



# **TAFE COLLEGE NZ LTD**

## ***Pastoral Care Handbook for Domestic Students***



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# PASTORAL CARE CODE OF PRACTICE 2022 FOR DOMESTIC STUDENTS



We are serious about the pastoral care of students and make provisions to ensure the comfort, safety, and wellbeing of all students. Under the Education and Training Act 2020, enrolling Domestic students requires TAFE College to have a Pastoral Care for Domestic Students Policy. NZQA is the administrator of the code.

## THE PASTORAL CARE CODE

The code provides a framework for service delivery by educational providers and their agents to Domestic students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to all students. The Code applies to pastoral care and provision of information only, and not to academic standards. Through our dedicated student services team, we are continually evaluating our systems and procedures to ensure we are delivering the best service possible to our students. This includes talking and listening to students and staff ensuring we have information that is relevant to them. Copies of the Code are available from the New Zealand Ministry of Education website and at the NZQA website.

<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

### What is in the Code?

The Code ensures that students are well informed, safe, and looked after.

#### The framework outlines these key points:

- Students are recruited in an ethical and responsible manner.
- Students are supported and provided with relevant information.
- The information provided is comprehensive, accurate and up to date.
- Students are appropriately informed before entering into any commitments.
- Students have access to fair and equitable procedures to resolve any grievances.

Visit the NZQA website for [full details of what's covered in the Code](#).

### Student complaints about non-compliance of the Code

There is a formal process in place for you to follow if you have a complaint about TAFE College's compliance with the Code.

To lodge a complaint about TAFE College breaching the Code, you must make your complaint in writing to the Director of TAFE College within 14 days of the breach occurring. The Director will take all steps necessary to ensure that the grievance is settled.

If your complaint is not resolved, you can contact the NZ Qualifications Authority (NZQA) by phone on 0800 697 296 or email [gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz).

For financial complaints, you can contact istudent Complaints on 0800 006 675

Refer to the [NZQA brochure for students about the complaints process](#).

For assessment complaints, please read our Complaints Policy later in this document.

## RATIONALE

TAFE College tutors are passionate about Real Estate and enjoy imparting their knowledge to all students completing courses through TAFE College

To ensure understanding and competence of student's knowledge of New Zealand real estate practices there will be many opportunities for interaction during the course through:

- visiting the college
- online videos,
- webinars,
- ZOOM sessions.
- Email and phone calls using a variety of phone apps

## Strategic Objectives

The following strategic objectives form the basis for TAFE College NZ Ltd to meet the educational needs and outcomes of students and other interested stakeholders, including but not limited to, potential employers, communities, and other learning institutions:

- Offer programmes that meet all stakeholder's including students' needs.
- Provide a stimulating learning/teaching environment.
- Deliver quality programmes by well-qualified, experienced, and motivated tutors.
- Facilitate a holistic approach to teaching and learning.
- Meet the needs of individual students with a student-centred teaching/learning environment.
- Support and mentor students to reach their full potential.
- Be strength based and culturally appropriate to all students' cultural needs.
- Implement effective marketing strategies to maximise revenue.
- Develop a monitoring and review process to ensure ongoing compliance with NZQA PTE requirements and intent.
- Build a strong relationship with the local community and industry to enhance future opportunities for both students and the college.
- Enhance the programme delivery through the reviewing key business processes and improved self-assessment capability.

## APPROACH TO FULFILLING TREATY OF WAITANGI OBLIGATIONS

TAFE College acknowledges and honors the Te-Tiriti-o-Waitangi- and supports Māori/Crown relations to foster partnerships where we genuinely welcome relationships with our Māori community.

TAFE College recognises that it has a role in assisting the Government to achieve Treaty of Waitangi obligations as per Strategy Two of the Tertiary Education Strategy.

In developing our programme and Pastoral Care Policy we have and continue to seek input from the Treaty partners to meet our obligations to incorporate the **principles of partnership, participation, and protection**.

# STUDENT SUPPORT AND SERVICES

TAFE College can offer guidance on student support services related to health, emotional or financial concerns.

Students can request counselling services through TAFE College, we can direct you to services that provide confidential help with any issues affecting your sense of wellbeing, relationships, or learning.

Lifeline—a confidential and anonymous phone-counselling service. You can discuss personal problems with a professional Lifeline counsellor 24 hours a day on their toll-free number: 0800 543 354 or text 4357 or visit them at 95 Great South Rd, Epsom, Auckland 1051

The Samaritans, who offer a 24-hour anonymous listening service on their Auckland phone line: You can ring the Samaritans Centre on their number 0800 726 666.

## Marketing and promotion of the College to Domestic students

All marketing to tempt Domestic students to enrol will direct them to the Domestic Student page on TAFE College website [www.tafe.ac.nz](http://www.tafe.ac.nz), where they will find up to date information on

- Cost of tuition, application requirements and procedures
- Conditions of acceptance, refund policy and entry criteria
- Information on courses provided, facilities and staff.

TAFE College will only offer the Programme to those students that are currently residing in NZ and wanting to complete the programme via blended learning.

## Managing agents to recruit Domestic students.

TAFE College does not use agents to recruit Domestic students and has no plans to do so in the future.

## Enrolments

The College has a robust systems and procedures in place to ensure Domestic Students that are entitled to undertake the programme understand their rights and responsibilities around enrolment disclosures and the programme contract.

Through an enrolment interview/orientation held either via the phone, in person or via Zoom students will be assessed as to their suitability to undertake the course. These measures will confirm eligibility status including English proficiency, understanding of the programme outcome, time requirements and computer literacy to enable them to complete the programme.

The College also endeavours to make clear to the students their obligations and responsibilities while completing the Programme. All the policies and procedures for Domestic students are available in the Portal and students have access to them.

For more detailed information on our enrolment policy see our [Student Handbook](#)

The College is rated 'Category 2' by New Zealand Qualifications Authority (report dated May 2019) website [Organisations >> NZQA - TAFE College \(NZ\) Limited](#)

## TAFE COLLEGE'S COMMITMENT

<b>POLICIES</b>	<b>PROCEDURES</b>
<p><b>TAFE College provides an efficient entrance and enrolment process for students</b></p>	<p>A one step enrolment process is used (using the online enrolment form)</p> <p>All required evidential documents are outlined on the enrolment form and are to be uploaded with the online enrolment form.</p> <p>These include a verified copy of the student's passport and resident visa, English language certificates on request. All certificates (including those for academic achievement) must be <i>bona fide</i> and translated into English where and when is appropriate.</p> <p>Communication with applicants will always be on timely appropriate and copies of all correspondence will be filed electronically in each Students individual file.</p> <p>A checklist is used for the management of all applications to ensure all stages of the enrolment requirements are completed.</p>
<p><b>TAFE College, when enrolling students, has different criteria when enrolling international and domestic students</b></p>	<p>TAFE College will check student's visa status as part of the acceptance process and advise them if they do not qualify for enrolment with TAFE College.</p> <p>The college website and Student Handbook sets out the entrance requirements and procedures, together with information on the fees and student fee protection policy.</p> <p>Further information on this can be found in the Student Handbook. <a href="http://www.tafe.ac.nz/real-estate-salespersons-course">www.tafe.ac.nz/real-estate-salespersons-course</a></p>
<p><b>Only bona fide students who meet the entry criteria will be accepted into the Programme</b></p>	<p>Staff members consider all applications from prospective students.</p> <p>Students must establish their identity, nationality, and residency status at the time of enrolment.</p>
<p><b>Students to attest to being of good character</b></p>	<p>Information in the Handbook outlines the REA requirement of being a fit and proper person, providing referees and being subjected to a police check prior to being granted a Real Estate Salespersons Licence are explained to students.</p>
<p><b>TAFE College only enrolls students that are proficient in English.</b></p>	<p>If literacy skills seem to be inadequate, students for whom English is their second language may be required to provide an IELTS overall test score of 5.5 or equivalent proof of proficiency.</p> <p>The student will be given an option to withdraw from the programme and receive a proportionate course fee.</p>
<p><b>Payment of the Programme fees must be made prior to commencement of study.</b></p>	<p>Public Trust Fee Protection Scheme along with Withdrawal Policy is explained to all students Prior to enrolment.</p> <p>Student fees are paid in advance and held in the Public Trust under a FEE Protection Scheme. Tuition fees are paid to us over the period of the programme.</p> <p>Students receive a fees invoice and a copy of the Public Trust Acknowledgment showing that their fees have been received.</p>

<b>POLICIES</b>	<b>PROCEDURES FOR ORIENTATION</b>
<p><b>TAFE College will ensure all Students will have an introduction to the College and its facilities including the portal through an orientation in person or on ZOOM session.</b></p>	<p>Tutors will conduct the Orientation; it must be completed before access to the Modules is granted and any assessments are marked.</p> <p>Auckland Domestic students will be invited to attend the College for an Orientation meeting or if this is not an option a Zoom Session will be offered.</p> <p>All non-Auckland or students that cannot attend the college will complete the Orientation via ZOOM or in some circumstances via phone and logged into the website.</p> <p>The Orientation covers instructions and expectations on how to submit work:</p> <ul style="list-style-type: none"> <li>• Where to find the material in the Portal</li> <li>• Explanations on key documents</li> <li>• Suggestions on the best way to complete the Programme.</li> </ul> <p>Auckland students who attend the College will have access to onsite computers and Wi-Fi and will be shown the rights of use of the computer, Wi-Fi and internet policy.</p>
<p><b>TAFE College has outlined its policy on plagiarism and ways to answer questions in the Student Handbook</b></p>	<p>Students will be shown the handbook that has examples of the different terminology used in the questions and it will be explained to them the expectations of their answers in relation to these. Examples include the difference between “list, explain and describe”.</p> <p>Plagiarism will be explained to students and the consequences are outlined on the front page of each assessment.</p> <p>Student will be required to sign the Declaration Page to confirm that the submitted work is their own.</p>
<p><b>TAFE College has resources to explain real estate terminology</b></p>	<p>Students have access to a Real Estate Glossary or terminology in the Portal.</p>
<p><b>TAFE College has easy to access and clear policies for students:</b></p>	<p>All students will be directed to the portal, to locate the Student Handbook and Pastoral Care Document to ensure that they understand our policies.</p> <ul style="list-style-type: none"> <li>• <b>Health and Safety Policy</b></li> <li>• <b>Privacy Policy</b></li> <li>• <b>Complaints Process</b></li> <li>• <b>Withdrawal Policy</b></li> <li>• <b>Refund policy</b></li> <li>• <b>Assessment &amp; Moderation policy</b></li> </ul>
<p><b>All newly enrolled students will receive a welcome email</b></p>	<p>New students will receive a personal welcome email.</p> <p>This will cover:</p> <ul style="list-style-type: none"> <li>• Login Details to the Portal and ZOOM Sessions with the relevant URL addresses related to information available on the College’s website: <a href="http://www.tafe.ac.nz">www.tafe.ac.nz</a></li> <li>• Requirements for completing and submitting the Student Calendar</li> <li>• Requirements for an Orientation and Pre-Study Declaration</li> <li>• Information on Completing Assessments</li> <li>• Contact details of Tutors</li> </ul>



<b>POLICIES</b>	<b>PROCEDURES</b>
<p><b>TAFE College ensures a consistent approach to submitting and marking Assessments</b></p>	<p>Students will be required to sign and complete the front cover page headed up “Trainee to complete after assessment”.</p> <p>Assessments will be typed and emailed to assessments@tafe.ac.nz. Students must submit Assessments one at a time. Our aim is to mark student’s assessments within 5 working days and once marked they will receive their work back stating “Achieved” or an email identifying any corrections that they need to make. The marking sheet will include feedback that will guide students as to where they went wrong. Assessments are marked online so students will be required to make any corrections to the original assessment and resubmit by replying to the email. All corrections must be completed before further work is submitted.</p>
<p><b>The observations in the assessment will be conducted in a simulated environment.</b></p>	<p>Some assessments have a practical element, and this will be completed by TAFE Tutors in a realistic real estate context.</p> <p>Further information is outlined in the Assessments and Student Handbook Video examples can be seen in the portal.</p>
<p><b>Students work will be assessed and results returned to students with clear instructions on what needs to happen if Achievement is not obtained</b></p>	<p>Competency in a unit standard is achieved.</p> <ul style="list-style-type: none"> <li>• When all the answers are completed, observations and workplace documents meet the judgement and the Performance Criteria</li> </ul> <p>Assessments are marked Achieved or Not Achieved. Students need to resubmit assessments which are marked Not Achieved</p> <p>Assessment results are e-mailed directly back to the student and once the Assessment has been returned for rework then the next submission is considered the first resubmission. Before any further re-submission students will need to contact their tutor for guidance and support.</p> <p>Students are required to meet all the performance criteria 100% to achieve credits for each component or unit standard. Students who do not meet all the passing criteria, will be given the opportunity to re-sit in order to complete the elements or performance criteria of the assessment originally marked not achieved.</p> <p>At the discretion of the tutor, students may have the opportunity to do verbal corrections if only minor errors or omissions have been made. When appropriate and at the discretion of the tutor, students may be asked to provide further verbal information to enhance their answer and show understanding.</p>
<p><b>All Achieved results will be uploaded to NZQA</b></p>	<p>TAFE College (NZ) Ltd Programme is based on unit standards. Once a student is 100% competent in an assessment, the results “achieved” will be recorded on their student file, in ENROL_pro and then uploaded into the NZQA website for registration on your Record of Learning.</p>
<p><b>Ongoing feedback is sought from students to ensure on-going improvement</b></p>	<p>All Students are invited to and are encouraged to ask questions, provide suggestions, and give feedback throughout the programme.</p> <p>Through, surveys and open dialogue between students and Tutors any improvement suggestions and issues can be promptly addressed.</p> <p>During the programme students will receive a minimum of three questionnaires to complete and return to us.</p> <ul style="list-style-type: none"> <li>• The month following their enrolment.</li> <li>• On completion of the programme - “Course Evaluation Form.”</li> <li>• Two months after completing the programme.</li> </ul>



# STUDENT SUPPORT THROUGHOUT YOUR ENROLMENT

Studying at different times in your life can be exciting but may be stressful and present unexpected situations. TAFE College's primary role is to support students in their academic achievement.

Talking about it can help - You can talk to us if:

- you're finding learning without attending classes physically at TAFE College
- you're finding it hard learning on-line and feeling isolated.
- things aren't going so well at home and you can't concentrate on your studies
- you need help with practical matters or day-to-day life.

Find out about the support available to TAFE College students. If you run into a problem, whatever it is, there's someone to help.

**Health, safety and wellbeing** – TAFE College can give guidance to help keep you happy, healthy and safe while you study – whether that's physical or mental health, or general wellbeing.

**Travelling to the College** – There is a map on our website, but we also provide you with information on how to get to the College on foot, by bike, car or public transport.

**Student parking** – We have student parking available at TAFE College and will provide you with a map outlining the parking area.

## STUDENT SUPPORT AND GUIDANCE throughout the course

Our tutors are all real estate professionals with real estate licences and many years' experiences. You will be supported every step of the way during your course at TAFE. We care about our students and want them to succeed.

A Tutor will be freely available on weekdays between 9am and 4.00pm and as a TAFE student you'll be able to contact them by phone, email, ZOOM or you can make an appointment for 1 to 1 assistance. Students in the greater Auckland area also have the option of working at the College during the week.

Student to Tutor ratios shall be maintained at a level that provides for adequate support and guidance to all students. This will be constantly reviewed to ensure the ratios for all students shall be a maximum of 60:1 active student.

Making good progress is also a condition of your enrolment. If you are having difficulty with the course, you need to contact your tutor.

If your tutor feels you are struggling, they may request a meeting with you to give you advice and guidance.

A tutor will give you confidential help to:

- improve your study performance.
- identify the areas where you need to improve.
- achieve success.

## **PERSONAL SUPPORT & WELFARE**

Staff shall be available during office hours for students' guidance and support. Students are encouraged to discuss in confidence any problems or situations that may have arisen that is impacting on their ability to progress through the Programme.

If there is a need for extra support and this falls outside the expertise of the Tutor, they will be directed to other sources of support including that of outside agencies which provide both specialised and general counselling and support. TAFE College has information on counselling services available on request.

Details of requests for support and guidance (which fall outside the normal support that a tutor can provide) will be recorded on student's individual file by the Tutor and shall be available confidentially to Management.

## **PROGRAMME WITHDRAWALS**

If you want to withdraw from the programme, you need to make sure you follow the correct Withdrawals Process outlined in the Student Handbook.

## **TRAVELLING OVERSEAS DURING THE PROGRAMME**

If you travel overseas while you are enrolled in the programme, then please send us an email to let us know.

If you are intending to work while you are overseas you will need the ability to send & receive emails with attachments.

## **THE NZ CERTIFICATE IN REAL ESTATE LEVEL 4 PATHWAY**

This Programme will suit students who are already in New Zealand and are looking to develop their understanding of New Zealand real estate laws, different types of property ownership, and how real estate is transacted.

This qualification is the entry-level qualification to the real estate industry and meets the legislative requirements for a licensee to operate as a salesperson in the industry.

### **QUALIFICATION PATHWAY**

Students are encouraged to undertake further training to progress to the

**New Zealand Certificate in Real Estate (Branch Manager) (Level 5)**

**and**

**New Zealand Certificate in Real Estate (Agent) (Level 6)**

***\*The qualification enables you to undertake further training by studying for the NZ Certificate in Real Estate (Branch Manager) (Level 5) or your (Agents Licence) (Level 6). Further study is available through other Tertiary establishments – however while you may study these you need 3 years real estate experience before the qualification would be recognised***

## ENTRY REQUIREMENTS

Our Programme operates on an open enrolment basis. Applicants must be a NZ Citizen or have Resident status and be a minimum of 18 years old.

All students for whom English is their 2nd language will be required to show evidence of an IELTS overall test score of 5.5 or another internationally recognised English language proficiency test.

TAFE reserves the right to withdraw students and pay a proportionate course fee refund if literacy skills prove inadequate. This would be done after the first assignment is submitted and reviewed by the tutor.

## NECESSARY COMPUTER SKILLS:

To participate in the programme, you must have some basic computer skills:

- General knowledge of keyboarding
- Familiarity with Microsoft Word
- Ability to save and find files on your computer's directories.
- Ability to send & receive emails with attachments.

## COURSE FEES AND MATERIALS

The New Zealand Certificate in Real Estate Level 4 programme fee is \$1995.00 for all students. Payment for this programme is required before enrolment is confirmed. Further information is outlined TAFE College website. [www.tafe.ac.nz](http://www.tafe.ac.nz)

**How to pay** -there are various ways you can pay your fees

- **Internet banking or bank transfers you will be given include the Public Trust details for payment at the time of enrolment.**
- **Payment by credit card Debit/Credit cards (Visa or Mastercard) can be completed with a phone call to TAFE College.**

The Programme material supplied contains all the information required to complete the 13-unit standards. Each unit has an Assessment Book, a Learner Guide, and additional resources, like video tutorials, templates, REINZ best practice guides, the REAA Guides, a copy of the REA Act and many more.

The assessments are "open book", and all answers can be found in the learner Guide. Please be aware, that these answers must not be copied (see plagiarism in the Handbook). Each student is required to express answers in his or her own words and original examples (actual or hypothetical) should be supplied by the student.

## Programme Material Information

Students will be given a login and password to access the TAFE website portal where all the material for the programme sits. The assessments are in Microsoft Word so once you have downloaded them, save them to your desktop and then type your answers directly into the document. Remember to save frequently.

If you have any problems, please email us at [assessments@tafe.ac.nz](mailto:assessments@tafe.ac.nz).

Completed assessments are emailed one at a time to your tutor, who will then email through any corrections or results directly to you. If you are posting assessments in, then please make sure you take a copy of it first.

## How long do I have to complete the Programme?

Students may enrol at any time and need to complete their programme within 30 weeks (7 and a half months) from the date of their Welcome letter is sent.

All units on the NZQA framework are given a credit value. A credit equals approximately 10 hours of learning time. The salespersons course has a value of 50 credits which equates to 500 hours of learning. Experience has shown us that a motivated student could finish earlier than the 30 weeks.

# THE NZ CERTIFICATE IN REAL ESTATE LEVEL 4 PROGRAMME

## ENROLMENT

We will need a certified copy of your passport and visa stamp if you are not a citizen with your application or you can bring these with you to the College to enrol in person to complete their New Zealand Certificate in Real Estate.

To enrol you will need to complete a full application form on our website: [www.tafe.ac.nz](http://www.tafe.ac.nz). There are many ways to enrol in our programme, through the mail, internet, or in person at our college.

If you enrol by post or mail, be sure to include all residency and visa documentation if you are not a citizen.

- A certified copy of your passport and visa stamp if applicable
- Your completed application forms.

If you enrol in person, bring all your documentation.

- Your passport
- Your completed application form (you can also complete this here)

## ORIENTATION

As part of the enrolment process Auckland based students will need to attend the College:

- To be shown around the building – amenities, workspaces, and parking
- To be introduced to your Tutor
- To be shown the portal – how to access the material.
- To practice answering the questions (verbally) to ensure understanding of terms such as “Explain” and “Analyse”.

**Out of Auckland students will complete this via a ZOOM session.**

- To be shown around the building – amenities, workspaces, and parking
- To be introduced to your Tutor
- To be shown the portal – how to access the material.
- To practice answering the questions (verbally) to ensure understanding of terms such as “Explain” and “Analyse”.

## CREDIT TRANSFER

All programmes offered by TAFE College (NZ) Ltd are based on unit standards. As you progress through the programme you gain credit for each unit standard you complete. Should TAFE College (NZ) Ltd fold, you will have a current record of learning from NZQA listing the units for which you have achieved credit.

Other providers offering similar framework-based courses are obliged to recognise this record of learning. Therefore, you will be able to continue your training programme with a new provider.

Statutory Information Statement for Students. Required under Section 234B of Education Act: TAFE College (NZ) Ltd charges no service fee for students.

There are no governing members of TAFE College (NZ) Ltd that have material conflicts of interest.

# WITHDRAWING FROM THE NZ CERTIFICATE IN REAL ESTATE LEVEL 4 PROGRAMME

There are different withdrawal options, depending on the time of withdrawal and the circumstances involved.

## **Non-payment of fees**

Non-payment of fees, ceasing to attend or verbally advising a member of staff will not be accepted as notice of withdrawal.

## **Withdrawal with refund**

### **Disclosure of Information on Withdrawals & Refunds from The New Zealand Certificate in Real Estate - Level 4 Programme**

**If you want to withdraw from the programme, you need to make sure you follow the correct process to get your fees refunded if applicable.**

You will no longer be liable for the applicable programme fees if you withdraw before the 8<sup>th</sup> day period as outlined in the Student Handbook and the course will not appear on your academic transcript.

Refunds are not processed automatically. To request your refund, email [info@tafe.ac.nz](mailto:info@tafe.ac.nz) and include your student ID number. The refund can only be refunded to the bank account it was received from.

You will receive a Public Trust form to complete and sign as part of the withdrawal process.

If you withdraw after the **8th day withdrawal with refund policy**, your fees will not be refunded (unless a fee reconsideration due to exceptional circumstances is approved) and you will receive a partial refund of the programme. This may also be regarded as having failed the programme unless TAFE College administration gives you approval to withdraw.

If you withdraw from the programme, you must advise TAFE College (NZ) Ltd in writing by email. We take the date of withdrawal as the postmarked date on your written notification. You will not receive a fail grade on your academic record for that unit.

## **Withdrawal Policy**

### **Refunds**

- 1) If you withdraw within 8 days of course commencement, you will receive a refund equal to the sum of the amount paid, less 10 percent of the fees paid.
- 2) No refund of fees will be paid if you withdraw after commencing the Course.

### **Cancellation of Training**

TAFE College (NZ) Ltd reserves the right to cancel training courses due to insufficient demand, unavailability of suitable training staff or facilities or similar major problems. If you are enrolled on the cancelled course, you will be offered alternative training dates or a full refund.

**For more information on Student protection in the event of receivership or liquidation go to: <http://www.publictrust.co.nz/fee-protect/information-for-students>**

Also, the NZQA website for more information – [www.nzqa.govt.nz](http://www.nzqa.govt.nz).

# STUDENT PRIVACY STATEMENT

TAFE College (NZ) Ltd assures the confidentiality of educational Records and will comply with legislative reporting and recordkeeping requirements in accordance with NZQA requirements and as otherwise permitted by the Privacy Act 1993.

TAFE College NZ has a comprehensive Privacy Policy in the Portal

## PERSONAL INFORMATION

Your personal information collected by us, or on our behalf, throughout your enrolment as a student at TAFE College NZ Ltd is collected for the primary purpose of providing you with the programme/s of study for which you are enrolled.

Other purposes of collection include:

- Corresponding with you.
- Attending to day-to-day administrative matters.
- Informing you about your assessments results, progress, and any relevant events.
- Informing you about opportunities to engage with your tutor.
- Facilitating appropriate assistance, support programmes and integrated learning activities such as student-to- tutor learning
- Surveys for seeking your feedback in relation to benchmarking, analyses, quality assurance and planning activities.

The information collected may be disclosed to:

- Government departments such as the Ministry of Education, Inland Revenue Department and the Department of Work and Income
- External organisations such as stakeholders to verify your level of readiness for the workplace.
- Other tertiary institutions that you transfer to or from.

You have a right to access your personal information or enquire about the handling of your personal information, subject to any exceptions in the Privacy Act 1993. Please contact the Privacy Officer by email at [info@tafe.ac.nz](mailto:info@tafe.ac.nz) if you require access to your personal information.

***This privacy statement applies to personal information collected by any method (including hardcopy, electronic or verbal means).***

# TAFE COLLEGE RULES

## Our Expectations

Students are expected to behave as a professional, that is friendly, courteous, and sensitive towards others, have a positive outlook, and interact with others in all situations.

Students have the right to participate in a free exchange of ideas while following these guidelines.

- Respect for other students when you come into the College.
- Arrive on time for any appointments with a Tutor
- Positive attitude and professional manner when at the College
- Maintaining a respectful relationship with all fellow students and staff
- Taking constructive feedback on board
- Disciplinary procedures will occur for inappropriate behaviour.

## Unacceptable Behaviour:

Arguing with the Tutors or not showing up for appointments or re-sits. Including but not limited to poor attitude, demonstrating a lack of respect for staff or fellow student, inappropriate behaviour or language are examples of unacceptable behaviour.

Discussions will be held with you and the Tutor to resolve this. Notes on this discussion will go on your file. If the behaviour continues, it could affect your eligibility to complete the programme.

In this case you would have a meeting with the College Manager to discuss whether you want to and are able to continue with the course. You will be given the opportunity to bring along a support person to this meeting. Further occurrences of the concerning behaviour may result in another meeting where a final warning or expulsion may occur.

## Major / Expulsion Behaviour

The following behaviours will be viewed seriously and may result in instant expulsion or in the circumstances where management does not consider that expulsion is appropriate, a final warning will be issued even if no other warnings have been issued previously.

Regardless of the decided outcome, a meeting with the Manager and your support person will be arranged.

- In the interim, you may be asked to stay away from the College.
- If expulsion is the outcome, you will be given this in writing as well as a copy of
- your final academic record of learning.

The behaviours listed are examples only and the list is not intended to be exhaustive:

- Harassment of a staff member or another student
- Plagiarism or cheating of any description.
- Theft
- Willful abuse of or damage to college property
- Bringing the college into disrepute or behaviour that has the potential to damage its reputation.
- Assault or abusive behaviour towards another student or staff member
- Inappropriate or offensive sexual behaviour or sexual misconduct
- Drunkenness or being under the influence of or in the possession of, or misuse of illegal drugs.

Students who break the law will be reported to the appropriate Authority such as the Police and withdrawn from the programme.



# STUDENTS COMPLAINTS PROCEDURE

Where a student has an issue about any aspect of the programme, they are encouraged to contact their Tutor or the manager of TAFE College by phone or email.

If there is no resolution, they may make a formal complaint.

## Formal Complaints:

- Must be made within 14 days of the non-resolution of the issue.
- Must be in writing.
- Acceptance of the complaint will be acknowledged.
- A response to you will be made with 7 days.

Complaints can be sent to:

Email: [admin@tafe.ac.nz](mailto:admin@tafe.ac.nz)

Posted: **Ngairé Johns (Director) TAFE College.**

**PO Box 11514**

**Ellerslie, Auckland 1051**

**E-mail: [admin@tafe.ac.nz](mailto:admin@tafe.ac.nz)**

Other avenues for lodging a complaint when all avenues through TAFE College complaints process have been exhausted are:

- **NZQA**
- **The Disputes Tribunal**
- **Human Rights Commission**
- **Office of the Ombudsman**

## If it is an Assessment Achievement dispute

If you are not satisfied with the outcome of an assessment you are entitled to take up the appeals process. The procedure for appeals is laid down by **TAFE College in the Student Handbook**.

The first step is to try to come to an agreement with the assessor.

If no agreement is reached, you can make a formal appeal to TAFE College. Use the assessment appeals form on the TAFE College website. The appeal must be lodged within 14 days of receiving the assessment decision.

TAFE College Director will complete the review of your appeal within three weeks of the date they receive it.

## APPEALS FOR ASSESSMENT DISAGREEMENT

If satisfaction is not reached, the case shall be referred to the relevant Internal Moderator. Should a satisfactory resolution not be reached to the satisfaction of the student, they shall be referred to NZQA where they can make a formal complaint. NZQA prefers complaints to be in writing and stated as specifically as possible – what the problem is and what they have already done to obtain resolution - and any copies of relevant documents provided. If students need advice about lodging complaints, they can check on the website: <http://www.nzqa.govt.nz/services> or **0800 QA HELP (0800 724357)**.

Record of any appeal and outcome will be kept on file.

## IN AN EMERGENCY

Dial 111.

Dial 111 and wait for it to connect—don't hang up the phone.

The Operator will ask you what service you need:

### **FIRE, AMBULANCE OR POLICE.**

They'll connect you to that service.

Give your name, the type of emergency and where you are.

Once help has arrived, please contact TAFE College on their emergency number **021 753 534**.

### **FOR NON-EMERGENCIES**

The Central Police Station is in the city and is open 24 hours a day, seven days a week.

You can call them on [+64-9-302 6400](tel:+6493026400).

The NZ Police website has [useful information in multiple languages](#).

### **AT THE COLLEGE**

If you don't feel safe at the College please, contact the Director immediately on +64 21 753 534.

## KNOW YOUR EMERGENCY RESPONSE – BE PREPARED

### **Remember to stay calm in:**

- **a fire**—leave the building quickly and calmly. Don't take the elevator!
- **an earthquake**—stay inside the building. Take shelter under a table or drop, cover and hold
- **a tsunami**—move quickly to higher ground. Don't return until you're told it's safe to do so.

Once you're in a safe place:

- call for help if you're injured (dial 111)
- let someone know you're okay!
- let TAFE College know you're safe—if no one answers the phone, leave a message
- listen to the radio to find out what to do next.

More information about [preparing for a disaster in New Zealand](#).

## HELPFUL INFORMATION

### **CONTACTS AND DIRECTORIES**

Auckland Premises - Phone 09 -579 3088

Staff directory is in the [Student Handbook](#)