

Student Handbook 2012



0800 426 725 | www.aoraki.ac.nz

 **AORAKI**
POLYTECHNIC
supporting your success

Welcome from the Chief Executive	6
Welcome to Aoraki Polytechnic	6
Naumai ki teKuratini o Aoraki	6
2012 Academic Calendar	7
Term Dates	7
Public Holidays	7
Section 1: An Introduction to Aoraki Polytechnic	8
Values	8
Teaching Departments	9
Management and Support Staff	9
Executive Management.....	9
Heads of School.....	9
International Department.....	9
Campus Managers.....	9
Campus Administrators.....	10
Information and Support.....	10
Section 2: Enrolment Information	12
Admission to Programmes: Entry Criteria, Admission and Enrolment	12
Entry Criteria	12
Enrolment Procedures	12
Enrolment Issues	13
Student Loans and Allowances	13
Changes to Programmes of Study	13
Privacy Act 1993	13
Section 3 - Information about Fees	15
Fee Collection and Refunds Policy for domestic fee-paying students	15
Fee Payment.....	15
National Qualifications Framework Registration and Credit Fees	16
Withdrawals and Refunds	16
Withdrawal from full-time programmes of 12 weeks or more	16
Programme / Course Cancellation	16
Section 4: Academic Support	17
Access – ID Cards	17
Guidance on choices of programmes of study	17
Learning Assistance.....	17
Computers	17
The Aoraki Library.....	18
Academic Appeals and Assessment Review	19
Translators	19
Inclusive Education – Access Aoraki	20
Access Aoraki’s role is to support students and staff to assist in removing barriers to learning and the workplace.	20
What is inclusive education?.....	20
When do I make arrangements?.....	20
Whom do I contact?	20
Peer tutors and note takers.....	21
Alternative assessments	21
Equipment modification.....	21

Accessible learning formats	21
Scholarship information	21
Confidentiality	21
Māori Liaison/Kaiarahi.....	22
Māori Literacy Assistance	22
Medical Conditions.....	22
Student Concerns and Complaints	22
Hardship Loans.....	22
Section 5 - Academic Regulations	24
Recognition of Prior Learning (RPL)	24
APL Assessment of Prior Learning	24
Cross Credit	24
Credit Transfer	25
Assessment	25
Re-Assessment	26
Checklist for assignments	26
Assessment Completion Policy.....	27
Plagiarism and Cheating.....	27
Attendance.....	28
Deferment of study.....	28
Extension to Study	28
Research.....	29
Awarding of Qualifications.....	29
Graduation	29
Re-issuing of Transcripts and Certificates	29
Section 6 - Student Charter	30
Policy	30
Student Rights	30
Student Conduct	31
Explanatory Notes.....	32
Section 7 - General Regulations.....	33
Animals	33
Anti-Sexual harassment.....	33
Cell Phones.....	33
Copyright.....	33
Personal Property	33
Health and Safety	34
Emergency Procedures.....	34
Hazards / Accidents	36
Safety Rules.....	36
Section 8 - Student Discipline and Dismissal	37
Informal procedures	37
Formal Procedures.....	37
Cancellation of Student Enrolment.....	38
Section 9 - Study Tips	39
In Class	39
Study times	39
At the Polytechnic	39

At home	40
Your learning style	40
Section 10 - Information for International Students	42
International Department Support	42
Visas and Permits for International Students	42
Fee Collection and Refunds Policy for International students	43
Medical and Hospital Treatment Insurance	45
Accommodation	45
Orientation for International Students	46
Accessing Support for International Students on Campus	47
Information and Advice on Driving Laws, Driver Licensing Requirements and Road Traffic Safety	49
Code of Practice for International Students.....	50
Aoraki Polytechnic - Timaru Campus	51
Using your Student ID Card	51
Campus Help	51
Café	51
Child Care	51
Computer Help.....	51
Computer Access.....	52
EFTPOS.....	52
Emergency Procedures.....	52
Gymnasium.....	52
Library	53
Mail	53
Smoking Areas.....	53
Student Job Search.....	54
Supplies	54
Telephones	54
Vending Machines	54
Water Coolers	54
Further Services	55
Accommodation	55
Counselling	55
Financial Advice.....	55
Health Services (not available to international students).....	55
Learning Assistance.....	56
Rest area	56
How about access?.....	56
Accessible Computer Suite.....	56
Accessible Parking.....	56
Aoraki Polytechnic - Christchurch Campus	57
Campus Help	57
Computer Help.....	57
Emergency Procedures.....	57
Library	57
Parking.....	58
Smoking Areas.....	58

Telephones	58
Aoraki Polytechnic - Dunedin Campus.....	59
Using your Student ID Card	59
Accommodation	59
Campus Help	59
Computer Help.....	59
EFTPOS.....	60
Emergency Procedures.....	60
Health Services (not available to international students).....	60
Library	61
Mail	61
Smoking Areas.....	61
Student Job Search.....	61
Telephones	61
Vending Machines	61
Water Coolers	61
Using your Student ID card	62
Access	62
Accessible Parking.....	62
Campus Help	62
Common Room.....	62
Computers	62
Computer Help.....	63
Counselling	63
EFTPOS.....	63
Emergency procedures	63
Financial Advice.....	63
Health Services (not available to international students).....	64
Learning Assistance.....	64
Mail	64
Parking.....	64
Rest area – Ashburton	64
Smoking Areas.....	65
Student Job Search.....	65
Supplies	65
Telephones	65
Water Coolers	65
Aoraki Polytechnic - Oamaru Campus.....	66
Using your Student ID card	66
Campus Help	66
Computer Help.....	66
Counselling	66
EFTPOS.....	66
Emergency Services	66
Health Services.....	67
Learning Assistance.....	67
How about access?.....	67
Library	67

Mail	68
Parking.....	68
Smoking Areas.....	68
Student Job Search.....	68
Telephones	68

Welcome from the Chief Executive

Welcome to Aoraki Polytechnic

Naumai ki teKuratini o Aoraki

Greetings to One and All.

Welcome to your studies at Aoraki Polytechnic. We are delighted that you have chosen to study with us.

At Aoraki Polytechnic we are dedicated to delivering high quality, vocationally orientated courses that lead to career success. Our programmes have been developed with the support of our local industry and business leaders to ensure that they are relevant to the needs of employers. We have also incorporated international qualifications into certain areas of study so you can be confident that your learning is at a global standard. In addition, many of our programmes pathway to degrees at other respected tertiary institutions should you wish to extend your study further.

My staff and I are here to support you in your learning journey. We recognise that some of you will require additional support for your learning and we will endeavour to provide the services you need to support your individual success. Please do not hesitate to contact our student support team to find out what services are available.

I hope you will enjoy your time with us and wish you all the very best with your studies and your future career.

Kay Nelson

CHIEF EXECUTIVE
Aoraki Polytechnic
Supporting Your Success

2012 Academic Calendar

Term Dates

Term 1	Monday 20 February	to	Friday 6 April
Term 2	Monday 23 April	to	Friday 29 June
Term 3	Monday 16 July	to	Friday 28 September
Term 4	Monday 15 October	to	Friday 23 November

The above is provided as a guide only, all dates for individual programmes should be checked with the School Office or tutor.

Public Holidays

Monday 6 February	Waitangi Day	Polytechnic closed
Monday 26 March	Otago Anniversary Day	Oamaru and Dunedin Campuses closed
Friday 30 March	Aoraki Day	Polytechnic closed
Friday 6 April	Good Friday	Polytechnic closed
Monday 9 April	Easter Monday	Polytechnic closed
Tuesday 10 April	Easter Tuesday	Polytechnic closed
Wednesday 25 April	Anzac Day	Polytechnic closed
Monday 4 June	Queen's Birthday	Polytechnic closed
Monday 24 September	SC Anniversary Day	Timaru Campus closed
Monday 22 October	Labour Day	Polytechnic closed
Friday 16 November	Canterbury Anniversary Day	Ashburton and Christchurch Campuses closed

Section 1: An Introduction to Aoraki Polytechnic

Aoraki Mount Cook is central to the creation mythology of the Kai Tahu. The Polytechnic proudly takes its name from this significant ancestral and geographic feature. Established in 1987, having previously been a Community College, Aoraki Polytechnic is the major provider of tertiary education and training in Mid and South Canterbury and North Otago.

Aoraki Polytechnic has campuses in Timaru, Dunedin, Ashburton, Oamaru and Christchurch.

The purpose of Aoraki Polytechnic is to offer lifelong learning opportunities supported by the following values as expressed in the Aoraki Polytechnic Investment Plan.

Values

To achieve our mission, we are committed to the values of:

- **Excellence** in academic outcomes, student support and customer service
- **Connection and Partnership** with industry, community, iwi and other providers
- **Innovation** in programme development and delivery
- **Professionalism** through ethical behaviour and standing
- **Sustainability** by ensuring a financially viable organisation and a healthy workplace
- **Teamwork** by working together and celebrating success

Aoraki Polytechnic provides a range of nationally and internationally recognised qualifications, designed to meet the educational and training needs of our students. We aim to provide professional, vocational, personal development and second chance educational opportunities to a wide range of people. Our programmes are strengthened through our relationships with local communities and industry and the involvement of advisory committees.

All programmes offered have appropriate academic approvals. Full-year mainstream programmes are usually approved by the New Zealand Qualifications Authority (NZQA) or the Institutes of Technology and Polytechnics Quality (ITPQ) and may include international standard setting bodies such as City & Guilds and ITEC.

This handbook is designed to give you information that will be helpful to you during your studies at Aoraki Polytechnic.

We wish you an enjoyable and successful experience here at Aoraki Polytechnic.

Teaching Departments

The Polytechnic has four Schools and two Departments.

The Schools are:

- Creative Technology, IT, Journalism and Business
- Hospitality, Tourism, Hair and Beauty
- Health, Education and Sport
- Agriculture and Technology

The Departments are:

- International Department
- Aoraki Education Partners Directorate

Management and Support Staff

Executive Management

Kay Nelson	Chief Executive Officer	687-1846
Alex Cabrera	Deputy Chief Executive Officer	687-1851
Rachel Garden	Academic Director	687-1895
Gavin Spence	Aoraki Education Partners Director	687-1840

Heads of School

Andy Walne	Creative Technology, IT, Journalism and Business	687-1887
Iain Bamber	Hospitality, Tourism, Hair and Beauty	687-1880
Sandy McKirdy	Health, Education and Sport	687-1868
Malcolm Kendrew	Agriculture and Technology	687-1841

International Department

Felicity Macfarlane	International Manager	687-1829
Stephen Pope	International Partnership Manager	687-1821

Campus Managers

Liz Smillie	Oamaru Campus Manager	03 434-7763
Stephanie Collins	Ashburton Campus Manager	03 308-8280

Campus Administrators

Christchurch Campus	Trish Aitken	0800 426 725
Oamaru Campus	Linda Gibbens	0800 426 725
Dunedin Campus	Kat Norton	0800 426 725
Ashburton Campus	Sharon Lloyd	0800 426 725

Information and Support

Registry	Registry Staff	687-1900
Student Enquiry Office	Student Advisors	0800 426 725
Customer Services Centre	Customer Services Team	0800 426 725 687-1800
Accommodation	Customer Services Team	0800 426 725 687-1800
Inclusive Education Co-ordinator	Carol Soal	687-1814 0800 426 725
Maori Liaison	Dan De Har	687-1936
Computer Helpdesk	Computer Helpdesk Team	0800 426 725 687-1800
International Department	Kerry McAllister Shannon Stevenson	687-1835

The Marketing Team

Aoraki Polytechnic manages its own marketing services in-house.

Our team is based at our Timaru campus and is responsible for the promotion of Aoraki programmes and the organisation as well as promotion of Aoraki Polytechnic events across all campuses. We are also closely involved in many community events throughout the year in the wider region.

Throughout your time of study and after graduation you may be approached by a member of our marketing team to find out more about why you chose to study with us, what you hope to achieve after graduation and also about your career path and success after leaving Aoraki.

Our marketing team also keeps our website, facebook, youtube and twitter pages up to date with events, stories, useful links, videos and photographs so please direct any enquiries about these to us.

If you would like to get in touch with us about any marketing ideas, feedback or to share your events, successes and good news stories our contact details are below.

Join us online:

www.aoraki.ac.nz

www.facebook.com/aorakipolytechnic

www.youtube.com/aorakipolytechnicNZ

Post

Marketing
Private Bag 902
32 Arthur Street
Timaru 7940

Phone

0800 426 725

Email

marketing@aoraki.ac.nz

Section 2: Enrolment Information

Beginning a new programme of study can feel a little daunting, with lots of things to do, get used to, and sort out. This section explains some of the processes around gaining entry into programmes of study at Aoraki Polytechnic. For further information, or if you have questions that we haven't answered here, please speak to the friendly staff at the Customer Services Centre, or the International Department, or try our website www.aoraki.ac.nz.

Admission to Programmes: Entry Criteria, Admission and Enrolment

All students must be at least 16 years of age to study at Aoraki Polytechnic. International students must be at least 18 years of age. In addition, many courses have pre-determined entry criteria to be met (see below). If you are intending to enrol in programmes provided jointly by Aoraki Polytechnic and another institution, you must also meet the entry requirements of the other institution. Some programmes have restricted entry, so enquire with the School or Department concerned to see if this applies to the courses you wish to study.

You may be offered an interview or an information session. This is an opportunity for Polytechnic staff to find out a little more about your interests, strengths and personal qualities in relation to the programme. This helps to ensure that the programme you are applying for is the most appropriate choice for you. This is an opportunity for you to ask questions about what you can expect from the programme, the tutors, and Aoraki Polytechnic, the type of classes you can expect, assessment workload and any practical experiences that might be a part of the course.

Entry Criteria

The entry criteria given for any programme of study are the minimum entry requirements students must meet to begin study in that particular programme. Entry criteria may be established by Aoraki Polytechnic, or prescribed by external authorities. They may be published on the application form for enrolment into the programme, in advertising materials, and in programme fact sheets or regulations.

Where English is a second language, many Aoraki Polytechnic programmes have prerequisite requirements for English Language levels for entry to programmes and courses. Unless otherwise stated, students with English as a second or other language must present evidence that they have an IELTS score or equivalent of 5.5. This does not apply to Intensive English and English as a Second Language programmes and courses.

Enrolment Procedures

Before you are able to begin your study you must have done the following:

- completed an enrolment form
- provided the documents we require (listed below)
- paid all fees unless alternative arrangements have been approved in writing.

Enrolment Issues

Our friendly Registry staff can help you with any enrolment issues. They are located in the Registry Office adjacent to the Main Reception at the Timaru campus. If you are at one of our other campuses you can contact Registry by telephoning 0800 426 725, extension 725. For International Students please contact the International Department on 0800 426 725, extension 835 or (03) 684 0835.

Student Loans and Allowances

For information about student loans and allowances, please contact StudyLink on 0800 88 99 00. **Please note, student loans and allowances apply only to NZ residents**

Changes to Programmes of Study

Once you have enrolled, changes to programmes of study must be approved by the relevant Head of School or the Aoraki Education Partners Director. So if you need to make changes to a programme of study after you have enrolled, you should contact school office staff or Registry for the appropriate form to complete.

If you have already started the course you wish to change from, you will also need to complete an application for withdrawal form. Any fee refunds are subject to the Withdrawals and Fee Refunds Policy (see Information about Fees below).

If an international student wishes to change their programme of study or provider, they must apply for a variation of conditions for their visa through the Department of Immigration. For further information about this process, please see the International Department.

Privacy Act 1993

The information you provide on the enrolment forms is required to enable Aoraki Polytechnic to comply with its purposes and functions under the Education Act 1989. The information will be held by Aoraki and used in the following ways:

- Within Aoraki Polytechnic, relevant personal information from a student's enrolment form will be available to those members of the Aoraki Polytechnic staff responsible for the student's enrolment, establishing and maintaining the student's records, providing tuition, appropriate academic advice and support, providing student services, maintaining order and discipline, listing former students.
- Aoraki Polytechnic is also required by statute as stated in Part 10, Clause 97 of the Privacy Act 1993, to provide some personal information (such as name, current address, date of birth, ethnicity or academic details) to specified government agencies. These agencies may include the Ministry of Education, Work and Income New Zealand, Inland Revenue Department, Department of Immigration (where students are not New Zealand citizens or permanent residents), and the Department of Justice.

We take our obligations under the Privacy Act seriously in the way we collect, update, use, store, disclose and exchange personal information. We do our absolute best to ensure the information we hold is accurate. If you think it might not be, you can ask to check the information and we will correct it if necessary. In particular, if you have a change of home or term time address during your period of study, please ensure you notify your programme office as soon as possible.

Section 3 - Information about Fees

Please note that all fees quoted include GST.

Fee Collection and Refunds Policy for domestic fee-paying students

The Aoraki Polytechnic policy on fee collection and refunds is stated below:

This policy and related procedures apply to all domestic fee-paying students on programmes and courses offered by Aoraki Polytechnic. It does not apply to course materials costs.

Aoraki Polytechnic will determine and apply clear and consistent procedures for tuition fee collection and refunds, for the information of fee-paying students and to enable Aoraki Polytechnic to manage its financial commitments and resources.

- 1 A non-refundable deposit may be charged on all courses of 12 weeks or more duration on acceptance of an offered place. This deposit does not apply to the International students.
- 2 All fees paid by the student will be refunded in full, if the course is cancelled by Aoraki Polytechnic
- 3 All requests for refunds must be made in writing to the appropriate Senior Manager.
- 4 Fees payable by instalment granted only under exceptional circumstances and if formally approved by the Finance Manager.

Fee Payment

You must pay all fees before your programme starts. Other arrangements can be made only in exceptional circumstances. If fees are not paid in full by the due date Aoraki Polytechnic may remove you from the programme or course, and/or withhold your academic results.

If fees are not paid the first step taken by the Polytechnic would be withdrawal of any computer and library access, then Aoraki Polytechnic debt collection procedures will start. You will receive two reminders by mail of the unpaid fees then the debt will be passed to our debt collection agency. Any charges relating to the debt collection will be passed to you.

If any fees are unpaid at the end of your programme of study your results and any awards will not be released until the outstanding balance is paid. This means you will not graduate from your programme.

If you are having problems paying fees, please talk to a Student Advisor.

National Qualifications Framework Registration and Credit Fees

If the programme you are studying includes Unit Standards, then to receive credit for achieving these Unit Standards you will need to be registered on the New Zealand Qualifications Framework (NZQF). Most people who have recently left secondary school will already be registered, and will have their unique student identification number. If you are not yet registered on the NZQF we will arrange this.

Each unit standard has a credit value and to have that credit value registered on your Record of Learning on the NQF costs \$1.58 per credit. In most cases the credit costs are included in your programme fees. Units are registered on the framework at the conclusion of your programme.

Withdrawals and Refunds

Applications for refunds must be made within the timeframes stipulated below. All withdrawals and requests for refunds must be made to the programme office, with the final approval coming from the Finance Manager. You will need to enclose copies of receipts or registration forms, and state the reasons for your withdrawal.

Withdrawal from full-time programmes of 12 weeks or more

All students who withdraw from full-time programmes of 12 weeks or more and wish to apply for a tuition fee refund must complete a Withdrawal from Programme Form. Copies of this form are available from the programme office.

If you withdraw before the programme has begun, you will receive a refund of all tuition fees and programme costs. You can also transfer the fees paid to another programme.

If your application to withdraw is received within four weeks of the programme starting, you will receive a refund of your fees less an administration charge of 12.5%.

There will be no refund after four weeks from programme commencement.

Please note that deposits to confirm a place on a programme are not refunded.

Programme / Course Cancellation

If Aoraki Polytechnic cancels a programme or course that you have enrolled in, all fees you have paid will be refunded in full.

Section 4: Academic Support

Access – ID Cards

Once your enrolment at Aoraki Polytechnic has been finalised, you can get your Student ID Card. The card provides you with photographic identification and includes your Student Identification Number. All students are required to have and carry a Student ID card as a health and safety requirement.

Your Programme Co-ordinator or tutor will organise an appointment time during the early stages of your study for the issue of ID cards, and to assist you with having your card loaded correctly for the various functions it provides such as access to rooms and photocopying services.

International students will receive an ID card as part of their Orientation.

Guidance on choices of programmes of study

When making choices about a programme of study, whether you're a new or a current student, you can discuss your interests and learning needs with your Programme Co-ordinator or the Student Advisors.

In addition to this guidance, the International Department can provide support with questions and queries related to International recognition of programmes and qualifications and pathways to further study nationally and internationally.

Learning Assistance

Learning assistance groups provide:

- Tutorials to support you with study, writing essays and assignments.
- Support for spelling, grammar, communication and presentation skills.
- Reader/writer support

Please note there is no cost to you for this assistance. The cost is met by Aoraki Polytechnic. Contact your Programme Co-ordinator to arrange this service.

Should a building where your class is to be held (on any of our sites) have inadequate access, please contact Access Aoraki. Where possible, every consideration will be given to making necessary modification.

Computers

Computer Services operates and manages the computer networks that provide the computer facilities for Aoraki Polytechnic staff and students. Application packages, including Microsoft Office and Internet Web browsers are made available to all full-time students through an individual computer login with password.

Everyone who uses an Aoraki Polytechnic computer shares the responsibility for security of the information in that machine. No person who uses a computer has the right to violate anyone else's security.

You are responsible for keeping your password confidential, logging off or securing the computer screen with a password protected screensaver when leaving it unattended.

Change your password if you have any cause to believe it has been compromised in any way and, in any case at least once a month.

Please remember that student access is a privilege, and that breaking the terms of your computer access contract can result in loss of access. Particular activities which will result in your loss of access include:

- Any illegal activity.
- Any business or profit related use other than that specifically authorised by Aoraki Polytechnic.
- Any activities at variance with the principles of Aoraki Polytechnic. This would include, for example, any activity in breach of the Treaty of Waitangi, or impinging on the rights of others.
- Any use that generates, modifies stores, distributes or displays any material that is or might be offensive to others, or any attempt to do any of these things.

Computers that you may use for free for your study are located at all campuses. Please check the hours they are available. Printers are also available, but there is a cost for this service. A quota of Internet usage is available; additional quota is available for an additional cost to the student.

The Aoraki Library

The Aoraki Library in Timaru provides EPIC (Electronic Purchasing In Collaboration) resources. You are able to use this resource from **all** Campuses. This includes on-line access to more than 16,000 full-text titles, a vast range of biographies, images, dictionary and encyclopaedia references and much more. These are high quality resources that you will not find for free on the internet.

The EPIC links include:

- Australia/New Zealand Reference Centre
- Biography Resource Centre
- Business and Industry
- Business and Management Practices
- Contemporary Women's Issues
- Discovering Collection
- Health and Wellness Resource Centre and Alternative Health module
- History Resource Centre – Modern World
- InfoTrac OneFile
- Literature Resource Centre
- MasterFILE Premier
- Opposing Viewpoints Resource Centre
- Student Resource Centre
- TableBase
- Virtual Reference Suite

The Library's automated database system means that you can access the catalogue from the Aoraki Polytechnic website, so you can check out what's available from home or wherever you are studying.

The Library staff will help you on an individual basis with things such as using the on-line catalogues, and searching the electronic databases for information. They know all sorts of tips and tricks which they love to share, and can also help with general study skills, so don't be shy to approach them. You can get in touch personally, by phone on (03) 687-1 803, or by email library@oraki.ac.nz

Academic Appeals and Assessment Review

Students have the right to appeal decisions relating to assessment, academic progress, or other academic matters, to the Academic Board of Aoraki Polytechnic. There is no financial cost for students who wish to exercise this right.

An appeal can be made against a decision made by academic staff on the following issues:

- Admission to programmes
- Exemptions granted at admission such as cross credit, RPL
- Applications for credit transfer and RPL
- Meeting the progression requirements within a programme
- Results of summative assessments, grades or distinctions and award of qualifications.
- Applications for consideration of special assessment circumstances such as aegrotat.
- Alleged academic misconduct
- Cancellation of enrolment and withdrawal from a programme

You can also ask for an *assessment review* if you believe that not all of your completed work was assessed or marked (for example, if your overall assessment grade was lower than you were expecting and you think it's because some marks have not been included).

If you do have any concerns about assessments it is recommended that you discuss the issues first with your tutor and/or Programme Co-ordinator, or with the Head of School or the Aoraki Education Partners Director. If you decide after these discussions that you wish to lodge a formal appeal, the Appeals Committee will be convened and a recommendation will be forwarded to the Academic Board who will make the final decision.

Translators

Aoraki Polytechnic can arrange translation services for students studying Aoraki Polytechnic programmes. These services can include translation of documentation or support from individual translators. In addition, Aoraki Polytechnic has access to various forms and guides in a range of languages for use by students for whom English is a Second Language. For more information, or to access this support, please contact the International Department.

Inclusive Education – Access Aoraki

Access Aoraki’s role is to support students and staff to assist in removing barriers to learning and the workplace.

What is inclusive education?

Often it is easier to answer this question by noting what it is not! It is not about “changing the rules” for students who have impairments. It is about providing accessible learning to all students throughout campuses and programmes. The rules do not change - different tutoring strategies and other human or technological support employed.

When do I make arrangements?

Please contact us as soon as possible after you have made the decision to study at Aoraki Polytechnic. Assistance with enrolment is available, and we will be able to discuss with you the type of support that will best help you meet your learning goals. Sharing previous assessment information will assist our process; however this is not a requirement.

You can also make contact at any stage of your study – but the earlier you approach us, the sooner we can together work out appropriate support structures and put them in place. Remember, this is a free service for students.

Whom do I contact?

Contact the Co-ordinator

- by phone on 0800 426 725 extension 814;
- by text 027 537 9700
- by email – access@oraki.ac.nz; or
- by fax 03 684 0809.
- in person. The Access Aoraki Co-ordinator is located on the Timaru Campus in L Block.

What is available?

Check out the website www.oraki.ac.nz/support/inclusion

The following are some examples of what we can provide on loan while you study at Aoraki Polytechnic:

Furniture	Foot rest Recliner chair	Height adjustable desk Adjustable slope desk top	Bean bags
Software	Voice recognition - Dragon naturally speaking Zoom text	Jaws	Read & Write Gold
Equipment	Wrist rest BIG keys Dictaphones Wheelchair	Ergonomic mouse Screen filters AM/FM sound support system Hearing loop systems (can be installed as needed)	Ergonomic keyboard Walking stick Reading pen

Peer tutors and note takers

Trained peer tutors are available to students to provide support with study. We have access to a range of peer tutors who have Second Language skills.

Alternative assessments

Alternative assessments are available and require Head of School approval. This may include alternative format i.e. Braille (10 weeks notice required); reader or reader/writer, or writer. As these arrangements take time to organise, you should discuss with the Access Aoraki Co-ordinator whether you require this form of support as possible after enrolment.

Equipment modification

Equipment may need to be modified or particular equipment purchased by the service. Please meet with the Co-ordinator as soon as possible to discuss this.

Should a building where your class is to be held (on any of our sites) have inadequate access, please contact Access Aoraki. Where possible, every consideration will be given to making necessary modification.

Accessible learning formats

Please give plenty of time for us to arrange alternative formats if required. This can take months so it is important for you to meet with Access Aoraki staff as soon as possible after enrolment to facilitate this process.

Scholarship information

There are a number of Scholarships available to students with impairments. This information is on our website, or speak with staff at Access Aoraki about these.

Confidentiality

The service from Access Aoraki can remain confidential. However, if you have a condition that brings about an altered state of consciousness or need to have a safety plan in place, it may be in your better interests to advise staff. The Access Aoraki Co-ordinator can help you with this.

Māori Liaison/Kaiarahi

Our Māori Liaison Officer Dan De Har (extension 936) assists students' study at Aoraki Polytechnic by offering guidance and advice on programme and course selection, application and acceptance processes and access to financial assistance.

Academic and personal support is available throughout the teaching year and students are encouraged to utilise the facilities available at Te Whare Poutama.

Māori Literacy Assistance

Assistance for Māori students is available from Aoraki Māori Literacy, phone (03) 684 8237. The cost is met by the Polytechnic and there is no charge to you. Naumai, haeremai, tautimai

Medical Conditions

If you have a medical condition for which an emergency plan may need to be put in place, for example epileptic seizures, heart condition, diabetes or other, please contact Access Aoraki to have your plan documented and shared with appropriate staff.

Student Concerns and Complaints

Aoraki Polytechnic encourages you to raise any matters that concern you or hinder your ability to study here.

If you have a problem with your programme your first step is to meet with one of the following people for advice and support:

- Your Tutor or Programme Co-ordinator
- Your Head of School or Office/Account Manager
- Your Student Representative
- The Academic Registrar
- The Māori Liaison Officer
- The International Department

If you have not been able to resolve your concern you may wish to register your complaint on the Registration of Formal Complaint Form. This needs to be submitted to the Academic Registrar.

Any student who experiences unfair treatment or harassment, or is the victim of bullying of any kind (for example, emotional, physical or by text), should report it to their Head of School/Aoraki Education Partners Director, Tutor, Programme Co-ordinator or any staff member they feel comfortable speaking to.

Hardship Loans

In recognition that sometimes times get unexpectedly tough, Aoraki Polytechnic runs a Hardship Loan scheme for **domestic students** only. Any student who is enrolled in a programme of 15 weeks or longer is eligible to apply to this scheme, but loans are given only for genuine hardships. The maximum amount payable is \$100 and only one

application per student per year can be made. If you wish to apply, there is an application form available through your programme office.

To ensure there is money available for students throughout the whole year, 50% of the amount received by the student will be invoiced with repayments made within six weeks of receiving the amount.

Section 5 - Academic Regulations

As with any academic institution Aoraki Polytechnic has policies, procedures and regulations that everyone must abide by. This section provides some information about some of Aoraki Polytechnic's policies and procedures that you are more likely to have reason to refer to as your study progresses. Our full complement of policies and procedures is available through your programme office. You are welcome to access these and have them explained to you. If you wish to know more, please see your Programme Co-ordinator, Head of School or Aoraki Education Partners Director.

Recognition of Prior Learning (RPL)

Sometimes students come to us with knowledge and skills from previous formal or informal education or training, relevant to the programme of study they wish to undertake. If you think you might be in this position, you can apply to have your prior learning assessed through our Recognition of Prior Learning (RPL) processes. If successful, this may give you academic credit towards your intended qualification.

As there are different factors that may need to be considered when assessing previously gained knowledge or skills, we have a number of processes in place. There are three types of credit – assessment of prior learning, cross credit, and credit transfer. These processes are explained below. However please note that in most cases the prior learning needs to have been undertaken within a specific time-frame, often within the last 6 years.

APL Assessment of Prior Learning

This is a process used to identify, assess and recognise current skills and knowledge that are not necessarily supported by formal qualifications. If a person has gained skills or specific knowledge that is part of the content of a qualification they are applying for, they may wish to apply to have that formally recognised. Be aware though, only knowledge and skills that can be seen and assessed can be considered. Experience alone cannot be credited.

The assessment of prior learning can use different forms of evidence through which an assessor who has professional knowledge within the field, can formally measure the level of knowledge and/or skills that the applicant has in relation to the course content. The evidence that the assessor requires may include a portfolio, written or oral challenges (like a test), or observation of practice. Usually more than one form of assessment is required to validate the evidence to meet the learning outcomes being claimed.

Cross Credit

This is where credit is granted for a course or programme on the basis of verified academic evidence of successful completion of the same or similar learning outcomes or content in another recognised course. To apply for a cross-credit, you will need to provide a transcript that shows the successful completion and academic level of the relevant learning outcomes/content.

Credit Transfer

If you have successfully completed a course/module or unit standard for part of the qualification you are enrolling in, then credit for that learning can be transferred from one qualification to another. This most often occurs where a student has transferred from one institution to another during the process of completing a qualification, or where they have transferred within an institution to a programme/course for which parts of the content are identical.

The evidence required for a credit transfer is a verified transcript showing the completion of the same Unit Standard, paper, course or module. It is likely that this will have to be within a specified time-frame to ensure currency of content and understanding.

If you think that you may be entitled to RPL credit gained from previous learning, seek further information from your School office. Please note that no more than one third of any qualification can be awarded as credit unless there are exceptional circumstances.

Assessment

Assessment is a major factor in every programme as this is how tutors measure your learning, but it also provides you with the opportunity to demonstrate what you have learned and so measure your own progress. Assessment can be undertaken in a number of different ways, from formal examinations to written tasks to practical work. Whatever their nature, all assessment activities at Aoraki Polytechnic are based on fair, consistent and educationally sound processes and procedures.

You can expect to be provided with assessment information (such as due dates and the assessment type) early in the course/s you are undertaking. This is provided to assist you in planning your study. It is important that you pay careful attention to this information because in most cases tutors will have set specific dates for assessment tasks to be completed, and these dates for completing assessments are quite firm. Any extension to a due date will require you to make a written application on the appropriate form, to be handed to the tutor concerned *before* the due date. **Extensions cannot be granted after the due date has passed.**

Extensions will normally be given as two weeks maximum and no extensions will be granted later than *the* last teaching day of the semester. Extensions cannot normally be carried from one academic year to the next one.

If you do fail to meet assessment deadlines for a course, you will be asked to attend a meeting to determine the difficulties and find solutions. So it's a good idea to talk to your tutor or Programme Co-ordinator about any issues you may be having well before the due date arrives. Struggling on alone is not helpful to you or anyone else. Be proactive and seek advice early so that you can control your learning rather than your learning issues controlling you.

Your tutor will normally tell you your results within four weeks of the due date of assessments. However, results do not become "official" until the Academic Board has ratified them. No certificates can be issued until this process has occurred. For this to

happen, you must have completed all assessments and assignments and re-sits by the last scheduled assessment date for your programme.

Please note that the same or similar pieces of work may not ordinarily be submitted as an assessment for more than one course.

Re-Assessment

Many Aoraki Polytechnic programmes provide an opportunity for you to resubmit a piece of assessment work if it is not of a passing standard the first time. Check your programme information and with your tutor about the availability of such opportunities in the course/s you are studying, as there are differences between programmes and assessment types. For *example*, the policy for competency-based assessments provides for two opportunities to be assessed, however if your programme regulations allow for additional assessment opportunities there may be a charge of up to \$50 per assessment.

Checklist for assignments

One of the skills successful students develop is to check assignment work carefully before handing it in. Students who take the time to do this are more likely to achieve a good result. Here's a checklist to help you:

- 1 Proof-read the assignment, checking that the language you have used is clear and that what you have written is what you meant to say.
- 2 Check again that what you have written covers all the points the assignment asks you to cover.
- 3 If the tutor has given you a marking guide, use this to "mark" your own work.
- 4 Make sure that your name and student ID number are on the title page of every assignment submitted.
- 5 Keep a copy your assignment, whether it is in electronic or hard copy. Assignments can get lost and it is your responsibility to be able to produce a copy if needed. There is nothing more heart-breaking than having to start over again, so always ensure you have a copy of your assignment before submitting the original.
- 6 It is expected that you will have used your own words and ideas in the work you submit. Where you have used other people's material, you **MUST** acknowledge this with a reference. Ask your tutor to explain the style of referencing acceptable in your course/s. Further information is available from the library. Being careful about acknowledging the work of others will mean you avoid plagiarism (see below for further information).
- 7 Unless an assignment is specifically given as a group project, collaborative efforts are not acceptable. Each person must produce an original assignment. It is your responsibility to prove originality if your assignment looks very similar to that of someone else's.

Assessment Completion Policy

In most cases, assessments are completed through the normal process of the student submitting the assessment work. However, on occasion there may be exceptional circumstances where an alternative process may be applied.

An aegrotat pass may be applied for if you have completed and passed all coursework but are prevented by exceptional circumstances from completing the final assessment. Applications for an aegrotat pass must be made prior to the completion date of the course and/or academic year, and must be accompanied by medical or other relevant evidence. If successful, your academic transcript will show the result as an aegrotat.

A conceded pass may be used if you narrowly fail a final assessment but have performed well in all the other course assessments. If this is your situation, please discuss the possibility of a conceded pass with your Programme Co-ordinator. (Please note however that a conceded pass will not necessarily be recognised by another institution for credit transfer.)

Plagiarism and Cheating

Plagiarism occurs whenever someone presents another's work as their own. Examples of plagiarism include using someone else's ideas or arguments without acknowledging where they came from; and copying phrases and sentences from someone else's work (a book or another student) without using quotation marks and references. Knowingly allowing someone else to copy your work is also plagiarism. It is academic theft and is taken very seriously as a breach of Aoraki Polytechnic regulations. An act of plagiarism by any student will result in disciplinary action being taken and will result in the failing of the assessment concerned, and may result in further action being taken.

Examples of cheating include using resources or stored files without permission during an assessment, taking an assessment task and/or solution without approval, passing a solution on to others, asking someone else to write your assessment for you, and handing in work that is not your own. If a case of cheating is proven it will result in a fail for that piece of work. In some instances this could also mean that a student will not be able to achieve a unit standard, National Certificate or other qualification.

It is fine to discuss your ideas with others, but **NOT** to write assignments together, unless this is specifically stated in the assessment task as acceptable. It is also fine to ask someone else to check your work for spelling and grammar, or to get help with word processing. What's important is that the work you hand in is your own work.

Attendance

Many programmes state an attendance requirement in order to gain a qualification or award. Please check your programme handbook for the requirements for your programme. Please remember however that these are *minimum* requirements. **Full** attendance is expected, as every class missed equals content that is missed, and this can jeopardise the success of your study. If you unavoidably miss a class due to illness, please let your tutor know and arrange for notes to be kept for you, or for other catch up material to be arranged.

If students are ill during the term, they should phone their tutor or the programme office. If students contact the International Department instead, their tutor, the programme office or the Customer Services Centre will be informed, immediately.

All International students are required to attend a 100% of classes as a requirement of their Student Visa. If they are unable to attend due to illness, a medical certificate in required.

Deferment of study

If you are unable to complete your programme of study due to medical, personal or other serious extenuating circumstances you can apply for a deferment of study. This means that you can temporarily “suspend” your studies and pick them up again in the next programme offering/academic year (whichever is applicable). Deferments need to be approved by the programme Board of Studies. If approved, you will need to re-enrol for your programme before you re-enter it the following year. Forms for deferment are available from your programme office.

Extension to Study

Where extenuating circumstances exist due to illness, bereavement or other exceptional circumstances beyond the control of a student, extensions to enrolment may be given. This applies where a student requires extra time to complete outstanding assessments and/or course requirements, past the date of completion of the programme. If an extension to study is granted it will generally be for up to two weeks only and should occur in the same academic year.

An extension to study **must** be applied for prior to the end of the programme and be accompanied by a medical certificate or other suitable evidence. The extension may only be granted by the Academic Board. If you find yourself in this situation, ask your Programme Co-ordinator or at the school office for the appropriate application form.

Research

Any research activities carried out by students or staff at Aoraki Polytechnic must be conducted according to the Research Policy. The creation and development of an appropriate research culture is encouraged and should result in published research outcomes and the attraction of external research funding. All research must exclude any risk of physical or mental harm to research participants or damage to the environment.

Aoraki Polytechnic requires that all research undertaken or supervised by staff or students using any Polytechnic resources must:

- Be approved by the Ethics Committee
- Adhere to the stated ethical procedures
- Be consistent with the Polytechnic's goals and objectives
- Be undertaken with appropriate supervision

Awarding of Qualifications

The Awards Committee approves the final results for the granting of awards to each student. For approval to be granted, the Committee must be satisfied that all academic requirements have been successfully completed along with any practical work for that award. Full payment of any outstanding fees must also have been made. The same criteria apply to any award issued by an authority external to Aoraki Polytechnic.

Graduation

Aoraki Polytechnic students who have successfully completed the requirements of an assessed, defined programme of study leading to a qualification are eligible to receive the award at the official graduation ceremony.

Those students who graduate with a diploma may be charged for the hire of the academic regalia.

Re-issuing of Transcripts and Certificates

There will usually be a charge for the re-issuing of transcripts and certificates.

Certificates - \$50

Transcripts - \$25

Section 6 - Student Charter

Aoraki Polytechnic Council and staff are committed to providing a quality learning environment for all students. Aoraki Polytechnic students have both **rights** and **responsibilities** while attending Aoraki Polytechnic.

Policy

- 1 All students enrolled at or attending/using services of Aoraki Polytechnic are expected to respect the rights and responsibilities of others. Aoraki Polytechnic undertakes to protect these rights and responsibilities for all students.
- 2 The learning needs of students shall be of primary importance at Aoraki Polytechnic.
- 3 Revisions of the Student Charter will be made with the Executive Group as and when required and dated revisions inserted into the Policy Manual with the authorisation of Council.

Student Rights

Students will have the following rights:

- 1 To be treated as mature responsible individuals regardless of age, gender, culture, ethnic origin, sexual orientation, political or religious belief.
- 2 To receive accurate information before enrolment about key aspects of a programme.
- 3 To have reasonable access to adequate information and resources required to complete their studies.
- 4 To receive effective teaching from competent staff.
- 5 To be assured that programmes and courses will:
 - i be at the appropriate level
 - ii have an approved structured workload while still meeting approval requirements.
- 6 To be provided with timely, accurate information about their progress.
- 7 To receive student assessment that is fair, valid and reliable.
- 8 To have assessment activities marked and returned in a timely way. Each student will receive a Student Handbook or information brief which states the assessment protocol.
- 9 To have the opportunity to make an academic appeal against assessment decisions. Each student will receive a Student Handbook or information brief which states the Academic Appeals process.
- 10 To have adequate time to prepare for end-of-course examinations after the completion of prescribed course work.
- 11 To be free from any form of harassment.
- 12 To have reasonable access of personal files.
- 13 To contribute to evaluation of teaching and course planning and delivery.
- 14 To be treated with cultural and religious sensitivity by all members of the campus community.

- 15 To have access, within available resources, to support services which complement guidance offered by tutors.
- 16 To have provided within available resources, support for students with disabilities, to enable them to participate fully in the learning and social opportunities at Aoraki Polytechnic.
- 17 To have ownership of their projects subject to the Intellectual Property Policy and Procedures.
- 18 To lodge complaints within approved procedures.

Student Conduct

The basic rules of conduct require that no student shall:

- 1 disrupt any teaching, study or research or the administration of the Polytechnic either wilfully or by engaging in conduct which ought reasonably to have been foreseen would cause disruption;
- 2 (b) wilfully obstruct any member or employee of the Polytechnic in academic work or in the performance of duties;
- 3 wilfully misuse, damage or deface, steal or wrongfully convert to the student's own use any property of the Polytechnic;
- 4 wilfully acquire by theft or deception the benefits of any service provided by the Polytechnic or any academic advantage;
- 5 engage in any dishonest practice as described in Assessment Regulations in connection with an examination or other method of assessment of academic work which counts towards the attainment of a pass in any subject;
- 6 engage in actions that:
 - i amount to assault or which result in, or can be reasonably expected to result in, harm to a person or persons; or
 - ii are unreasonably disruptive to other members of the Polytechnic or the local community; or
 - iii result in, or can be reasonably expected to result in, damage to property of any person; or
 - iv are otherwise unlawful;
- 7 threaten, intimidate or harass another person or group;
- 8 fail to comply with the proper directives of a Polytechnic staff member, including refusing to identify oneself;
- 9 lie to, or misrepresent information, to the Polytechnic or any Polytechnic official;
- 10 fail without good reason to co-operate with the Polytechnic's disciplinary processes;
- 11 fail without reasonable cause to comply with any penalty imposed under the Disciplinary Proceedings Regulations;
- 12 attempt to commit an act of misconduct as set out in the foregoing rules.

Secondary rules of conduct are contained in the Computer Regulations and such other rules and regulations as may be promulgated from time to time and provided in the Student Handbook.

Explanatory Notes

The actions proscribed in clause 6 encompass a wide range of anti-social behaviour, including but not limited to:

- i Vandalism and behaviours that result in property damage
- ii Setting fires without regard for personal safety or the security of property
- iii Throwing or firing projectiles, including glass bottles
- iv Generating noise that is unreasonably disruptive to others
- v Assault
- vi Non-consensual physical contact of a sexual nature
- vii Threats, intimidation or harassment directed towards another person or group
- viii Abusive behaviour directed at others based on race, religion, gender, disability, age, economic status, ethnicity, national origin, sexual orientation or gender identity
- ix Theft or attempted theft of property and / or possession of stolen property.
- x The consumption of alcohol in the grounds or buildings unless specific written permission has been given by the Chief Executive, or unless wine tasting is a required part of a hospitality programme.
- xi Drug use or drug dealing, or being under the influence of drugs.

Any behaviour that is in breach of the law or above rules of conduct will be subject to disciplinary action.

Section 7 - General Regulations

Animals

Students may not bring any animals, other than guide dogs, onto Polytechnic premises, unless the animals are to be used in supervised teaching.

Anti-Sexual harassment

Aoraki Polytechnic policy prohibits sexual harassment of any kind. Sexual harassment is unwelcome behaviour of a sexual nature, which may be construed as personally offensive. If you have been subjected to sexual harassment, you can seek help from a Contact Person. A list of Contact People is posted in classrooms and on student notice boards. Any allegation of sexual harassment will be investigated and if proven may lead to disciplinary action that may include suspension or withdrawal of the offender from the Polytechnic.

Cell Phones

Cell phones must be switched off during class time. No cell phones or electronic dictionaries may be taken into or used during an examination/assessment.

Contact Details

We encourage students to make sure that their email address and mobile number (if they have one, or change it) are recorded accurately. These changes can be made at the School office or with the Student Advisors. We are increasingly using txt and email to communicate with students on urgent/important matters. Txt is the only way we will mass communicate with students directly in an emergency (weather related [snow, flooding], campus closed, earthquake, fire etc).

Copyright

The purpose of the Copyright Law is to balance the rights of creators to earn a living from their works, against the need for public access to those works. Hence staff and students of Aoraki Polytechnic must abide by the Copyright Law. This means that there are legal restrictions on material that can be copied. For example, the maximum you may copy from a book is 10% or one chapter, whichever is larger. You may copy only one article from a magazine and additional articles if they are on the same topic; or one artistic work such as an illustration from a published work.

If you are in doubt about copyright matters see a member of the Academic Services Team or library staff. Students, as well staff and contractors, who breach the Copyright procedures may face disciplinary action.

Personal Property

You are responsible for your own property at any Aoraki Polytechnic campus. This includes vehicles, bikes, clothing, books, subject notes etc. The Polytechnic does not accept responsibility for any personal property brought to a campus by students.

If you find any property belonging to someone else, please hand keys or wallets to The Customer Services Centre or your Campus Manager. They will hold these items for the remainder of that working day and then forward them to the Police. Valuable items will be forwarded to the Police and other property will be held for the academic year, after which it will be disposed of. Lost property is stored at the Facilities area.

Promoting the Polytechnic

From time to time, Aoraki Polytechnic may use students or their work to promote the Polytechnic. This will occur only with your specific permission. Further information is available from your Head of School or the Aoraki Education Partners Director should this situation arise.

Health and Safety

Aoraki Polytechnic makes every attempt to maintain a high standard of health and safety on all campuses. The Health and Safety committee work to ensure that the environment is safe, that staff is trained to identify potential hazards and to respond appropriately to accidents, and that effective emergency procedures are in place.

Please note that there is no smoking in any Aoraki Polytechnic building on any campus, and that smoking outside is permitted only in designated areas.

Aoraki Polytechnic also has policies and procedures to ensure that the emotional health of students and staff is protected. If you find yourself the target of unwanted attention, bullying or discrimination, you must report this to a tutor, Head of School, Programme Co-ordinator, or the Teaching and Learning Services Manager. Further information is in the Code of Practice Policy 4.1.6

Emergency Procedures

An emergency is indicated by the continuous sounding of the alarm.

Every alarm which continues for longer than 5 seconds is to be treated as an emergency and the evacuation procedures must be followed immediately.

Note: *The alarms will be tested bi-monthly – this will be a short burst of the alarm and does not require an evacuation.*

In the event of an emergency your Tutor/Warden will provide guidance on what you are required to do and will accompany you to the Assembly Point. It is important that you immediately leave the building by the nearest exit and stay with your class.

Once you have left the building you **must not** re-enter the building until the All Clear is given by the Chief Warden.

Fire

If you detect a fire – **And it is safe to do so** – Use the nearest fire extinguisher to put the fire out.

Immediately advise your Tutor or another staff member of your actions.

If Not –

Activate the nearest fire alarm. Go to the nearest Phone. Dial 1 for an outside line then Dial 111 for the emergency services

In an emergency evacuation you should:

- Follow the instructions of your Tutor/Warden
- In a calm and orderly manner move immediately to the nearest fire exit and then to the Assembly Point
- If requested by you Tutor – assist with any person that may have mobility problems
- Do not spend extra time gathering up your personal belongings
- Do not re-enter the building once outside.

During an Earthquake

Remove anyone from immediate danger if safe to do so.

If inside:

1. Drop, cover and hold in your immediate space. Do not try to move around while the ground is shaking. Take only a few steps and take shelter under desks, or down beside an internal wall.
2. Stay clear of large areas with glass atriums or glass roofs. Keep away from windows or objects that could fall on you.
3. Don't use lifts or stairs. If you are in a lift, get out of the lift at whatever floor it stops at. Should you not be able to leave the lift use the emergency phone procedure as detailed in the lift. Stay on that floor until shaking stops.
4. When the shaking has stopped, evacuate the building as directed by your tutor or other members of staff.
5. Make your way to the designated assembly point for fire evacuations.
6. Await further instructions from the facilities staff/Campus staff. Do not re-enter the buildings.

If Outside:

1. Stay outside. Do not enter buildings or facilities.
2. Take only a few steps and take shelter clear of buildings, trees, power lines or other potential hazards.
3. If driving pull over to the side of the road and stop. Stay in the vehicles till the shaking stops.
4. Move to the designated assembly point for fire evacuations.
5. Await further instructions from the facilities staff. Do not re-enter the buildings.

Watch and expect aftershocks to occur.

Hazards / Accidents

If you have an accident whilst on Campus, please report it as soon as possible after you have attended to any first aid concerns, and made the area safe. We try to be vigilant in keeping the campuses safe; your time in completing an accident/hazard report form, available from any School Office or the International Department, will help us succeed.

There may be times when your teaching space needs to be evacuated in an emergency. Your tutor will make you aware of the procedures for evacuation.

Safety Rules

You should make sure that you are familiar with, and adhere to, all safety rules and regulations, including fire and emergency evacuation procedures; chemical, biological and radiation hazard warnings; and any other safety regulations. If your classes involve working in hazardous settings please use protective clothing and equipment during classes, otherwise you may be barred from future sessions. Your tutors will advise you of the specific health and safety rules associated with your programme.

If you observe a health and safety or maintenance issue please draw your tutor's attention to it. For urgent matters please call the Customer Services Centre or your Campus Manager.

Section 8 - Student Discipline and Dismissal

Aoraki Polytechnic aims to treat students fairly. If a matter requiring student discipline arises, the following procedures shall apply:

Informal procedures

Breaches of any Aoraki Polytechnic rules and regulations may be addressed informally in the first instance through discussion by the student and the tutor.

Students may wish to seek assistance from a student counselling service.

Formal Procedures

When informal procedures have not resolved a problem, the following procedures in successive order will apply:

Step 1: The tutor and/or Head of School/Aoraki Education Partners Director will discuss the problem with the student concerned. The student will be reminded of the services available and encouraged to seek support. The student's attention will be drawn to the regulations and the disciplinary procedures being invoked. The student will be given a date when progress will be reviewed.

Step 2: During the review discussion if the required changes in behaviour have not occurred a verbal warning will be given to the student. The staff member concerned will record details of the warning given. A second review date will be set.

Step 3: At the second review discussion, if the required changes in behaviour have not occurred, a written warning will be issued to the student. This will specify the areas of unacceptable behaviour and set out the consequences of failure to meet required standards by a third review date.

Step 4: At the third review discussion, if the required changes have not occurred the process may move towards formally withdrawing the student from the programme.

Note: A Senior Manager may suspend a student from class where matters of serious concern are raised that may be detrimental to another student's or staff member's physical and emotional well-being, while an investigation takes place.

Cancellation of Student Enrolment

Formally withdrawing a student from a programme, with subsequent cancellation of enrolment, is a serious matter. In such cases, Aoraki Polytechnic will ensure that:

- such matters affecting any student should be resolved as quickly as possible
- every effort has been made to help the student meet the required standards and that there is documented and witnessed evidence that the student has been given every opportunity to remedy problem areas
- the student has been given every opportunity to be assisted by the various support services within Aoraki Polytechnic, as appropriate. With the student's approval, evidence of these support services may be considered.
- all relevant evidence has been fully documented as it occurs

The following may constitute grounds for formally cancelling a student's enrolment at Aoraki Polytechnic:

- wilful damage to property
- wilful and/or continuing disregard for any Polytechnic rules and regulations
- any action on campus or on a fieldtrip or organised work placement which would be in breach of the law;
- continuing failure to meet minimum programme requirements
- academic misconduct.

Note: *Where a breach of law has taken place the matter will be referred to the police and the student may be suspended.*

The Chief Executive has the sole authority to cancel a student enrolment.

Section 9 - Study Tips

For some students reading this handbook, this will be the first time you've been a tertiary student. For others it will be a return to higher education. However you have arrived at this point, the one thing you will have in common is your goal – to successfully complete your chosen programme of study.

Study is a bit like exercise. You know it's good for you; you know that if you want to achieve your goals you have to do it; you feel like you've accomplished something from it; and there are many different approaches you can take to do it. The important thing is to recognise what suits you best and is most effective for you.

In Class

During class there are several things you can do to make your learning more effective. You can:

- Arrive ready for the topic of the day and with all the equipment you need for the type of class – practical or theory
- Prepare yourself by reading over your last notes before class
- Make sure you do the required or recommended reading
- Take notes. This helps keep you focused and means you are processing information in more than one way (not just listening, doing or reading, but also recording).
- Most importantly of all, *ask questions*. If you don't understand something, more than likely there are other people in the room who don't either. The only dumb question is the one you don't ask. Do make certain that you understand the content and any tasks you have to do.

Study times

At the Polytechnic

You may find that you have times when you are not required to be in class. This may be official study time, self-directed learning time, or it may be just a gap in your day where you can spend some time studying. There are things you can do to make these times more useful:

- Use these times – it might give you more time in the evening or weekend
- Plan ahead – check out in advance the times you'll have
- Decide what you'll do during these times and take the necessary materials with you
- Make a study timetable week by week. This organises your time, and you can see your progress
- Make notes of anything you don't understand clearly and use your study time to make an appointment with your tutor to discuss these specific areas, or to search for further information in the library.

At home

It's easy to procrastinate; especially at home when there can be so many distractions and other things that it seems important to do. Organise your time by deciding on short-term study goals and set time-frames for achieving these. Be realistic, and when you achieve your short-term goals – reward yourself! You choose your rewards to suit your mood – so you might decide that after an hour or after completing the next two chapters, you'll listen to your favourite music, exercise, or have a coffee. The most important thing though, is to keep your chunks of study realistic and manageable.

The time of day when you study best is another important thing to consider. Some people like to study early in the morning, some at night. Think about whether you're an early bird who's most alert in the mornings, or a night owl who functions well at night.

Choosing where to study is another important factor, especially if you're not alone at home. You need a place that will put you in the right mood, that's comfortable, not too hot or too cold, well-lit, out of the way of distractions, away from the phone, with some fresh air.

Your learning style

Understanding how you learn best is very helpful to efficient and successful study. Some people find they learn best by doing something, others by watching, some by listening, and some by reading and writing. Of course, in reality everyone uses different styles to some extent, but most people have a natural tendency towards one or two styles in particular. Understanding your learning style can help you to use your strengths to make your learning easier.

The term “learning styles” refers to patterns in the way people gather, organise and think about information. You may have heard of “VARK” in this context. VARK is an acronym that stands for Visual, Aural, Read/write, and Kinaesthetic, the four sensory modes for learning information.

The **V**isual mode is being used when information is presented in the form of charts, graphs, diagrams, flowcharts, symbols and so on, and when teachers use gestures and picturesque language.

The **A**ural mode is being used when information is heard – typically discussions, seminars, lectures, music, chants, stories and so on.

The **R**ead/**W**rite mode is being used when information is presented as text and the written word (such as in textbooks, manuals, hand-outs, glossaries...)

The **K**inaesthetic mode is being used when information is presented in a way that is connected to experience and practice – often including movement.

To make these distinctions clearer, think for a moment about a situation in which you weren't sure how to spell a word you needed. Would your first strategy be to see the word in your mind and choose the one that looks right? If so, your natural learning strength is probably visual. Would you sound it out? Your learning style is likely to be

aural. If you would write out several versions and then choose one, your natural learning tendency is probably kinaesthetic. And if you went straight for the dictionary to look it up, you're a natural reader/writer.

Here's another example. Let's say a person has asked you for directions from the Polytechnic to your house. A visual person would remember best if you drew them a map. An aural person is more likely to remember the directions you tell them. A reader/writer would ask you to write the directions down, or do so themselves. A kinaesthetic person will want you to describe the experience of driving to your house (when you need to slow down for traffic lights, watch for children as you pass the school etc) – or they might ask you to pick them up!

If you have a natural tendency for visual learning, you will probably learn best in the formal learning situation by underlining sections of your notes, using different colours, highlighting sections, turning words into diagrams and charts, and arrange your ideas and notes in a "mind map" fashion.

Aural learners enjoy lectures, tutorials and discussions. Tape recorders work well for helping them to remember content, and so does explaining new ideas and class content to someone else.

People who naturally have a kinaesthetic approach to learning love hands-on experiences such as field trips, real-life exercises or simulations, trial and error activities, case studies, and linking content to examples from their own or others' experiences. Being able to practice for exams from past exam papers is also helpful.

Natural reader/writers find themselves making lists, using headings, reading textbooks, seeking out definitions, and taking word-for-word lecture notes. They will likely spend more time in the library than other learners.

Remember, everyone has the potential to use every learning style. Knowing your own natural tendency and utilising that strength is a good starting point. Developing your ability to use other styles as well is even better.

If you would like more information about learning styles, ask your tutor or Learning Support.

Section 10 - Information for International Students

**In Case of an emergency please phone 0800 4 AORAKI (0800 426 725)
Please let operator know that you are an international student.**

International Department Support

Students can consider this area as being their 'safe-haven' and 'help-desk' during their course at Aoraki Polytechnic. Polytechnic students will grow in confidence in their working relationships with their tutors and secretaries and will draw on these people as needed.

The International Department staff can assist students in the following areas: - general information and assistance; support for visa extension and renewals; accommodation and payments; academic and study matters; travel and social issues; insurance information, renewals and claims; storage of valuables; photo-copying; sending and receiving of faxes; postage; "Code of Practice" issues regarding your rights and any other personal issues. Orientation and much of a student's enrolment will commence here.

We like to see students regularly, to ensure that important factors in regard to their well-being are in order. Included in this are such matters as: - insurance, visa compliance, updating contact details, accommodation payments and study performance.

Visas and Permits for International Students

When students enrol from overseas, their agent or local New Zealand Trade Office will advise them of the visa application process. If students are in a country where there is no visa office for NZ, please e-mail us. The New Zealand Immigration web site is www.immigration.govt.nz.

Students must have a current visa. We will monitor this. Forms are kept at the International reception. The staff has most of the information required for an extension, renewal or change of visa.

All polytechnic students must have a student visa / permit. Students in English as a Foreign Language will have different visas, depending upon the term of study, type of study, age and country of origin. Students must be aware, if extending courses or taking holiday breaks, of the expiry date of their visa period.

If students change or extend their visa themselves, while studying at Aoraki Polytechnic, they must bring it to the office to be photocopied and filed.

Fee Collection and Refunds Policy for International students

By accepting a place in a programme at Aoraki Polytechnic, a student enters into a contract with Aoraki Polytechnic for the period of the programme. This means there is an obligation to pay the fee for one year or the length of the programme if less than one year.

- All students accepted into a programme of study will be sent an Offer of Place.
 - All students accepted into a programme of study will be sent an Enrolment form which must be signed and returned to Aoraki.
 - If fees have not been paid by the due date, the debt recovery process will begin.
 - Calculation of International tuition fees will be approved by Aoraki Council annually.
1. Students who arrive and want to leave Aoraki within the first 10% of the course duration will be charged 30% of their programme costs plus any commission payment made to an agent. In such cases the fee will be 30% plus 15 -20% agent fee depending on the programme. Immigration New Zealand will be notified immediately. A student may enrol in another programme approved by INZ or they will be required to return home.

The refund will be paid to the student on return to his/her own country and on receipt by Aoraki of evidence that he/she has stopped studying in New Zealand. Students must provide documentation to show that they have cancelled their student permits and that they have returned home. Refunds will be paid in New Zealand dollars, with proof of identification, to a nominated bank account, in their home country. Immigration New Zealand will be notified that the student has returned home and that they have terminated their studies.

No refunds will be given after 10% of the course has been completed. An exception will be made for students studying English who achieve an IELTS of 6.0 or required English level through mainstream study at Aoraki and may have a refund granted for any additional English courses/blocks not yet commenced, less a 30% administration charge.

2. If a student withdraws (i.e. stop attending class) from any Aoraki programme, they must notify Aoraki in writing as quickly as possible, but no later than three months after their last date of attendance, by completing a Withdrawal form which is available from Registry.
3. International Students will receive a full refund of fees if Aoraki Polytechnic cancels a programme or if the student is unable to obtain a VISA which allows such student to commence the programme of study.
4. If a student wishes to withdraw their application before arrival a refund of 70% of tuition fees paid will be given (30% is retained for administrative purposes). The refund will be paid to the student on return to his/her own country and on receipt by Aoraki of evidence that he/she has stopped studying in New Zealand. Students must

provide documentation to show that they have cancelled their student permits and that they have returned home. Refunds will be paid in New Zealand dollars, with proof of identification, to a nominated bank account, in their home country. Immigration New Zealand will be notified that the student has returned home and that they have terminated their studies.

5. In cases of medical or compassionate or other special circumstances, a student must apply for a refund within 3 months of the last recorded day of attendance of a programme and, the Head of School has authorisation to recommend to the Finance Manager approval of a refund, supported by appropriate documentation (e.g. medical certificate). As this action has a direct impact on revenue any request for refund of fees must be approved by the Head of School, the Finance Manager and International Manager.
6. If it is known that the student's fee has been paid by a recognised third party, any refund will be paid back to that third party and not the student, unless the student produces a written authority from the third party authorising payment direct.
7. Students who have had their living expenses paid to Aoraki will be refunded their living expenses after completing relevant documentation and providing identification. If it is known that the living expenses have been paid by a recognised third party, any refund will be paid back to that third party and not the student, unless the student produces a written authority from the third party authorising payment direct.
8. An International Student who gains New Zealand Permanent Residency will not receive a refund of fees for the semester in which residency is granted. However, if they are in a semester- based programme, they will be treated as a New Zealand Permanent Resident for the following semester and entitled to a refund of fees beyond those of a New Zealand resident less a 30% administration charge.
9. There will be no administration fee if students are transferring to another programme or course within Aoraki.
10. The home stay placement fees, airport shuttle fee and E-visa administration fees are non-refundable.
11. Immigration New Zealand will be informed of all refunds which affect the status of a student permit or visa.

Note: *The Polytechnic reserves the right to vary these conditions to meet exceptional circumstances. The Polytechnic also reserves the right to cancel programmes and accepts no liability for personal expenses incurred by students, provided two weeks notice is given of such cancellation.*

Medical and Hospital Treatment Insurance

If students have a serious accident in NZ, the Accident Compensation Commission (ACC) will cover the immediate costs. Other medical and hospital treatment is **not** free of charge for visitors to NZ and may be extremely expensive.

The NZ Government has made it compulsory for international students to have an insurance policy that is appropriate to NZ conditions. Overseas insurance policies are seldom ideal for NZ conditions. To ensure that all students studying at Aoraki Polytechnic retain appropriate insurance cover, insurance cover is included in the cost of an international student's programme fee. A copy of your insurance cover is supplied before enrolment and a further copy supplied at Orientation.

If students hurt themselves on campus, or feel ill, please speak to a teacher or tutor or staff member so that help can be given. If students are ill and absent for 3 or more days they will need to visit the doctor and get a doctor's certificate. We have information on the doctors available, and weekend emergency services. Please contact Inclusive Education, see The Customer Services Centre or the International Department for more details.

Accommodation

The region has a wide range of housing facilities for students. Private board, hostels and flats are available.

International students studying at Aoraki Polytechnic can take advantage of support and guidance for accommodation options. The International Department can arrange accommodation for international students in home stays and hostels and can support students to find rooms in flats.

When an international student applies for a place at Aoraki Polytechnic they will be asked to select the type of accommodation they prefer and to complete an accommodation survey. Using this information, the international department will select options for the student's accommodation. Students will receive profiles on appropriate accommodation providers and will be asked to select one provider for their stay. Once this has been completed, the international department will arrange accommodation at this provider on behalf of the student.

Orientation for International Students

The Orientation Programme is a student's starting point through their way to study with the Polytechnic.

If your application is online, you will receive an electronic copy of the Aoraki Polytechnic Student handbook, along with details for our International Student Online Orientation, prior to your arrival.

If required, Aoraki Polytechnic International staff can arrange accommodation and airport pickup, upon your arrival in New Zealand, at Christchurch and Timaru airports.

On the first day of study, you will need to bring your Airport Arrival Pack and passport.

On commencement, you will:

- Meet the Student Services Officers and the International Manager (if available)
- Check and sign off Enrolment documentation. As part of this process, ID card and Computer Access forms are completed. Passports and VISA are photocopied by the International staff, and sent through to registry.
 - If VISAs are not up to date or do not match your programme or duration of study, an appointment will be arranged with you to complete your VISA application, and provide all required documentation. The Student Services Officers double check the VISA application, which Aoraki Polytechnic sends through to New Zealand Immigration for processing.
- Be supported to open bank accounts and help establish other links to assist settling in to Timaru.
- Be given an Aoraki Polytechnic Orientation folder. This contains the Student Handbook, a guide to Living and Studying in New Zealand, handouts related to the student's study at Aoraki, and a Code of Practice for the Pastoral Care of International Students (2010) brochure.
- Be given details for an Online Orientation, in Moodle format, which you can do in their own time in the first two weeks of programme start
 - The Online Orientation includes information about Enrolment, Fees and Refunds, Academic Support, Student Charter, General Regulations, Student Discipline, Code of Practice for the Pastoral Care of International Students (2010), Complaints Procedure, Laws in New Zealand and Student Insurance.
 - Further information is given about the Local District where you are studying, types of accommodation choices and New Zealand culture.
 - To engage your awareness, the Online Orientation features interactive quizzes for each section.
 - The Online Orientation is set up in a manner in which you can access it from any computer with Internet Access.
- Meet with Library, Computer Services and Access Aoraki staff, who will explain what their role is at Aoraki, and the support that they provide to students studying at Aoraki.

- When meeting with registry a photograph will be taken for the Student ID card. This is made up once Registry has processed your enrolment and VISA.
- You will be introduced to your programme tutors, and will be welcome to join your programme's classes for the rest of the day.
- The programme tutors will give you a timetable for your classes, and discuss programme module options (where applicable).

Students who are studying Intensive English have an additional English Language assessment for their orientation, to help determine the right skill level for their programme.

The Polytechnic's study year is 34 weeks for mainstream programmes. All mainstream programmes have a February start, with a number of programmes having an alternative July start.

Full year mainstream programmes with a February start date normally finish in early December, while mainstream programmes with a July start date continue through to the end of June of the next calendar year.

All February and July start programmes begin on the same week respectively, which is known as 'Orientation week'.

For mainstream programmes there are three breaks of two to three weeks. For Intensive English the three breaks are one week only.

There is a break of several weeks for programmes which run over the calendar year, through the Christmas period.

Accessing Support for International Students on Campus

The challenges of studying abroad, requires a good support system to help students. We have a team of friendly, and experienced, people dedicated to providing support services for international students all year round. We can offer information, advice and support about any aspect of living and studying in New Zealand. A comprehensive list of useful support contact and emergency telephone numbers is provided in this Student Handbook.

A range of support services are available for such problems as eating disorders, alcohol and drug abuse, the use of tranquillizers, etc. Please feel free to contact our support staff, or make use of the extensive list of useful support contact numbers at the back of this hand-book.

Language Line

Language Line is available from Monday to Friday 9am - 6pm and Saturday 9am - 2pm
Language Line Interpreters. The phone number is: 0800 656 656

Language Line uses professional qualified interpreters who are committed to a code of ethics and hold police clearances in their country of residence.

To get an interpreter, telephone a participating agency.

- Ask for Language Line and the language you want.
- You will be asked to wait (please do not hang up the telephone).
- A professional interpreter will join you on the phone, usually within two minutes to help you talk to the agency.
- The service is free to clients.

CAB (Citizens Advice Bureau) Language Link

CAB Language Link provides free confidential information, support, advice and advocacy for all people in 26 languages by phone, face to face or email. Contact details are 09 624 2550 or 0800 78 88 77, language@cab.org.nz and <http://www.cab.org.nz>
Language Link is an excellent resource for students, parents and designated caregivers should they need help with any issues.

CAB Language Link ensures that language need not be a barrier to people who lack confidence or skills in the English language, or for those who are seeking assistance with their settlement into a new country.

We provide free and confidential information and advice, interpreting support and advocacy for all people in 26 languages, over a wide range of settlement needs, queries, problems and relevant services for new settlers.

Pathways of information and advocacy are provided on a wide range of settlement needs, including immigration, employment, housing, income support, education, health and wellbeing.

You can visit us for 'face-to-face' interviews; alternatively you can phone or email our service.

We also offer a national telephone interpreting service which can be accessed by

- Calling the 0800 number displayed in the contacts
- Calling any of the local Citizens Advice Bureaux throughout New Zealand
- Contacting any of the nineteen New Zealand Settlement Support Coordinators.

Each of the 26 languages has its own phone extension number for direct access. All phone calls are initially answered in the ethnic language followed by English. All messages left will be responded to. We have a telecommunications system that can have several people in different locations all in on the same conversation to address your difficulties quickly.

We also offer eight ethnic email addresses which will be responded to in the specific language

Information and Advice on Driving Laws, Driver Licensing Requirements and Road Traffic Safety

Driver Licensing Requirements

- Drivers must have a current and valid NZ Drivers Licence to drive a car in NZ. This licence **MUST** be with the driver at **ALL** times.
- An International Driving permit or overseas licence is valid for 12 months only. After that time if you plan to stay in New Zealand you will need to apply for a New Zealand driver's licence. If this driver licence or permit is not in English you must carry an accurate English translation of it.
- To ride a motorbike in New Zealand you must obtain a motorbike licence.

Road Traffic Safety

- In New Zealand, driving is on the left side of the road.
- Special care must be taken when on coastal, mountain and country roads. These roads can be narrow and not clearly marked for lanes. The scenery can also be very distracting.
- Round-a-bouts smooth the flow of traffic; give way to someone already in the roundabout (i.e. on your right); be prepared for vehicles in the roundabout that may have to change lanes to exit.
- Give way to the right at all intersections not controlled by a traffic light.
- Merge like a zip, one on one, letting one vehicle in before you go.

Pedestrian Safety

- Use controlled crossing points (pedestrian crossings, traffic lights) where possible.
- Cars will not always stop for pedestrians.
- Use the "kerb drill" to cross the road: Find a safe place to cross; step one step back from the kerb; look right, look left, look right again, listening for traffic; when there is no traffic approaching, walk quickly straight across the road, looking each way for traffic.

Cycling Safety

- Cyclists must wear an approved bicycle helmet.
- Cyclists ride on the left side of the road.
- Do not ride on the footpath.
- Lights are required if you cycle at night.

- Reflective colour vests should be worn at all times.

Bus Safety

- Wait for the bus at the bus stop.
- Sit quietly on the bus and do not distract the driver.
- Get off the bus carefully and wait until the bus has driven away before crossing the road.

For more detailed information about driving and Road Safety in NZ contact www.itsa.govt.nz or see the International department for a copy of the Road Safety brochure.

Code of Practice for International Students

CODE: Aoraki Polytechnic has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz/goto/international>.

IMMIGRATION: "Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at <http://www.immigration.govt.nz>."

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 <http://www.moh.govt.nz>.

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

MEDICAL AND TRAVEL INSURANCE: International students must have appropriate and current medical and travel insurance while studying in New Zealand.

Aoraki Polytechnic - Timaru Campus

The Timaru campus has a number of excellent facilities available to students. In one way or another, all of these facilities are there to support you in your study and ensure your time at Aoraki Polytechnic is enjoyable. Make use of them!

Aoraki Polytechnic has friendly, supportive staff who will do their very best to ensure that your study progresses smoothly. The services on campus are available to all students, and if you require any additional help or support,

Your tutors are there to help you in any way they can with your study. So please talk with them and let them know of any issues or concerns you have, and they will do all they can to help you get any support you need.

Using your Student ID Card

Your Student ID Card has a number of useful functions. You will need to use it when borrowing books from the Polytechnic library. You can also use it for photocopying, and to gain access to the computer suites if this is a requirement of your programme. If you wish to make use of the computer rooms with extended access to 11.00 pm, this will also be loaded on to your card (see *Computers* below). Your student ID card will also get you a range of discounts from a variety of local businesses.

Campus Help

Contact a member of staff or for general enquiries contact the Customer Services Centre on 0. If you are off campus you can phone 0800 426 725 extension 0. For International Students please contact the International Department on 0800 426 725 extension 835 or (03) 687 1835.

Café

The Café is available during term time and sells a range of tasty food. The café also provides Sky TV, table soccer, air hockey, table tennis, plus two free computers from which you can access the Internet.

Child Care

The North Haven Child Care Centre is situated directly opposite our Timaru Campus and provides quality child care for the children of Aoraki Polytechnic students and staff, and the wider community. Subsidies are available through WINZ. Drop in for enrolment information for your child, or phone the Centre direct on (03) 684 3801. WINZ support is only for NZ residents.

Computer Help

For password or login problems, reporting system faults, or colour printing, contact the Customer Services Team on 0800 426 725 or 687-1800.

Computer Access

Some computer rooms at the Timaru campus are available until 10.00pm Monday to Thursday and until 6.00pm on a Friday.

EFTPOS

An EFTPOS facility is available at The Customer Services Centre. Small cash withdrawals can be made.

Emergency Procedures

The Assembly Points are the field to the west of Godley Block for buildings X, J, I, G, H, E, F, the other blocks are to assemble outside North Haven Childcare on the North side of Arthur Street.

An emergency is indicated by the continuous sounding of the alarm.

Every alarm which continues for longer than 5 seconds is to be treated as an emergency and the evacuation procedures must be followed immediately.

Fire

If you detect a fire – **and it is safe to do so** – use the nearest fire extinguisher to put the fire out.

Immediately advise your Tutor, Office Administrator or Manager of your actions.

If Not –

Activate the nearest fire alarm. Go to the nearest phone. Dial 1 for an outside line then dial 111 for the emergency services

Identify yourself (name)

State you are at:

Aoraki Polytechnic

32 Arthur Street

Timaru

Give a brief explanation of the emergency.

Leave the building and go to the Assembly Point and advise the Chief Warden of the nature of the emergency and your actions.

Gymnasium

The Timaru campus gymnasium, rock climbing wall and rock cave are available for hire by students, staff and members of the public. Contact the Customer Services Centre ext 0 or 687 1800.

Library

The Timaru Campus Library is located on level two of A Block. Your Student ID Card is your library card and is required for all library services. Library membership is available free of charge to all current Polytechnic students and staff

During the academic year, the library hours are:

Monday, Thursday and Friday 8.30am – 5.00pm
Tuesday and Wednesday 8.30am – 6.00 pm

During the school holidays (within the academic year) the library hours are:

Monday – Friday, 9.00am – 5.00pm

The library has study spaces, a video/DVD viewing area, a printer / photocopier and a computer suite which offers free Internet and electronic database access.

The Library's automated database system means that you can access the catalogue from the Aoraki Polytechnic website, so you can check out what's available from home or wherever you are studying.

The Library staff carry out group orientation tours of the library upon request. They are also pleased to help you on an individual basis with things such as using the on-line catalogues, and searching the electronic databases for information. They know all sorts of tips and tricks which they love to share, and can also help with general study skills, so don't be shy to approach them. You can get in touch personally, by phone on extension 803, or by email library@aoraki.ac.nz

Mail

Outbound mail (stamped) may be given to the Customer Services Team, where it will be collected at around 4.00 pm each day. The closest place for full postal service is Paper Plus, Stafford Street, Timaru.

Parking

Car parks are available in the car park across the road from A Block, beside North Haven Child Care Centre on Arthur Street. There is also street parking available on Arthur Street in front of the Main Reception area, and on North Street. All other car-parking areas are reserved for staff or service vehicles.

Smoking Areas

All Aoraki Polytechnic properties are smoke-free, with the exception of designated areas. At the Timaru campus, the designated smoking areas are the quadrangle east of the cafeteria, and the area west of A block.

Student Job Search

To see what is available visit the Website: www.sjs.co.nz. If you are an international student you should check that you are able to work in New Zealand on your current permit. Information about eligibility to work can be found at <http://www.immigration.govt.nz>.

Supplies

If you're stuck, some limited supplies of items such as Panadol, sanitary protection and stationery may be available for purchase at the Customer Services Centre.

Telephones

Free telephones available for students are located at:

- Level 1, A Block, car park entrance
- Top Floor C Block in the corridor
- student café, in the phone booth

Press 1 for an outside line.

Vending Machines

Food and drink vending machines are located in the stairwell of the night entrance to C Block. A drink machine is located in G Block.

Water Coolers

Chilled and filtered water dispensers are located throughout the Campus.

Further Services

Accommodation

Timaru has a wide range of housing facilities for students. Private board, hostels and flats are available. Ask at Customer Services to view the register for private board. Information regarding flats can be found in local newspapers, real estate agents, or by contacting the Customer Services Team.

International students studying at Aoraki Polytechnic refer to the accommodation in the *Information for International Students* section on page 42.

Counselling

Presbyterian Support Services provide confidential counselling for Aoraki Polytechnic students in Timaru. This service is provided to help students deal with issues that affect their study or their personal lives. The first three visits are free. Presbyterian Support Services are located at Family Works, 26 North Street, Timaru, phone (03) 688 5029.

Students with a personal concern or problem, please speak to your tutor and/or other staff. There are many ways to assist. If needed, students will be referred to someone with the skills and sensitivity to address any issue.

Where we do not have counsellors fluent in the appropriate language, Aoraki Polytechnic has close links and contacts, to such people in the community. Aoraki Polytechnic has confidence in these people and invites them to be with students, when needed. Please contact the international department or Access Aoraki if a counsellor is required.

Our extended network of counselling and support staff is available to all students enrolled with Aoraki Polytechnic.

Financial Advice

Financial advice is available from the Budget Advisory Service, located at 17 Beswick Street, Timaru, phone (03) 688 9383.

Health Services (not available to international students)

Domestic students aged between 16 and 25 years may access the Timaru Youth Health Service as a free and confidential service provided by the South Canterbury District Health Board. You can phone for an appointment on (03) 684 1510 or text to 027 208 7086, or drop in to 18 Woollcombe Street, Timaru, on Tuesdays between 2.00pm - 4.30pm.

Learning Assistance

Learning assistance is available to students through Literacy South Canterbury located in Bluestone House on Arthur Street (phone 688 0894).

Learning assistance groups provide:

- Tutorials to support you with study skills, writing essays and assignments.
- Support for spelling, grammar, communication and presentation skills, maths and drivers licence (theory).

Please note there is no fee to Aoraki Polytechnic students for this assistance, as the cost is met by the Polytechnic.

Rest area

If you need time out, there is a rest area in the Access Aoraki suite at the back of the café. There is a bed, a transfer board, a reclining chair. There is ramp access and a wheelchair accessible toilet.

How about access?

Most buildings on the Timaru campus are accessible by ramp or by lift. Doors are being altered progressively to improve accessibility. Accessible toilets are sited in A, C, D Blocks.

Accessible Computer Suite

The Access Aoraki study suite in E Block there is an accessible computer and printer for student use. Room bookings are essential. The key code will be issued to students by the Co-ordinator.

Accessible Parking

Accessible parking sites are available on the Timaru campus for A, C, D, & H Blocks. These are assigned to staff and students who have impairments, so contact the Access Aoraki Co-ordinator to be assigned a park. You will need to display your Parking Card at all times on our sites.

Aoraki Polytechnic - Christchurch Campus

The Christchurch campus of Aoraki Polytechnic has facilities available to students. In one way or another, all of these facilities are there to support you in your study and ensure your time at Aoraki Polytechnic is enjoyable. Make use of them!

Aoraki Polytechnic has friendly, supportive staff who will do their very best to ensure that your study progresses smoothly. The services on campus are available to all students, and if you require any additional help or support,

At Aoraki Polytechnic we are committed to doing all we can so that each student has every opportunity to achieve his or her learning goals. Because we know different students will need different sorts of support, we have listed information here on a range of services available to you.

Campus Help

Contact a member of staff or for general enquiries contact the Customer Services Centre on 0800 426 725. For International Students please contact the International Department on 0800 426 725 extension 835 or (03) 687 1835.

Computer Help

For technical support please contact the Campus Coordinator.

Emergency Procedures

The Assembly Point is in the staff carpark behind the SIT campus.

- Note the location of fire exits
- Note the location of the nearest fire alarm
- Note the location of, and type and fitness for purpose of the nearest fire extinguisher
- If you discover a fire, SOUND THE ALARM: this will evacuate the building
- Ensure that the Fire Brigade is contacted – phone 111. (From the Christchurch Campus, you must dial 1 for an outside line)

Library

Christchurch based students have access to Library and Learning Services at CPIT. This has been arranged under a memorandum of agreement between Aoraki Polytechnic and CPIT. Your Student ID Card is your library card and is required for all library services. Library membership is available free of charge to all current Polytechnic students and staff

Parking

Please contact the Campus Coordinator for details on car parking.

Smoking Areas

This campus is a smoke-free campus.

Student Job Search

To see what is available visit the Website: www.sjs.co.nz

Telephones

Free telephones available for students are located in the common room.

Aoraki Polytechnic - Dunedin Campus

The Dunedin campus has a number of excellent facilities available to students. In one way or another, all of these facilities are there to support you in your study and ensure your time at Aoraki Polytechnic is enjoyable. Make use of them! Aoraki Polytechnic has friendly, supportive staff who will do their very best to ensure that your study progresses smoothly. The services on campus are available to all students, and if you require any additional help or support.

At Aoraki Polytechnic we are committed to doing all we can so that each student has every opportunity to achieve his or her learning goals. Because we know different students will need different sorts of support, we have listed information here on a range of services available to you.

Using your Student ID Card

Your Student ID Card has a number of useful functions. It is used to gain access to various areas of the campus related to your programme. Access hours are specific to your programme and your tutor will discuss these with you. Your student ID card will also get you a range of discounts from a variety of local businesses.

Accommodation

Dunedin has a wide range of housing facilities for students. Information regarding flats can be found in local newspapers, real estate agents, or by contacting Customer Services Centre (Reception).

Campus Help

Contact a member of staff or for general enquiries contact the Customer Services Centre. If you are off campus you can phone 0800 426 725.

Common Room

A Student Common Room is located on the ground floor. It has within it; Sky TV, a free telephone, tea and coffee making facilities, food and drink vending machines and a microwave oven as well as tables and chairs.

Computer Help

For technical support please contact the Customer Services Centre (Reception). If you are off campus you can phone 0800 426 725.

Counselling

Presbyterian Support provides counselling for Aoraki Polytechnic students in Dunedin. This service is provided to help students deal with issues that affect their study. The first three visits are free. Presbyterian Support are located at The Cameron Centre, 407 Moray Place, Dunedin, phone 03 477-7115.

EFTPOS

An EFTPOS facility is available at The Customer Services Centre for payments only.

Emergency Procedures

There are two emergency Assembly Points. They are Cumberland Street beside the entrance to the Wilson's Carpark and St Andrew Street underneath the sign attached to the building.

An emergency is indicated by the continuous sounding of the alarm.

Every alarm which continues for longer than 5 seconds is to be treated as an emergency and the evacuation procedures must be followed immediately.

Fire

If you detect a fire – **And it is safe to do so** – Use the nearest fire extinguisher to put the fire out.

Immediately advise your Tutor or another staff member of your actions.

If Not –

Activate the nearest fire alarm. Go to the nearest Phone. Dial 1 for an outside line then Dial 111 for the emergency services

Identify yourself (name)

State you are at:

**Aoraki Polytechnic Dunedin Campus
360 Cumberland Street (nearest cross street – St Andrew Street)
Dunedin**

Give a brief explanation of the emergency.

Leave the building and go to the Assembly Point and advise the Chief Warden of the nature of the emergency and your actions.

Health Services (not available to international students)

Students of Dunedin campus may make an appointment at the Otago Polytechnic Student Health Services by telephoning 03 479 6082, Harbour Terrace, Dunedin. Consultations are free if you have a Community Services card. The cost of a consultation is \$15.00, however prices may vary.

Library

The Dunedin Campus resource collection is held and managed by the Dunedin Public Library. You will need to become a public library member to borrow resources.

Dunedin students also have access to the Aoraki Polytechnic library in Timaru.

Mail

Outbound mail (stamped) may be given to The Customer Services Centre staff, where it will be collected at around 4.00 pm each day. The closest place for full postal service is New Zealand Post in Moray Place.

Smoking Areas

All Aoraki Polytechnic properties are smoke-free, with the exception of designated areas. Please respect fellow building users by not smoking or congregating in building entrances.

Student Job Search

To see what is available visit the Website: www.sjs.co.nz

Telephones

A free telephone available for students is located in the Common Room.

Vending Machines

Food and drink vending machines are located in the foyer.

Water Coolers

A chilled and filtered water dispenser is located in the Common Room and on the second floor.

Aoraki Polytechnic – Ashburton Campus

The Ashburton Campus has excellent facilities for a small campus which are available to students. In one way or another, all of these facilities are there to support you in your study and ensure your time at Aoraki Polytechnic is enjoyable.

Aoraki Polytechnic has friendly, supportive staff who will do their very best to ensure that your study progresses smoothly. The services on campus are available to all students, and if you require any additional help or support,

At Aoraki Polytechnic we are committed to doing all we can so that each student has every opportunity to achieve his or her learning goals. Because we know different students will need different sorts of support, we have listed information here on a range of services available to you.

Using your Student ID card

Your student ID card will get you a range of discounts from a variety of local businesses.

Access

Both main entrances are suitable-through the Customer Services Centre during the daytime or the side door at the rear of the campus during evening classes. If you are late for class during the evening please ring the bell and the tutor will assist you.

Accessible Parking

Accessible parking sites in Ashburton are adjacent to the front of the building. There is also parking at the rear of the building.

Campus Help

Contact a member of staff or for general enquiries contact the Customer Services Centre (Reception). If you are off campus you can phone 0800 426 725 and then ask for the Ashburton Campus.

Common Room

Free tea, coffee and milk are available to students during term time. We have a microwave and oven for your use and a snack vending machine which sells chips snack bars etc and coffee machine.

Computers

Computer Services at Timaru Campus operates and manages the computer networks that provide the computer facilities for Aoraki Polytechnic staff and students at the Ashburton Campus. Application packages, including Microsoft Office and Internet Web browsers are made available to all full-time students through an individual computer login with password.

Computer Help

See your tutor who will assist you or alternatively the tutor may seek advice from our Helpdesk in Timaru.

Counselling

This confidential service is available to students. Talk to your tutor or Campus Manager for more details.

EFTPOS

An EFTPOS facility is available at Ashburton Reception for paying accounts or fees. No cash withdrawals can be made.

Emergency procedures

The Assembly Point is at the front car park to the West side of the building on Alford Forest Road.

An emergency is indicated by the continuous sounding of the alarm and the voice activation will tell you to leave the building.

Every alarm which continues for longer than 5 seconds is to be treated as an emergency and the evacuation procedures must be followed immediately.

Fire

If you detect a fire – **And it is safe to do so** – Use the nearest fire extinguisher to put the fire out.

Immediately advise your Tutor, Office Administrator or Campus Manager of your actions.

If Not –

Activate the nearest fire alarm. Go to the nearest Phone. Dial 1 for an outside line then Dial 111 for the emergency services

Identify yourself (name)

State you are at:

**Aoraki Polytechnic Ashburton Campus
37 Alford Forest Road
Ashburton**

Give a brief explanation of the emergency.

Financial Advice

This is available in Ashburton by phoning 307 0496 at Ashburton Budget Advisory Services 222 Cameron Street.

Health Services (not available to international students)

Ashburton Students aged between 16 and 25 years may access the Timaru Youth Health Service as a free and confidential service provided by the South Canterbury District Health Board. You can phone for an appointment on (03) 684 1510 or text to 027 208 7086.

Learning Assistance

Learning assistance is available in Ashburton through the Adult Learning Centre. Please see your tutor for assistance in this area.

Learning assistance groups provide:

- Tutorials to support you with study skills, writing essays and assignments.
- Support for spelling, grammar, communication and presentation skills, maths and drivers licence (theory).

Please note there is no fee to Aoraki Polytechnic students for this assistance, as the cost is met by the Polytechnic.

Who do I contact?

In Ashburton contact the Course Co-ordinator/tutor or see the Customer Services Centre (Reception).

Library

For Ashburton students there is not a library at the campus but we have some resources in our NZ Dip Bus classrooms. Books can also be ordered from Timaru Campus library. To do this ring 0800 426 725 ext 803 or complete the book request form at the Customer Services Centre. Books are usually sent through to the Customer Services Centre at Ashburton Campus. They will be sent back by arrangement. Your Student ID Card is your library card and is required for all library services. Library membership is available free of charge to all current Polytechnic students and staff

Mail

At Ashburton the outward mail is posted every night. Any outward mail (stamped) may be left at the Customer Services Centre to be posted.

Parking

Limited car parks are available beside the Polytechnic or in the car park behind Polytechnic. There is also street parking.

Rest area – Ashburton

We have comfortable chairs and couches in the lounge if you need time out or feel unwell.

Smoking Areas

All Aoraki Polytechnic properties are smoke-free, with the exception of designated areas. The designated area is outside near the main entrance at the back of the campus. Please note that there is no smoking in any Aoraki Polytechnic building on any campus, and that smoking outside is permitted only in designated areas. At the Ashburton Campus this is the area outside by the Lounge.

Student Job Search

To see what is available visit the Website: www.sjs.co.nz

Supplies

If you're stuck, some limited supplies of items such as Panadol, sanitary protection may be available for purchase at the reception area.

Telephones

The phone in the lounge room is available for making local calls only not 0800 numbers. Please press 1 for the outside line.

Water Coolers

A chilled and filtered water cooler is located at the main entrance area.

Aoraki Polytechnic - Oamaru Campus

The Oamaru Campus is a compact, busy campus with excellent facilities to support you in your study and ensure your time at Aoraki Polytechnic is enjoyable.

Aoraki Polytechnic has friendly, supportive staff who will do their very best to ensure that your study progresses smoothly. The services on campus are available to all students.

At Aoraki Polytechnic we are committed to doing all we can to ensure that each student has every opportunity to achieve his or her learning goals. Because we know different students will need different sorts of support, we have listed information here on a range of services available to you.

Using your Student ID card

You will need your card when borrowing books from the Aoraki Polytechnic library. Your student ID card will also get you a range of discounts from a variety of local businesses.

Campus Help

Contact a member of staff or for general enquiries the Reception. If you are off campus you can phone 0800 426 725 to speak to staff at the Oamaru Campus.

Computer Help

See your tutor or for technical support contact Customer Services.

Counselling

This confidential service is available to students by appointment. Talk to your tutor or the Campus Manager for more details. This service is provided to help students deal with issues that affect their study. The first three visits are free.

EFTPOS

An EFTPOS facility is available at Reception.

Emergency Services

The Assembly Point is on the grassed area adjacent to the France Street entrance to the campus.

An emergency is indicated by the continuous sounding of the alarm.

Fire

If you detect a fire – **And it is safe to do so** – Use the nearest fire extinguisher to put the fire out.

Immediately advise your Tutor, Office Administrator or Campus Manager of your actions.

If Not –

Activate the nearest fire alarm.

Go to the nearest Phone. **Dial 1 for an outside line then dial 111** for the emergency services

Identify yourself (name)

State you are at:

**Aoraki Polytechnic Oamaru Campus
44 Humber Street
Oamaru**

Give a brief explanation of the emergency.

Leave the building and go to the Assembly Point.

Health Services

Oamaru has a free Youth Health clinic students can access.

Youth Health Services – Oamaru Clinic

Free to Under 25yrs

78 Ribble Street, Oamaru

Phone (03) 433 1162 or 433 1161 Mon – Fri

Open: Tuesday's 3:30 – 5.00 pm

A doctor will be available for consultations every 2nd Tuesday

Learning Assistance

Learning assistance is available at the Oamaru campus. Please see your tutor for assistance in this area. Learning assistance groups provide:

- Tutorials to support you with study skills, writing essays and assignments.
- Support for spelling, grammar, communication and presentation skills, maths and drivers licence (theory).

Please note there is no fee to Aoraki Polytechnic students for this assistance, as the cost is met by the Polytechnic.

How about access?

Access to the campus is via the Humber Street or France Street entrances.

Library

The Oamaru Campus has a small collection of course related reference books available to students, ask your tutor for details. Books can be ordered from the Aoraki Library in Timaru. To do this ring 0800 426 725 ext 803 or alternatively email your request to library@oraki.ac.nz or complete a book request form at Reception. Books are usually sent through to Reception at the Oamaru Campus. Book returns are also done via Reception. Your Student ID Card is your library card and your Student ID Number,

which is on the card, is required for all library services. Library membership is available free of charge to all current Aoraki Polytechnic students.

Mail

At Oamaru the outward mail is posted every night. Any outward mail (stamped) may be left at Reception to be posted.

Parking

Car parks are available at the Polytechnic. There is also street parking.

Smoking Areas

All Aoraki Polytechnic properties are smoke-free, with the exception of designated areas. Smoking within 10 metres of the Airbrushing Suite is prohibited.

Student Job Search

To see what is available visit the Website: www.sjs.co.nz

Telephones

A free telephone available for students is located in the Student Common Room.

Water Coolers

A chilled and filtered water dispenser is located in the Student Common Room

