unit. Any resit not completed within the 10 week Block, automatically becomes a redo.

7.4 Redo

There are two main reasons for needing to redo unit standards

1. You have arrived late to your course and missed the delivery of the unit
2. You have done the assessment and been deemed NYC

In both cases you need to discuss this with Student Services as soon as possible.

If you are NYC after all the learning support, you are required to redo the unit standard(s) at your own cost with another class. The cost of Redo is \$50 per credit for a theory class and \$100 per credit for a practical class. Re-do arrangement is subject to the availability of class space.

Redo notification will be emailed to your NSIA email address. You must apply for your Redo or appeal the results within the first two weeks after the date of notification. You will have priority for your redo arrangements during your study if you have demonstrated at least 80% attendance and at 60% competency in your assessments.

The Redo cost will only be waived if you meet both of the following conditions:

- You have applied for study leave
- The Student Service Officer has approved your Leave Application

A tutor will not deliver a 'Redo' for you until your place is approved by the Academic Administrator.

7.5 Redo the Block

If a student is NYC in over half of the credits within a block, he/she is required to redo the whole block, and normal tuition fees apply. Any application for consideration of exemption of this policy needs to be put in writing. Re-do arrangement is subject to the availability of class space.

8. Appeals, Grievances and Complaints

Should disagreement occur between your assessor and you as to the assessor's judgement of the evidence, you may appeal the decision in writing. Your assessor will support your right to appeal the assessment decision, and ensure that you have a fair chance to resolve any concerns and have full information on the appeal procedure. The focus of the appeal is whether or not the evidence collected clearly establishes that you have met the requirements specified.

All complaints must be submitted in writing to a student advisor. If the complaint cannot be resolved within 5 working days it will be referred to the Directors. If you

are still seriously unhappy about the situation, you can contact the following authorities:

The International Education Appeal Authority (IEAA)
C/-Ministry of Education
PO Box 1666, Wellington
Telephone: 09-3745481
Fax: 09-3745403
Email: info.ieaa@minedu.govt.nz
Website: www.minedu.govt.nz

New Zealand Qualifications Authority (NZQA)
PO Box 160, Wellington 6015
Telephone: 04-8023000
Fax: 04-8023115
Email: nqs@nzqa.govt.nz
Website: www.nzqa.govt.nz

Complaints Kit for Formal Complaints about Providers are available online –
<http://www.nzqa.govt.nz/for-learners/rights/complaints.html>

9 Certification and Graduation

Every unit standard that you gain credit in NSIA builds towards National Qualifications. Some unit standards count towards more than one national qualification. Ask our administration staff about the procedure to apply for the certification to NZQA. Students who have met the following criteria will be awarded with the certificates:

- 85% and above attendance
- demonstrate competence in all unit standards that contribute to the certification of the qualification

You can collect the NSIA Certificate and Academic Record Report approximately 2 weeks after the formal completion of your course. Any subsequent copies have a fee of \$50 for the NSIA certificate and \$20 for the Academic Record Report. A “fast-track” fee may be applicable if you wish to have the Certificate and Academic Report printed urgently.

10 Regulations and Discipline

10.1 General Rules and Regulations

- **Attendance and lateness:** All students are expected to attend classes punctually and regularly. If you're 15 minutes late, your teacher may refuse to have you in the class and may mark you absent. However, if you are a cookery student doing practical assessments, you must be in class ready at start time. A minimum attendance rate of 85% is required for certification and graduation. Attending class means 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.
- **Study Leave:** please refer to Section 10.7 for details.

- You must turn your **mobile** off during class time.
- Speak **English only** at the Academy.
- **Uniform:** you must wear the uniform (for theory classes, wear black vest, tie, white dress shirt, black dress trousers (no jeans acceptable) and black leather dress shoes) and the badge every school day. You may not be allowed into class if you do not meet NSIA required uniform standard. There will be a cost to purchase or hire a new set of uniform.
- When on the campus, please remove caps, hats, etc. or any kind of head wear unless previously arranged for religious reasons. Please remove sunglasses when on Campus.
- **Parking:** Please park at designated area. The tyres may be clamped if you choose to parking at staff parking area and a \$50 fine will be applicable.
- **Behave** in a responsible manner.
- **No eating or drinking** except bottled water in class. The **chewing of gum** is not permitted.
- **Smoking** is not permitted on the entire campus except the designated smoking areas. Please remove chef whites, aprons, hats etc. when smoking. Smoking is a serious health hazard. Students must not possess any illegal item or substance, or be on the premises whilst under the influence **of alcohol, substance abuse** or **non-prescribed drugs**. Unless specifically approved by management, students must not drink alcohol on the premises.
- Students must not engage in any form of **harassment or discrimination**, whether of a sexual, cultural, religious or ethnic nature.
- The **telephone** and **photocopying facility** is mainly for the staff. You may use the service when there is no staff using it. The charge is 10 cents for A4 size. There is a 50 cent charge per minute for a local call, and NZ\$1 per minute for a mobile call.
- Students must not run in the corridor, shout, mark or damage any Academy property, no eating or littering in the classrooms including the computer rooms.
- **Computer and internet use:** No personal laptops are to be plugged into the NSIA network. Please also refer to *Appendix 3 – NSIA General Rules in Computer Rooms* for further details.
- **Changing of Personal Details:** You must notify the Academy of any change in your contact details, including contact phone number, the type of your accommodation, and residential address.
- Student must not supply false information, or knowingly fail to supply information in respect of liability for fees or status as defined by the Education Act 1989, as amended; or any other information as required by statute.

10.2 **Disciplinary Procedures**

- Verbal warning from the Student Service Officer is the **first** formal step. This warning will be recorded on the student's file.
- A formal written warning is the **second** step. If you are unable to receive a warning because you are absent from the course, then the warning is considered to have been received if sent by email to your NSIA email account.
- The **third** stage is the final written warning.
- The **final** stage is your expulsion from the course and NSIA. If you are an **international student**, NSIA will notify New Zealand Immigration Services, recruitment agents, and parents (if you are under 18), of your problem and status. No refund will be given.

- **Serious/Gross misconduct** may include verbal and/or physical abuse or threats to other students or staff, theft or damage to property, sexual harassment, bringing alcohol or drugs on to the premises or arriving at training under the influence of alcohol or drugs.
- **Serious/Gross misconduct** may incur instant expulsion. No refund of fees will be available for students expelled.

10.3 Circumstances in which the Academy may Terminate Tuition

- If you are expelled according to the above procedures
- If your absenteeism is continued and unexplained and your attendance is below 85%
- If you provide false or misleading information on enrolment
- If you fail to pay fees within the first month of the course
- If the Academy is unable to guarantee accommodation due to your behaviour (under 18 students)
- If you have criminal behaviour inside or outside the Academy's premises
- All decisions to terminate enrolment will be based on evidence, and the normal appeal procedure applies.
- No refund will be given when your tuition is terminated due to any of the above circumstances.
- If you are an *international student*, NSIA will notify New Zealand Immigration Services and parents (if you are under 18) of your problem and status.

10.4 Fee Protection, Withdraw and Refund

- The student's fee will be banked into a Trust account, administrated by NZ Public Trust, 205 Great South Rd, Auckland, PO Box 5149, Auckland, and will be released on a pro rata basis from the Trust account in accordance with an agreed monthly schedule on the basis of tuition delivered until the completion of the course.
- This structure is designed according to the NZQA Fee indemnification policy to protect students' interest in the event of withdrawal, 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. In the unlikely event of the school going into liquidation or receivership, the trust fund will cover the claims.
- If a student has enrolled for a course that is 3 months or longer and wishes to withdraw from the course before the eighth day of a course of study for which attendance of students at NSIA is required, then the school will refund all tuition fees, except \$500.00 or 10% of the fees paid, whichever is the lesser. No refund is available after the first eight days.
- If a student has enrolled for a course that is five weeks or more but less than three months wishes to withdraw from the course within the first five days of the course, you will be refunded with 75% of the tuition fees. No refund is available after the first five days.
- If a student has enrolled for a course that is up to and including four weeks and six days wishes to withdraw from the course within the first two days of the

course, you will be refunded with 50% of the tuition fees. No refund is available after the first two days.

- All application of refund must be made to the Managing Director in writing, accompanied with all original documents and account details. The refund, once approved, will be paid directly to the student's account by the Public Trust.
- Tuition fees cannot be transferred to another person. If the student's tuition fee is from the bank or Study Link Loan, the amount of the refund will be refunded to the bank or Study Link.
- All fees are received and refunded in NZ dollars. The Academy is not responsible for any currency fluctuations between enrolment and issuing of refunds.
- No refund is available if a student is expelled from the Academy.
- Students may be allowed to join a course as a late arrival after the scheduled course starting date. The provision of NSIA's refund policy applies from the scheduled course starting date and not the date on which the late student arrives.
- If the student pays any tuition fee for continuing or extending the studies within the same course after the first 8 days of the course starting date, the fee is not refundable. For example, if a student pays the 2nd year course fee after 8 days of the 1st year course starting date, the fee paid for 2nd year will be non-refundable.
- Immigration New Zealand had made changes to the policy regarding international students effective from 30/11/2009. If you want to withdraw from our school to transfer to another school, you must:
 - a. Get an offer from a new school
 - b. Once you have this offer, you must apply to immigration New Zealand for Variation of Condition
 - c. If they approve the change you can then withdraw from our school
 - d. You are required to attend the course before getting the approval from Immigration New Zealand

10.5 Policy on Plagiarism

NSIA has a policy of zero tolerance on plagiarism. It is considered as a serious misconduct. If you are caught cheating for the first time, you must resit your exam on your own cost and a written warning will be issued; If you are caught cheating for the second time, you must resit your exam on your own cost and a final warning will be issued; If you are caught cheating for the third time, you will be expelled immediately without any notice.

Students are considered to be cheating if

- you hand in another student's work as your own
- you allow your work to be handed in by another student as if it was the other student's work
- you use resources (e.g. calculator) during an assessment which are not permitted for that assessment or for which the tutor/assessor does not give permission
- you complete an assessment in a group and hand in the same work as someone else in the group without prior approval. Group assessment can be submitted if it is allowed by the tutor/assessor.

When a staff member or a student has clear evidence of cheating, it shall be reported to the Student Service Officer. A written description will be kept in the student's file

after the verbal warning. The student will be marked as NYC for the assessment and reassessed at his/her own cost. A student may not be eligible for work placement arranged by the Academy after being caught cheating.

10.6 Policy on Changing of Class

- There will be no class changes once you are enrolled in your course of study and your class roll has been finalized.
- If you wish to change class, you need to complete an Application and submit it to Student Service Department ONE month prior to the current block ending.
- The approval of the Application is at the discretion of the Academy depending a number of factors such as the availability of class space.

10.7 Policy on Applying for Leave

- The maximum possible study leave is two weeks
- The approval of application is subject to the Academy
- The student must inform both the tutor and the student service officer in WRITING at least 1 week before the date he/she wishes to take the leave
- The student will be asked for proof (e.g., medical certificate, death certificate of immediate family members)
- If the application is approved, the time off will be counted as sick leave or holiday according to the evidence supplied. If the student wants to re-do the units that he/she missed during the study leave period at no extra cost, the application time for redo must be within the first two weeks after the last day of the approved study leave.
- If the application is not approved, the time off will be counted as absence. The student is responsible for redoing the units or blocks that he/she missed at his/her own cost
- If you arrive late for your course due to visa problem, please see the Student Service Officer to make special arrangement to your course of study.
- If you are unable to attend classes or sit for the exam due to circumstances beyond your control, you need to advise the administration manager as soon as possible. If you want to apply for an aegrotat pass^{note}, you need to consult the administration manager and make a written application with supporting documents. All cases will be dealt in an individual basis.

Note: Aegrotat pass: The overall achievement for a particular unit/paper is decided based on the assessments attempted by the student during the study.

11 E-mail Notification

- All registered students at NSIA will be informed of any relevant information both academic and administrative through their personal NSIA e-mail.
- Please check your emails at ID@nsia.ac.nz, on a regular basis (at least 2 times per week), so that you will not miss out on any useful information and NSIA notifications.
- Information will include but not be limited to:
 - Weekly Updated Job Vacancies

- Exam Information and Assignment Information
- Progress report of each module
- NSIA Event Notice
- Insurance/Visa Expiring Notice
- Warning Letter of Low Attendance
- Notification of Re-do
- Update of policy

Please visit: webmail.nsia.ac.nz/webmail

Log on by using User name (ID number)

and personal Password (birthday: DDMMYYYY)

Appendix 1

Summary Code of Practice for the Pastoral Care of International Students

Introduction

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

New Zealand educational providers have an important responsibility for international students' welfare.

This pamphlet provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

What is 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 sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

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

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from www.minedu.govt.nz/goto/international.

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

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from www.minedu.govt.nz/goto/international. If the education provider that you are seeking to enrol with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).

What is the International Education Appeal Authority (IEAA)?

The IEAA is an independent body established to deal with complaints from international

students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

How can I contact the IEAA?

You can write to the IEAA at:

| | |
|---|---|
| International Education Appeal Authority C/- Ministry of Education Private Bag 47-911 Ponsonby Auckland | Fax: (09) 374 5403 Phone: (09) 374 5481 Email: info.ieaa@minedu.govt.nz |
|---|---|

What will the IEAA do?

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

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

The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel.

The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

What can the Review Panel do?

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

A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for education providers to ensure that:

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

Full details of what is covered can be found in the Code itself.

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

Appendix 2

Policies and Procedures Regarding Insurance Policy for International Students

According to the requirements of the Code of Practice by the Ministry of Education, it is mandatory for every international student to purchase travel and medical insurance while studying in New Zealand.

As the administrator of the Code, the Academy requires all of its international students to purchase a suitable insurance policy, to present evidence of their insurance policies, and/or to renew it when it is due to expire according to their individual start and finish dates of study.

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 the Academy's rules and regulations. The Academy will exercise its right to terminate the student's study and report the case to all relevant departments (e.g. New Zealand Immigration Service). In this case, the individual student will be responsible for all the consequences arise.

Followings are the detailed policies and procedures:

1. Newly enrolled international student: to students who fail to present their up-to-date insurance policy, the Academy may not assist in their registration process and/or application for student permits. No tuition fees will be refunded in this case.

2. Currently enrolled international students:

2.1 Every current international student will receive a reminder notice from the Academy two weeks prior to the expiry date of his/her insurance policy. Students who fail to provide the renewed insurance policy upon its expiry will receive a formal written warning letter. This letter will be kept in the student's file and be reported to relevant educational departments.

2.2 International students who fail to present the renewed insurance policy within seven days (including the seventh day) after receiving the first warning letter will receive the second formal warning letter. Again, this letter will be kept in the student's file and be reported to relevant educational departments.

2.3 International students who refuse to provide evidence of the renewed policy within three days (including the third day) after the second warning will be expelled from the Academy without further warning. The Academy will notify relevant departments including New Zealand Immigration Services to cancel the student's valid permit. No refunded will be made in this case.

Should the worst scenario occur, the student is responsible for all potential consequences as the expulsion is directly resulted from his/her own actions and in actions. The Academy will not bear any responsibilities for matters resulted from the student's own irresponsibility.

Appendix 3

NSIA General Rules in Computer Rooms

The Computer Rooms are designed to be a useful environment for completing academic or Academic related work. Because of the high maintenance costs and budgetary restrictions, money needed to repair abused, damaged, or stolen equipment may not be available resulting in a loss of resources for user. Each person has a responsibility to use equipment for appropriate uses and in a proper manner. By using the computer rooms, each person agrees to abide by the following conditions:

- Scheduled classes have priority over all other uses.
- Disruption of a class in session is prohibited.
- No food drinks, smoking, or chewing tobacco allowed in the computer rooms.
- Computer games are not allowed.
- No loud group conversations or music (you must wear headphones).
- No displaying of obscene or lewd images or text.
- Leave all hardware and furniture in its original place.
- Shut down computer before you leave.
- Modification of hardware and software configurations in the labs is prohibited. This includes modification of the settings and configuration of printers and modification of system software.
- Software license agreements and copyright laws are strictly enforced in the Information and Educational Technology computer rooms. Copying licensed software from the lab workstation hard disks or file servers is a violation of federal copyright laws and of University policy.
- External devices such as Zip drives, Hard Drives, and scanners can only be connected to workstations by Computer suite Management or with the permission of Computer suite Management.
- No personal laptops are to be plugged into the NSIA network.

Study groups may utilize computers at facilities as long the conversation and noise level does not disrupt the work environment of other users. All Computer Room Consultants have the authority to require individuals to leave computer rooms and/or report persons for violating any of the above policies. Campus Police will be called in the event of refusal to comply. Disciplinary measures include loss of computer privileges (including disabling one's computer account). A person will be given the opportunity to discuss any referral with a member of Information and Educational Technology staff. A student may also be referred to Student Judicial Affairs for further disciplinary action. Reinstatement of one's account will be determined by the Student Judicial Affairs and Information and Educational Technology.

Disclaimer

- The Academy is not responsible for any lost, misplaced or stolen items.
- The Academy is not responsible for any lost or damaged disks, files, or data.
- Computers may crash so be sure to save your data often.
- The Academy's IT Staff bear no responsibility for lost or damaged information if they attempt to remove a virus from your files or fix a damaged floppy disk.

Computer Logon and Printing

Whenever you use the computer in our computer suite, you need to log on with your own account.

Your account name is your student ID (e.g. ns04567)

Your initial password is your birthday: DDMMYYYY, (e.g. 23051988)

The system will ask you to change your password the first time you log on. Your new password should be at least 6 characters. With your student ID number, you will have \$10 for printing. After you finish your limit, you will be asked to top up your account through the system. You can top up your printing account at reception. Please keep your password private and log off when you finish your work. Otherwise, someone may use your printing account. If you have any questions, please go to reception for assistance.

With your student ID number, you will have \$10 on your student account for printing. After finishing this limit, students can top up their account at the reception. The printing charge is 10 cents per page. NSIA will add extra \$10 (NZ) to HM 2nd year student's account for printing purposes.

Students must print any assignments or documents by themselves. Teachers and the reception are not supposed to print any assignments for students as removable disks may cause viruses.

Before printing the document, students need to choose the proper printer. For example: if you want to print documents in the computer suite, please choose the printer named as "ws2k3-1.nsia.ac.nz\computer suite printer"

Photocopying

Photocopy cards are available from the Print Card Dispenser on Level 2 (computer suite). Photocopy card costs \$20 of which \$10 is for the copying costs and \$10 will be refunded when you return the card. The instructions for use of the Print Card Dispenser are on the wall in the computer suite. The photocopy charge is 10 cents per copy.

NSIA receptionist may help students to copy documents and will charge 10 cents per page (A4) or 20 cents per page (A3)

Appendix 4

Summary of NSIA Library Rules

The library is designed to be a quiet and useful place for academic study. Each person has responsibility to keep books tidy and safe, and use equipment in the library appropriately.

Lending Policy

Students have a limit of 3 items. Student ID Card will be asked to display when borrowing items from the Library.

Books may usually be borrowed for one month, with renewals possible. Some books may be restricted to use in the Library only. Reference books and videos are only issued to tutors and staffs.

| Items | Cost | Lending Period |
|-----------|--------|---------------------|
| Books | Free | 4 Weeks |
| Magazines | Free | In the library only |
| DVD& CD | \$3.00 | 1 Week |

Notes: all items are free to staff

Renewals

Most books can be renewed twice as long as no other borrower wants them.

Overdue Fines

| Item | Daily | Maximum per item |
|-------|-------------------|------------------|
| Books | 20 cent /per item | \$10.00 |
| DVDs | 40 cent/per item | \$10.00 |

You will be restricted to borrow booking from the library if there are unpaid overdue fees.

Charges for damaged or non-returned items

Damages to books and other items will be assessed and charged for accordingly.

Non-returned items are charged for at their replacement price. This may be soft/ hard cover or internally produced resources.

An administration fee of \$20.00 will be charged on each lost or damaged items.

Other Charges

| | |
|-------------------------------|--------|
| Broken CD& DVD/ Cassette case | \$5.00 |
| Replacement Barcode | \$2.00 |

New books

New Books will be stay at library for one month before allowing lending to student.

Staff can borrow the new book for max one week during the first month.

All library users must not:

- Bring in food or drink in the library.
- Smoke or use rude or threatening gestures in the library.
- Interfere with any other people study in the library (such as speak loudly, use cell phone in library etc)
- Behave in a noisy or offensive manner in the library;
- Bring any item which, interferes with other people study into the library, and you must remove the item immediately when asked to do so by a librarian;
- Take any book or document out of the library without being issued by a librarian
- Damage any book or document belonging to the library
- Make a copy of any book or document belonging to the library without the permission of a librarian
- Remove any number, label, or mark of ownership from any book or document belonging to the library
- Damage any furniture or fitting in the library

Disclaimer: NSIA library is not responsible for any lost, misplaced or stolen items.

Appendix 5

Introduction of NSIA Health and Safety Policy and Procedure

Over the last 12 years NZ has improved its workplace Health and Safety in a number of areas.

- The Workplace Health and Safety Strategy for NZ to 2015 provide a strategic direction for workplace health and safety.
- However, ACC still receives 1000 claims a year (2006/7 figures), from the hospitality industry alone.
- Several hundred New Zealanders die each year from workplace injuries or disease.
- The strategy identifies gains that will be made by improving workplace culture in both the workplace and the wider communities, especially in the areas of safety and health.
- The strategy is not about eliminating every hazard or removing every risk but rather being sensible and focusing on important issues and priorities.

All businesses, employers and employees must work within and towards the guidelines set out in

- The Health and Safety in Employment Act 1992, administrated by The Department of Labour.

NSIA focuses on the fact that the workplace (the Academy), is an important and special place for health and safety because;

- Staff and students may have limited choices in their learning environment with regards to health and safety and often rely on others to provide the ideal learning environment.
- The Academy can be a potentially dangerous environment.

Therefore NSIA's management has made a commitment to provide an ideal hazard and risk elimination programme in the workplace. This programme will be an ongoing commitment which will be continually updated and completely transparent, to ensure that all staff and students feel secure and safe whilst in the Academy workplace.

Everybody in New Zealand has a right to a safe and healthy working environment.

However management can not work alone towards achieving an ideal situation.

Therefore each staff and student member has an obligation to make the health and safety of themselves and others a vital part of the working day.

This can be achieved by everybody taking responsibility to;

- Read and apply all Health and Safety document in the file available at both receptions.
- Read Notices boards and action all area of personal concern. Especially fire and first aid procedures.
- Report all potential risks or hazards (actual or near misses) to a tutor or the health and safety reps, as highlighted in the health and safety book. The rep will then take appropriate action, although the immediate action to eliminate the problem should come from the student or staff member first.

Remember, it is often the frontline worker or student, rather than management that can spot potentially dangerous situation or incidences.

Potential risks may also include illness that can easily spread in confined areas such as the academy.

Everybody should assist towards making a safer working environment and take an active interest in actions put in place by the health and safety committee, which will meet once a month. Classes should discuss issues to the class rep who will have access to health and safety reps via student, staff and management meetings.

The rep then becomes an early warning system for emerging problems and discusses possible solutions with management.

FIRE & EMERGENCY

Evacuation Point

Albany Campus: pathway of Rothwell Ave.

City Campus: pathway of Hobson St. and Cook St.

If you discover a fire

1. Raise the alarm immediately by operating the alarm, and alert everybody.
2. Potentially dangerous processes or machinery should be closed down, if possible to do so safely and with no delay.
3. Leave lights on. Leave immediately by **NEAREST safe exit** route. Move quickly but **DO NOT RUN**.
4. Do not use lifts.
5. Report the location of the fire to the Building Warden or nearest tutor at the designated evacuation point.
6. Report to your designated assembly point. Ensure Fire Service is notified via 9 111 call. This may be done outside the building or using a telephone in the neighbouring premises or, if safe to do so, from within the building (9-111). Clearly state the premises and the **NATURE OF THE EMERGENCY** (FIRE, BELLS RINGING ETC.)
7. Stay outside the building until the “all-clear” is given.

Or hear the alarm

1. Instruct staff and visitors to leave the building by the nearest safe exit.
2. Do not panic.
3. Leave the lights on.
4. Leave immediately by the nearest safe exit route.
5. Report to your designated assembly point.
6. Stay outside the building until the “all-clear” is given.

Only if it is safe to do so should fire fighting be attempted.

EARTHQUAKE PROCEDURE

- Move no more than a few steps to a safe place, drop, cover your head with hands and bring your knees up to your body.
- Do not attempt to run outside; If outside drop, cover, hold.
- If in a lift, stop at nearest floor and take above action.
- If driving, pull over, stay in vehicle till shaking stops.
- After the quake turn off gas, water and electric at mains.
- Do not re-enter buildings until safe.

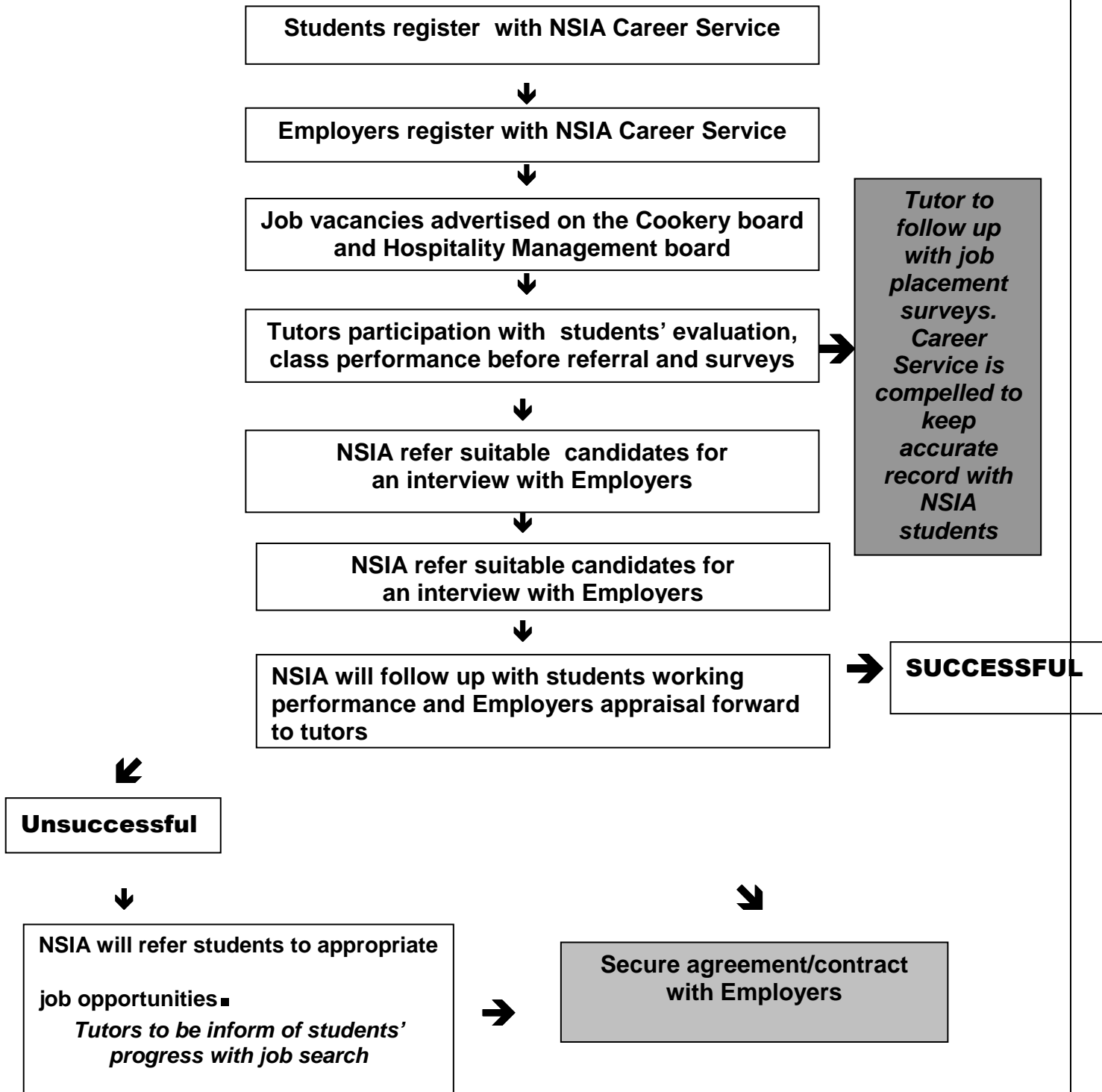
Appendix 6

NSIA CAREER SERVICE

OUR OBJECTIVE

To assist our students to successfully gain placements in hospitality positions for their future.

STEPS



Declaration:

- 1. I have received my Handbook and will read it thoroughly. I will contact Student Service Department if I have any questions.**
- 2. I have been informed about the expectations regarding uniform, attendance, punctuality, and class contact hours, and I promise to observe them.**
- 3. I have been informed that all international students must have an appropriate insurance. A copy of my valid insurance must be submitted to the Academy within one week after I start my course. I understand that NSIA reserves its right to suspend my study without refund if I can not comply with the above policy. It is my responsibility for any Redo or Resit arising from this.**
- 4. I have been informed that all international students must have a valid visa while studying in New Zealand. A copy of my NSIA student visa must be submitted to the Academy within three weeks after I start my course or I have to see the Academy's student service officer. I understand that NSIA reserves its right to suspend my study without refund if I can not comply with the above policy.**
- 5. I have read the enrolment conditions and agree with all of the provisions.**

Student Name: _____

Signed: _____

Date: _____