

# Student Handbook

2024



**premier**  
part of | SKILLS GROUP 



<b>01 INTRODUCTION</b>	4
WHO WE ARE	4
OUR VISION	4
LOCATION	5
LIFE AT PREMIER	5
INTRODUCING YOURSELF IN MĀORI	6
<b>02 PASTORAL CARE</b>	7
STUDENT SUPPORT	7
INDIVIDUAL LEARNING PLAN & LITERACY/NUMERACY SUPPORT	7
DYSLEXIA FRIENDLY PROVIDER	7
<b>03 NEW ZEALAND LAWS</b>	7
HUMAN RIGHTS ACT	7
HARASSMENT	7
SEXUALITY AND AGE OF CONSENT	7
WORKPLACE RIGHTS	7
PRIVACY ACT	7
ALCOHOL AND TOBACCO	8
MEDICINE AND DRUGS	8
<b>04 STUDYING AT PREMIER</b>	8
WHAT CAN I EXPECT ON MY FIRST DAY? INDUCTION	8
STUDENT ID CARD	8
ATTENDANCE POLICY	9
STUDENT-FREE DAYS	9
STUDENT FEES AND REFUND POLICY	9
PAYMENT OF FEES	9
STUDENT SERVICES LEVY	11
STUDENT FEE PROTECTION	11

CREDIT TRANSFER AND RECOGNITION OF PRIOR LEARNING	11
EVACUATION	11
HEALTH AND SAFETY	11
SICKNESS	12
GOING TO HOSPITAL	12
INJURY OR ACCIDENT	12
RESOLVING ISSUES/COMPLAINTS PROCESS	13
ASSESSMENT	13
ASSESSMENT PREPARATION	13
EQUAL OPPORTUNITIES AND FAIR ACCESS TO ASSESSMENTS	13
WORKPLACE TRAINING	14
WORK BASED LEARNING	14
EARLY COMPLETION	14
PLAGIARISM	14
ASSESSMENT APPEAL	15
RESITS AND REASSESSMENTS	15
REPORTING OF RESULTS	15
STUDENT PROGRESS	15
REPLACEMENT QUALIFICATION CERTIFICATES	15
EVALUATION OF PROGRAMMES	15
RULES AND CODE OF CONDUCT	16
DISCIPLINARY PROCEDURE	17
SUSPENSION OF ENROLMENT	17
<b>05 LEARNER CONTRACT AND AGREEMENT – PREMIER COPY</b>	18
<b>06 LEARNER CONTRACT AND AGREEMENT – STUDENT COPY</b>	19
<b>07 APPENDICES</b>	20
APPENDIX A – CODE OF PASTORAL CARE	21
APPENDIX B – EXTERNAL SUPPORT SERVICES	22
APPENDIX C – RESOLVING PROBLEMS	24

# 01 Introduction

## KIA ORA - WELCOME

Skills Premier extends a very warm welcome to you and looks forward to providing you with quality education and training in a friendly and supportive environment.

This handbook includes the policies, procedures, rules and regulations of Premier as well as information to assist you to settle into studying at Premier. Additional information may be found on the Premier website at [skills-premier.org](https://skills-premier.org)

## Who we are:

Skills Premier is based across two campuses located in Lower Hutt and Manukau, and was registered by the New Zealand Qualifications Authority (NZQA) as an education provider in 1993. All the programmes we offer are approved and accredited by NZQA. We offer a range of programmes to domestic (NZ) and International students.

Skills Premier is an NZQA approved Private Training Establishment (PTE).

All Premier's academic staff have relevant qualifications in their programme areas and have experience in providing education and training.

## Our Vision

To develop the highest performing, inspirational tertiary college, offering programmes of study that lead to strong employment opportunities and a brighter and fulfilling future for our students and their families.

At Premier, we dream big. And we're here to help you dream big too! We want you to be the best you can be, and we'll support and encourage you every step of the way.

Our personal touch, and family feel will put you at ease so you can unlock your potential.

Our first-class facilities mean you'll have everything you need to master practical, hands-on skills.

Our inspiring tutors come direct from industry - they know what it takes to succeed and will switch your mind onto learning.

We're connected with New Zealand's fastest growing industries and employers are lining up for our graduates.

## Location

Our cutting-edge facilities provide a friendly and welcoming atmosphere in two convenient locations that makes Premier the ideal place to train for your new career. Both sites are easily accessible by public transport, so you don't even need a car!

We are located at:

Manukau Campus  
5a Ryan Place  
Manukau  
Auckland 2104  
Ph: 0800 11 99 00

Wellington Campus  
224 High Street  
Lower Hutt  
Wellington 5010  
Ph: 0800 11 99 00

## Life at Premier

Life as a Premier student is fun and fulfilling. Our vibrant campuses are equipped with all the latest facilities, including state-of-the-art training salons, beauty rooms and barber shops. You will be studying alongside students from New Zealand in an environment that is welcoming, inclusive and supportive.

At Premier, life on campus means much more than just study. You'll have plenty of opportunities to make friends, build industry networks, and make the most of all that life in New Zealand offers.

## Introducing yourself in Māori

Pepeha is a way of introducing yourself in Māori. It tells people who you are by sharing your connections with the people and places that are important to you.

You can have your own personal pepeha by filling in the gaps in the template below:

# MY PEPEHA

// Tēnā koutou, tēnā koutou, tēnā tatou katoa

Ko ..... (name of a mountain in your hometown) ..... tōku maunga

Ko ..... (name of a river/ocean in your hometown) ..... tōku awa/mōana

Ko ..... (name of your tribe/village) ..... tōku iwi

Ko ..... (your mother's name) ..... tōku Māmā

Ko ..... (your father's name) ..... tōku Pāpā

Ko ..... (your name) ..... tōku ingōa

Nō ..... (your country) ..... tōku ahau

No reira, tēnā koutou, tēnā koutou, tēnā tatou katoa //

## 02 Pastoral Care

### Student Support

Student wellbeing is of utmost importance to us and we are keen to support you with any academic or personal challenges that you face whilst studying with us. Please speak to your tutor or the Student Rep if you require support.

We can access support from WINZ, Friendship House, Lifeline, Youth line, Youth Services and Raukura Hauroa O Tainui (Auckland).

NZQA has now introduced a Code of Pastoral Care for domestic students to ensure that New Zealand students are adequately supported while completing study at an education provider. Please refer to Appendix A for more information on the Code.

### Individual Learning Plan and Literacy/Numeracy support

You will create an individual learning plan (ILP) at the start of your programme. This plan helps us to work with you to help you achieve your goals. We will work with you to develop your goals, ability, attendance and work ready skills.

We use the TEC's Literacy and Numeracy for Adults Assessment Tool (LNAAT) to find out your literacy and numeracy skills so that we can provide additional support if necessary.

You will be well supported by our friendly team. They will help you settle in and provide advice on managing your studies and making the most of it.

### Dyslexia Friendly Provider

As a dyslexia friendly organisation, Premier celebrates the many strengths and abilities of these learners. Premier will be introducing and implementing the Dyslexia Qualmark in 2023. Our delivery and teaching style is designed to embrace, encourage and support all learning differences, and immerse the learner in a range of multisensory learning. This learning is not only the best way for dyslexic students to learn, but has been proven to be the best way for all students to learn.

## 03 New Zealand Laws

Keep up-to-date with the latest policy changes. We've taken care to ensure these summaries are accurate, but please contact the relevant organisation directly for the most up-to-date information.

### Human Rights Act

The Human Rights Act prohibits discrimination against people or differential treatment based on a person's race, ethnic origin, sex/gender, sexual orientation, age, religion, political views, marital status or disabilities. Premier upholds the Human Rights Act by providing equal opportunities to all students and staff. For more information contact the Human Rights Commission or the Campus Manager for further support.

### Harassment

Any kind of harassment, including sexual, racial or general harassment is unacceptable at Premier. Examples may include physical or verbal harassment, offensive remarks, or inappropriate and unwanted contact. If you feel you have been harassed, speak to the Student Rep or any staff member for confidential support.

### Workplace Rights

In New Zealand your workplace rights include having a right to a healthy and safe work environment (Health and Safety at Work Act). If you are an off job training student the following acts will apply to you in your employment (Minimum Wage Act, Wages Protection Act, Equal Pay Act), holiday and leave (Holidays Act). For more information please visit <https://www.newzealandnow.govt.nz/work-in-nz/employment-rights>

### Privacy Act

The Privacy Act relates to the accuracy, collection, storage, security, use and disclosure of personal information, as well as requests for access and correction of personal information. Premier upholds the Privacy Act by not disclosing your information to a third party without your informed consent. Government authorities such as New Zealand Qualifications Authority, TEC, The Ministry of Education or StudyLink may require your information with consent.

## 04 Studying at Skills Premier

### Alcohol and Tobacco

In New Zealand, anyone aged 18 years or older and shows an approved ID can purchase alcohol or enter licensed premises. Approved ID may include a current passport, current NZ driver license or an 18+ Hospitality NZ card. It is an offence to supply alcohol to a person aged 17 years or younger. If you are driving, there is a zero alcohol limit if you are under 20 years. If you are 20 years or older, the legal alcohol limit is 250 mcg of alcohol per litre of breath or 50 mg of alcohol per 100 ml of blood. For more information please visit <http://www.police.govt.nz/>.

Similarly, anyone aged 18 years or older and shows an approved ID can purchase cigarettes and tobacco products. It is an offence to supply these to persons aged 17 years or younger. The New Zealand Government is committed to a goal of New Zealand becoming smokefree by 2025, and smoking is prohibited in most indoor workplaces including restaurants, bars, public transportation and outdoor school areas with limited exceptions.

### Medicine and Drugs

It is illegal to buy, use, possess, cultivate, sell or traffic certain drugs. These offences may result in fines and/or imprisonment. For example, methamphetamine and ecstasy are illegal drugs (Misuse of Drugs Act) and have severe penalties. If you are involved in illegal drug activities, your enrolment at Premier will be terminated and StudyLink will be notified. For more information please visit [police.govt.nz](http://police.govt.nz)

### What can I expect on my first day? Induction

Your journey with Premier begins with an Induction programme.

You will be able to complete the final step of the enrolment process by signing a 'Declaration' after attending the Induction programme. Two weeks after completing the declaration you will receive your Student ID card which will provide access to a range of services and student discounts.

Staff will be available to assist you with any questions you may have during and after induction.

Topics covered during induction will include:

- Tour of campus
- Introduction to your tutor, program leader/Campus Manager, and Student Rep
- Building evacuation in case of emergency
- Program overview - delivery options explained, attendance and participation expectations
- Explain schedules /timetable, delivery, and assessment of modules/unit standards
- Assist and support learners with outstanding paperwork, queries, verify IDs, student loans, study link, uniform (if applicable), equipment information.
- Dates for campus social events
- Meet and greet other students in your program.
- Shared morning tea.

### Student ID card

Upon payment of fees and commencement of your study, Premier will take your photo for your student ID card. You will receive your student ID card within two weeks of starting your study. You can use your student ID card to get discounted travel on certain bus and train services (please speak to your tutor or Reception for more information).



## Attendance Policy

Notify your tutor if you need to be absent by calling

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(Tutor/Enrolment Officer to complete at Induction).

Please treat your attendance here as you would at a workplace. Our strict attendance policy is put in place to maximise the effectiveness of your training and learning, and to support you on your path to success.

You are required to attend every lesson for the full duration of your program. Unless granted exemption by the Campus Manager, you are required to attend all classes. You must attend for the full period, except for scheduled breaks. Any absenteeism must be supported by a valid reason and documentation.

Students are required to be punctual. Arriving late or needing to leave early without a valid reason will affect your attendance as you will be marked absent during those times. If you are sick or unable to attend class due to unforeseen circumstances, it is your responsibility to inform Premier. A valid medical certificate will be required if you are absent for 3 days or more.

Unexplained absences will result in the termination of your enrolment at Premier and any allowances you receive. Study Link will be notified. Non-completion of your study will also jeopardise other study you intend to undertake in future.

Study Link, NZQA and Premier requires students to abide by attendance requirements at all times following actions will be taken if the attendance policy is not adhered to. Students

### Student-free days

From time to time Premier may schedule student free days to accommodate various operational requirements. On such days, your tutor will plan specific learning activities for you to complete at home.

## Student Fees and Refund Policy

### Payment of fees

You can apply to Study Link for a loan once you receive an Offer of Place and invoice from us.

Fees must be paid in full prior to the start of your studies. Domestic students awaiting payment by student loan must provide confirmation of the student loan application prior to course commencement.

### 1. Withdrawal from courses of 13 weeks or more:

#### 1.1 Withdrawal within the first 8 working days after, and including, the course start date:

If a student withdraws within 8 working days after, and including, the scheduled start date of their course, all tuition fees less \$500 will be refunded.

#### 1.2 Withdrawal on day 9 or later of the course:

If a student withdraws from their course of study before the completion date, they would only be eligible for a refund of tuition fees in exceptional circumstances. This will be at the discretion of the Campus Manager and will be considered on a case-by-case basis. Students should provide documentation to support any such application which must be made within one month of the last day of attendance.

#### 2. On day 9 or later, Premier will make no refund where:

##### 2.1 A student has been expelled.

##### 2.2 Where a student wishes to transfer to another training provider.

##### 2.3 Where the enrolment application is found to be inaccurate in any way and the contract is terminated.

No refund of fees paid by a Student Loan will be made payable direct to a student.

These course fee refunds will be paid directly to StudyLink to be deducted from the balance of the appropriate Student Loan Account.

### 3. Written request to withdraw from programme:

Before processing a refund of fees, Premier will require a student to submit a written request of the withdrawal. For students under 18 years old, this will need to be written by the student's parent or guardian.

### 4. Discontinuation of a programme:

If Premier decides, for any reason, to discontinue a programme of study, before the planned start date, all paid tuition fees will be fully refunded. Other than the student being entitled to such a refund, they will have no other claim against Premier.

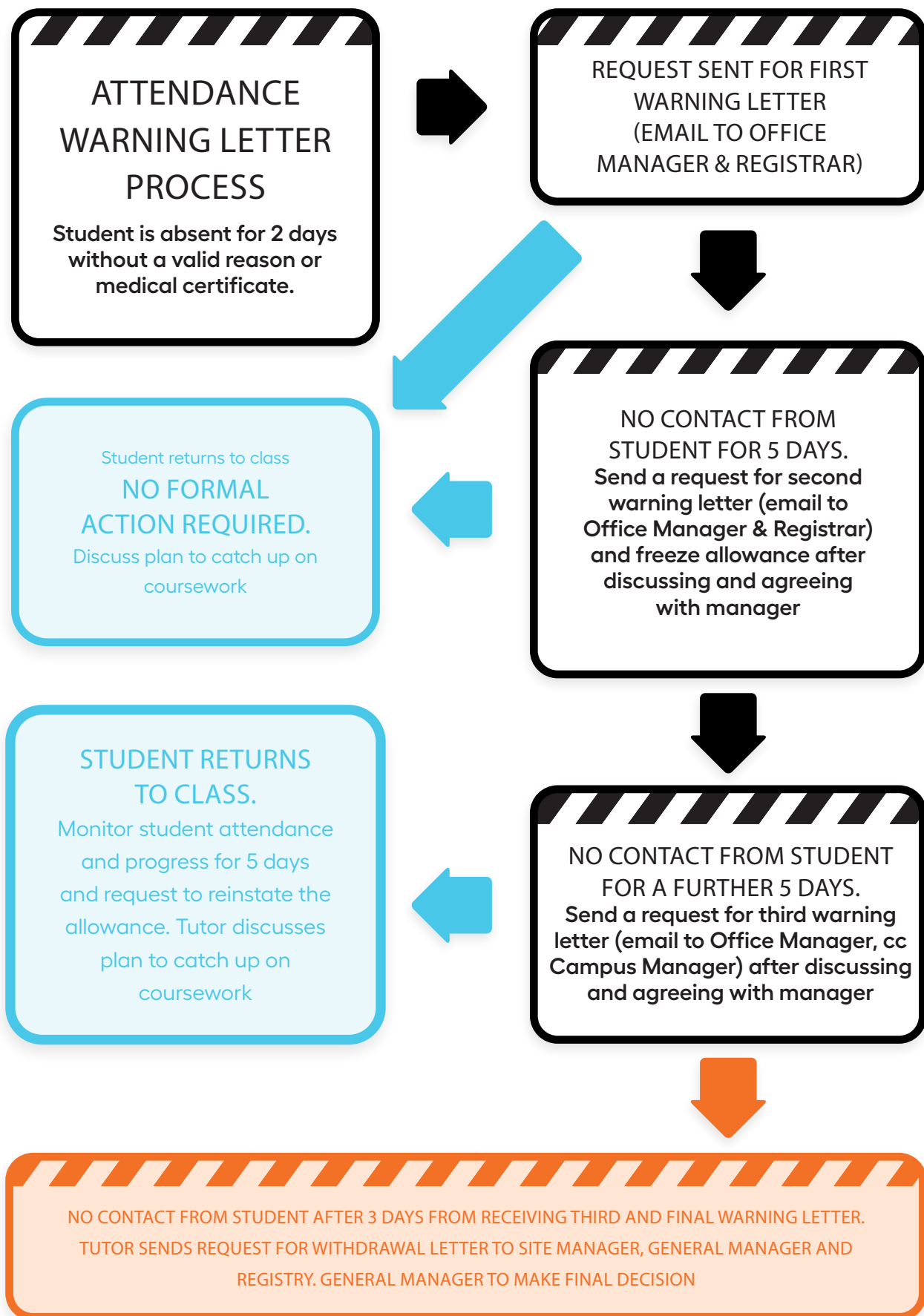
#### 5. If a refund is appropriate pursuant to the Premier Refund Policy:

##### 5.1 If Premier receives student fees via an Education

Consultant or directly from a member of a student's family, Premier will endeavour to refund fees to the party that paid the fees to Premier; or

##### 5.2 If Premier is aware that a student has obtained a bank loan for the purpose of attending Premier, will endeavour to refund fees to the relevant lending bank unless otherwise instructed by that bank.

Full time courses are accredited by NZQA and subsidised for local students, by the Tertiary Education Commission (TEC) in the form of Student Loans and Allowances for New Zealand students. To access this funding please visit Study Link at [studylink.ac.nz](http://studylink.ac.nz)



Students must attend classes regularly to successfully complete their qualification. Students are also required to complete a set number of self-directed learning hours as part of their enrolment on the programme.

## Student Services Levy

All domestic fee-paying students must pay a compulsory student services fee of \$400 (GST inclusive). Students can borrow the amount as part of their student loan.

The levy funds key services for students to assist their success, retention and overall well-being while studying at Premier. A key component of these services is the pastoral care provided for students during their period of study.

## Student Fee Protection

New Zealand law requires all private training establishments (PTEs) registered with the New Zealand Qualifications Authority (NZQA) to offer protection for student fees paid and other course-related costs. Premier has selected Public Trust to act as independent trustee.

The following mechanisms will ensure the protection of students' investment in their education:

- Fees paid by students are banked directly into a Trust Account administered by Public Trust.
- Fees paid through a student loan are directly paid from StudyLink to Public Trust for the student's account.
- The fees are only released to Premier from the Public Trust Account after the eighth day from the start of the course ("confirmation date").

In the unlikely event that Premier is unable to complete the course (due to closure, insolvency or course cancellation), Public Trust will refund any fees owed to the student or, in the case of a loan, pay the refund directly to StudyLink.

For more information about Fee Protect from Public Trust, visit <http://www.publictrust.co.nz/fee-protect/information-for-students> or phone Public Trust on **0800 494 733**.

## Credit Transfer and Recognition of Prior Learning

Students who have undertaken a formal course of study at a tertiary institution other than Premier, and successfully completed all or part of that course, may apply to be awarded appropriate credit towards their programme at Premier. Credit transfer is only awarded when the learning outcomes of the course completed match the learning outcomes for the programme of study.

Students seeking "Recognition of Prior Learning" should provide a portfolio of evidence of a match between their skills and knowledge or competence and the learning outcomes of the Premier's programme.

## Evacuation

All evacuation procedures are displayed in your class. At all times please stay calm and follow the instructions of staff. There will be random drills throughout the year.

## Health and Safety

Students will be expected to be aware of and adhere to the Health and Safety Policies not only of Premier but also of each site that the student visits/works in.

Students must declare on their Enrolment form any medical conditions or injury which may affect them and any medication that they are required to take.

Students participating in off campus activities must abide by Premiers' student rules and the Health and Safety Regulations of the place they are visiting.

## Sickness

If you are sick for 3 days or more, please provide us with a valid Medical Certificate from a registered New Zealand medical practitioner.

Premier reserves the right to verify a medical certificate or to require students to see a specified doctor. Medical certificates must be from a New Zealand registered doctor - this excludes homeopathy or international doctors.

If you are sick or injured while at Premier, inform your tutor or come to reception where First Aid Kits are available. It is the policy of Premier not to dispense any oral medication.

For non-emergency daytime medical attention, we are close to the following medical centres:

### **Kopata Medical Centre**

60/62 Bloomfield Terrace,  
Hutt Central,  
Lower Hutt;  
04 569 9009

### **Wiri Family Doctors**

10/792 Great South Road,  
Wiri, Auckland;  
09 263 6622

You can also search for other hospitals, medical centres, and dentists on the internet.

General practitioners (family doctors) in New Zealand work in local medical centers or clinics, not hospitals. You should make an appointment (call the clinic) to see a doctor if you become sick. You can request a male or a female doctor for the appointment; you can also request a support person or other professional to accompany you for your appointments. For medical assistance outside clinic hours, you can go to the nearest after-hours medical Center without an appointment. Only in the case of an emergency should you go directly to the hospital.

## Going to Hospital

A visit to the hospital is restricted to emergency care or specialist treatment. In the event of accident or serious injury, call 111 for emergency services or visit the hospital Accident & Emergency department.

## Injury or Accident

The Accident Compensation Corporation (ACC) provides 24-hour personal injury or accident cover for everyone in New Zealand. For more information, call free phone 0800 101 996 or check online at [www.acc.co.nz](http://www.acc.co.nz).

## Problems with Friends, Landlord or Other People Outside of Premier:

Take the time to talk to a tutor, Programme Leader, the Student Rep or any other staff member in confidence about your concern in order to receive advice and assistance.

## Resolving Issues/Complaints Process

We want you to be happy at Premier. However, there may be times when things do not go as smoothly or as well as we may like. If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem.

The below gives you an idea of what to do if you have a problem. At all these meetings, notes will be taken of your concerns and of the solutions put in place. Please feel free to bring a friend or support person with you when you meet with Premier staff to assist with language if necessary, or simply to support you. We are here to help.

### Problems Related to Staff, Other Student(s) or Experience at Premier:

Make a time to talk to a tutor, Programme Leader or Student Rep in confidence about your concern. All our staff are very professional and welcome feedback and are only too willing to listen to your concerns. They will do their best to resolve the issue with you.

If you do not think the problem has been solved, please approach the Campus Manager. If still unresolved, please talk to the General Manager.

If, after you have tried the above, you still feel that your problem has not been resolved, you may contact NZQA as below:

**The Complaints Officer**  
**Quality Assurance Division**  
**PO Box 160**  
**Wellington 6140**

You can also email a scanned copy of the complaint form (available from the NZQA website) to [qadrisk@nzqa.govt.nz](mailto:qadrisk@nzqa.govt.nz)

For more information on the complaints process, contact NZQA on **0800 697 296**.

Note: You must be able to show NZQA that you have used Premier's internal procedures before you contact them. They will consult Premier to see if anything can be done to help you.

The flowchart in Appendix C summarises the process for resolving issues.

## Assessment

### Assessment Preparation

Students complete a period of training prior to assessment.

The programme tutor may also require students to satisfactorily complete formative assessments or exercises in preparation for assessment. Self and peer assessment may be used to support students' learning.

The use of formative assessments is encouraged as they support student learning.

Students are fully informed of what is required to achieve competence in a given assessment.

### This includes:

- the timing of assessments
- unit standard/module learning outcomes
- methods of assessment
- achievement criteria
- verbal reminder of task requirements prior to assessment
- timeframe for completion and submission
- resit process
- requirements of practical assessments.

### Equal Opportunities and Fair Access to Assessments

All students will have equal opportunity to access assessments. Premier will recognise achievement in a way that is fair to every learner.

'Fair assessment' refers to the fair treatment of all students so that they are afforded the best opportunity to demonstrate their competence on an assessment. Students with an identified need will be neither advantaged nor disadvantaged in comparison to students who do not share that need.

### Assessors:

- carry out all assessment process in a fair and objective manner
- operate an effective and inclusive appeals procedure.

## Workplace Training

Where workplace training is a part of the programme, Premier will work with the student to find a suitable work placement.

Tutors support the students in the workplace and liaise with the organisation to ensure that the placement is meeting the needs of both student and workplace. The Tutor, Programme Leader or Campus Manager will remove the student from the workplace if it is not meeting the needs of either party.

## Work Based Learning

Where work-based learning is an NZQA approved delivery option for a programme, the student will need to be employed in a relevant job role within the respective industry relating to the programme they wish to enrol in.

Work-based activities completed as part of the students' job role will support learning outcomes and indicative content of modules/unit standards, with practical workshops delivered as needed/appropriate. It is recognised that students will have different roles/duties, students are not disadvantaged, and will be supported with online learning resources via LMS whilst being given instruction, skills training and feedback on performance from workplace supervisor and Premier tutors.

A Memorandum of Understanding agreement between the student, the Employer and Premier must be signed by all parties, stipulating the responsibilities and commitments of each party, for students to be enrolled in the work-based learning programme option.

## Early Completion

All programmes offered at Premier are approved and accredited by NZQA.

NZQA prescribes 10 notional hours of study and training for each credit delivered. Notional hours cover the total number of hours required to complete the programme and includes class time as well as self-directed study, assessment and research time.

All students must attend class for the full programme duration stated on their letter of offer.

Exceptions to programme durations are only permitted under extenuating circumstances and must have the approval of

the Academic Manager or Campus Manager. Where such exceptions are approved, the student is required to attend additional hours of study over a set period to cover the shortened duration to meet NZQA's programme approval requirement.

## Plagiarism

All work completed by the student must be original work that has not been plagiarised.

### Plagiarism (copying) is:

- Work that is copied or closely paraphrased from other sources (such as workbooks, reference books, Premier materials and websites) without referencing the source.
- Submitting another person's work as your own.
- Allowing your work to be copied or handed in by others.
- False declaration of authenticity.

### How can I make sure I am not copying?

- Practice writing in your own words and paraphrasing to gain confidence.
- If you feel more confident talking than writing, then talk to the topic first before writing.
- Allocate time for your coursework. Go through videos and resources provided by your tutor.
- Your tutor knows all course materials and your individual style. Plagiarism is detectable.
- The declaration you sign is to confirm that your work is your own and remind you of plagiarism consequences.

### When there is evidence of plagiarism:

- You will be notified that plagiarism has been detected.
- The remainder of your work will not be marked.
- You will be required to re-do the work in your own words and resubmit authentic work.
- The academic fraud incident will be recorded on your file.

**If plagiarism is repeated:**

- A meeting will be arranged between the student and Campus Manager.
- A plagiarism warning letter will be issued to the student.
- The student may be expelled from Premier.

**How this affects a student:**

- The assessment will not be marked as soon as plagiarism is detected.
- You will be required to re-do the assessment.
- This will extend assessment completion time.
- This extends the time taken to achieve the qualification.
- As this is recorded on your personal file, this can impact your enrolment on other programmes you wish to enrol on.
- Assessment deadlines and extensions
- You must submit assessment tasks according to the scheduled dates.
- A late submission that has not been approved by the tutor is recorded as NA (Not Achieved).

**An extension may be granted by the tutor or Campus Manager if:**

- The extension is applied for in writing at least two days before the due date
- The application for extension is approved by the tutor and Campus Manager.

**Assessment Appeal**

The written appeal must be lodged on Premier's Assessment Appeal Form. In the first instance appeals should be directed to the tutor concerned; if the outcome is unsatisfactory the appeal is escalated to the Campus Manager and then to the Quality Assurance Advisor.

The General Manager will arrange a meeting of all concerned and provide a final outcome.

**Resits and Reassessments**

Students are entitled to a maximum of two assessment resits.

Should a student not be completely successful following the first resit, they are given an opportunity to resubmit specific parts of the assessment.

The tutor provides support, teaching and clarification before the student attempts the second resit.

Where a student is unsuccessful after both resits, they can apply to re-enrol into the unit or module that they have yet to achieve competence on. A fee may be applied in this instance.

**Reporting of Results**

The programme components that are successfully completed are reported to NZQA. This achievement, together with the title of the qualification awarded, appear on the student's NZQA Record of Achievement.

**Student Progress**

Attendance and progress is monitored regularly by the academic team, to ensure students are progressing and receiving support as needed. Students have individual learning plans and are encouraged to set goals, which are shared regularly during individual tutorial sessions with their tutor – to get feedback, gauge progress to support student achievement.

**Replacement Qualification Certificates**

If you reapply for a certificate because you have misplaced your previous copy, you will be charged \$20 for this.

**Evaluation of Programmes**

All students will be asked to evaluate their programmes of study. It is important that you complete the evaluation honestly as it assists Premier to improve the programme.

Industry and other providers will also have regular opportunities to evaluate the programme.

## Rules and Code of Conduct

1. Students will meet Premier's attendance requirements. If you are unable to attend class or are going to be late you must contact Premier prior to your class start time. You must provide a doctor's certificate if you are absent due to illness. Failure to comply may result in termination of study and StudyLink will be notified.
2. Mobile phones are not to be used during class time unless this is used as a teaching tool by the class tutor.
3. No chewing gum is allowed on the premises.
4. No energy drinks are allowed on the premises.
5. Consumption and possession of alcohol or any non-prescription drugs on the premises are grounds for dismissal from the programme. Additionally, arriving to class under the influence of alcohol or drugs is not permitted at any time.
6. Under the Sale and Supply of Alcohol Act 2012, persons under the age of 18 years are prohibited from consuming alcohol on any occasion.
7. Smoking is only permitted in the designated 'smoking only' area.
8. No food or beverages are to be consumed in the classroom except for water.
9. During work experience and other off-site activities, you must abide by all guidelines and policies of the place you are visiting.
10. You will not disrupt the activities of Premier, its staff or students, or any organisation they are visiting or working in as part of their course, or any guest of Premier.
11. You shall not behave in an abusive (verbal, emotional or physical) manner to another student, staff member and campus guests.
12. All coursework must be completed by the required date. Extensions will only be allowed if approved by the class tutor and Campus Manager.
13. All work must be presented in a professional manner.
14. Premier provides a uniform top as part of the student kit. This is to be matched with black or white bottoms. Your personal presentation reflects your work readiness and must keep with industry standards.
15. Skirts must be at least knee-length.
16. Dressing must be smart, tidy and appropriate at all times on campus as well as off-site visits or work experience.
17. Wearing hats/caps, sunglasses or personal headphones is not permitted in class.
18. Offensive language or behaviour is not acceptable.
19. Accessing any offensive material on Premier's equipment or software is not acceptable and will lead to termination of enrolment.
20. You will not damage or remove any property belonging to Premier from the premises without the approval of Premier staff.
21. You must not wilfully create a nuisance or act in a manner that can, in the opinion of Management, create a safety hazard, damage the reputation of Premier or the goodwill of the public.
22. Your experience and views are important to us and we encourage you to provide feedback to your tutor or other Premier staff. This can be done verbally or in writing.
23. Any changes to your address or contact details must be brought to the attention of your tutor as soon as possible.
24. You must abide by all New Zealand laws.



## Disciplinary Procedure

Where there is a breach of any of the rules or code of conduct, the following disciplinary procedure will apply, depending on the nature of the breach.

Notice in writing will be given to the student advising of the breach, with an invitation for the student to meet with the Campus Manager to discuss this from both the student and Premier's perspectives. The student will be invited to bring a support person to the meeting. The notice will include the possible penalties for the alleged breach up to or including the final stage of expulsion from the programme.

Depending on the nature and seriousness of the breach, the student may be suspended while an investigation is conducted.

Discipline issues will be handled in accordance with one of the stages below, depending on the nature of the breach:

- The first stage is a formal verbal warning from the Campus Manager. This warning will be recorded on the student's confidential file and the student will be requested to sign an acknowledgement that the warning has been given.
- The second stage is a formal written warning. This warning will also be recorded on the student's confidential file and the student will be requested to sign an acknowledgement that the warning has been given.
- The third stage is the final written warning. This warning will be recorded on the student's confidential file and the student will be requested to sign an acknowledgement that the warning has been given.
- The final stage is the student's expulsion and termination of their enrolment.

If the student is unable to be handed a warning due to non-attendance, the warning is considered to have been received by the student if this is sent by mail or email to the last known address or email address provided to Premier. Expelled students are not entitled to a refund of their tuition fees.

The Campus Manager or Executive member may go straight to a final written warning, or immediately expel a student, where breaches are considered to be of a very serious nature.

The Executive may, at its discretion, dismiss a student by the end of the second week of the course, if the student

- does not demonstrate a willingness to learn
- and/or causes disruption to the class.

This step is taken only after consultation with the student and tutors concerned.

## Suspension of Enrolment

A student's enrolment may be suspended before termination. The reasons for this include failure to pay outstanding fees by the final due date or other situations where Academic Director and Campus Manager agree that this is the most appropriate action.

What happens after the student receives the suspension notice?

No further notice will be given by Premier after a suspension notice is issued. Students are not permitted to continue their study at Premier until the student takes immediate action to remedy the situation.

Failure to act will result in a termination of the student's enrolment and StudyLink will be notified.

# 05 Learner Contract and Agreement

(PREMIER COPY)

(PLEASE INITIAL ✱)

All sections pertaining to Premier’s general requirements and my chosen programme have been explained to me. I acknowledge that by signing below, I agree to be bound by the conditions, rules and regulations of Ignite Colleges, as outlined in the Student Handbook.

✱ .....

I have read and understood all sections including Resolving Issues, Refund Policy, Student Fee Protection, Rules and Regulations, Disciplinary Process and Premier’s Policy on Cheating

✱ .....

Details of course costs have been provided to me.

✱ .....

I will not under any circumstances seek to hold Premier responsible, accountable and/or liable for any loss, injury or damage (including in each case direct, indirect and/or consequential loss, injury or damage and howsoever arising) whether to myself, to others or to property arising from or related to participation in off-site activities. I will at all times obey the instructions of Premier staff and/or the person responsible for the venue and/or activities and will, whether requested to or not, make full disclosure of any medical condition or other information which may be relevant to participation in offsite activities.

✱ .....

LEARNER NAME .....

LEARNER SIGNATURE .....

DATE .....

# 06 Learner Contract and Agreement

(LEARNER COPY)

(PLEASE INITIAL ✱)

All sections pertaining to Premier’s general requirements and my chosen programme have been explained to me. I acknowledge that by signing below, I agree to be bound by the conditions, rules and regulations of Ignite Colleges, as outlined in the Student Handbook.

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I will not under any circumstances seek to hold Premier responsible, accountable and/or liable for any loss, injury or damage (including in each case direct, indirect and/or consequential loss, injury or damage and howsoever arising) whether to myself, to others or to property arising from or related to participation in off-site activities. I will at all times obey the instructions of Premier staff and/or the person responsible for the venue and/or activities and will, whether requested to or not, make full disclosure of any medical condition or other information which may be relevant to participation in offsite activities.

✱ .....

LEARNER NAME .....

LEARNER SIGNATURE .....

DATE .....

*Handwritten mark*

# 07 Appendices

## Appendix A – Code of Pastoral Care



### Know about the Code of Pastoral Care

Under the interim domestic Code of Practice for Pastoral Care, you should be protected, respected and supported whatever your age, stage, place or type of learning.

Under the Code, your tertiary education organisation should be helping you to be:

- Safe, physically and mentally
- Respected and accepted for who you are
- Supported in your learning and wellbeing
- Connected with your social and cultural networks, and
- Able to have your say in decisions about services.

For more information on the interim domestic Code and how it can help you be successful in your education, visit [www.nzqa.govt.nz/know-the-code](http://www.nzqa.govt.nz/know-the-code)

\* Talk to your tertiary education organisation first if you feel your needs aren't being met or to make a complaint. You can contact NZQA if you are unhappy with the outcome of your complaint. For details, visit [www.nzqa.govt.nz/about-us/make-a-complaint](http://www.nzqa.govt.nz/about-us/make-a-complaint)





## Te whai māramatanga ki Rārangi Tikanga Atawhai

E ai ki te Rārangi Tikanga Atawhai, e tika ana kia tiakina, kia āwhina, kia tautokona ia ākonga ahakoa te tau pakeke, te taumata ako, te wāhi, te momo akoranga rānei.

E ai ki te Rārangi Tikanga Atawhai me āwhina tō whare amorangi mātauranga kia:

- noho haumaruru koe ā-tinana, ā-hinengaro
- whakaute, kia whakamana i tō tuākiritanga
- tautoko i ō akoranga, i ō toiora
- piri tonu koe ki ō taura here ā-iwi, ā-tikanga
- āhei koe ki te whakaputa korero e ai ki ngā ratonga.

Kia mārama ake ki ngā hua o te Rārangi Tikanga Atawhai hei tautoko i te momoho o te mātauranga, whakapā mai ki te paehono nei:  
[www.nzqa.govt.nz/know-the-code](http://www.nzqa.govt.nz/know-the-code)

\* Me he rarururu, he komekome rānei ōu, kōrero ki tō whare amorangi mātauranga i te tuatahi. Ki te kore tonu ō hiahia, ō nawe e whakaea, whakapā mai anō ki a NZQA. Mō te roanga o ngā kōrero, tirohia te paehono nei: [www.nzqa.govt.nz/about-us/make-a-complaint](http://www.nzqa.govt.nz/about-us/make-a-complaint)



# 08 Appendices

## Appendix B – External Support Services

### New Zealand Police

Help with crime, sexual harassment, drugs, intimidation, racism, or any other problems

Phone: (09) 302 6400

**IN AN EMERGENCY, CALL 111.**



### Lifeline Counselling Services

Phone: 09 522 2999 or  
0800 543 354 (24/7 helpline)  
lifeline.org.nz

### Suicide Crisis Helpline:

Phone: 0508 828 865

### Immigration NZ

immigration.govt.nz  
Phone: 09 914 4100

### Alcohol Drug Helpline

0800 787 797

### Shakti Migrant Services Trust

Women's development, empowerment and domestic/ family violence intervention, prevention and awareness  
Phone: 0800742584  
shakti-international.org

### Youthline

Email: talk@youthline.co.nz  
youthline.co.nz  
Phone: 0800 376 633 + Free txt 234

### Citizens Advice Bureau (CAB)

cab.org.nz  
Phone: 0800 367 222

### Help with domestic violence situations

2shine.org.nz  
Phone: 0508 744 633

### New Zealand Chinese Students Association

Programmes and help for Chinese students  
nzcsa.com

### Family Planning Association

Advice on contraception, STIs, the body, relationships, pregnancy, abortion, diverse sexual gender identities, and more.  
Phone: 09 524 3341  
familyplanning.org.nz

### Quitline

Quitline offers treatment for addiction and behaviour change/issues including treatment for tobacco or alcohol addiction.  
Call 0800 778 778 or text 4006

### Auckland City Mission

140 Hobson Street,  
aucklandcitymission.org.nz  
140 Hobson Street, Auckland Central  
Phone: 09 303 9200  
Email: info@aucklandcitymission.org.nz

### Auckland Sexual Health Service

ashs.org.nz/ Phone: 0800 739432

### Mental Health Foundation of New Zealand

mentalhealth.org.nz  
Email: info@mentalhealth.org.nz  
Phone: 09 623 4812

### Banks

ANZ 0800 269 296	BNZ 0800 800 468
ASB 0800 803 804	Westpac 0800 400 600
	Kiwibank 0800 113 355

### Middlemore Hospital

healthpoint.co.nz/middlemore-hospital  
Phone: (09) 276 0000

### NZ Aids Foundation

Get HIV/AIDS tested  
Phone: 0800802437  
Email: contact@nzaf.org.nz  
nzaf.org.nz/getting-tested/book-a-test

### HELP- Support for Sexual Abuse Survivors

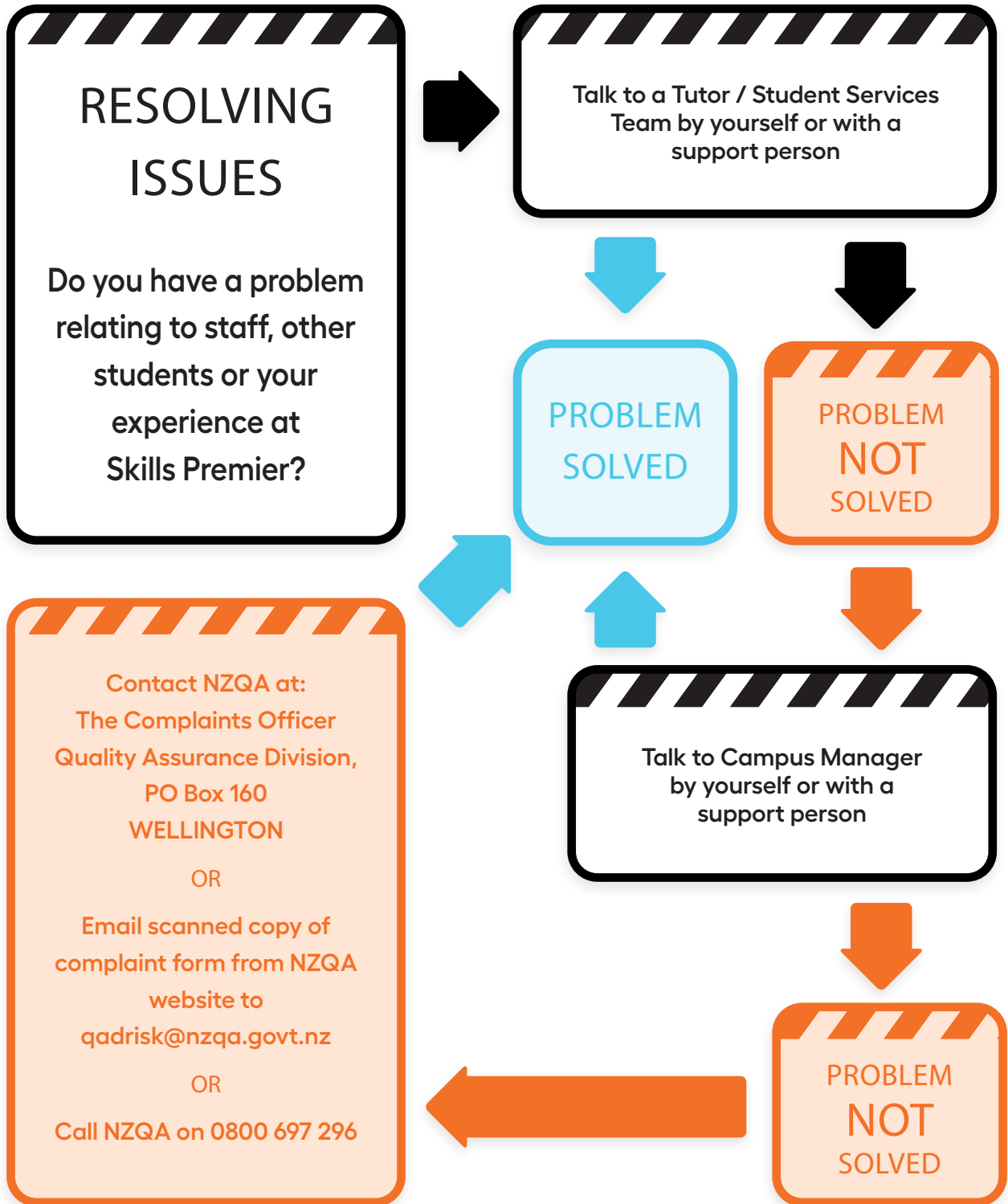
(09) 623 1700 (24 hour confidential phone line)  
Email: info@helpauckland.org.nz

### Disabled Citizens' Society

dcsinc.org.nz  
Phone: 09 638 8153

You can also find a list of helplines on this website:

[mentalhealth.org.nz/get-help/in-crisis/helplines](https://www.mentalhealth.org.nz/get-help/in-crisis/helplines)





Notes



## Notes

Notes

**premier**  
part of | SKILLS  
GROUP 

[skills-premier.org](https://skills-premier.org)