



ACMI
NEW ZEALAND

STUDENT HANDBOOK



Aotearoa Career and Management Institute

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KIA ORA – WELCOME TO AOTEAROA CAREER AND MANAGEMENT INSTITUTE (ACMI)

Introduction

We are pleased to welcome you to ACMI and look 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 ACMI and information to assist you to settle into studying with us and in New Zealand.

About ACMI

ACMI is located in Queen Street in Auckland and is registered by the New Zealand Qualifications Authority (NZQA) as a private training establishment. ACMI has course approval and accreditation from NZQA to offer English Language and Tourism & Travel programmes. Further information relating to tertiary education and training in New Zealand is available on NZQA's website at www.nzqa.govt.nz and the website of the Ministry of Education www.minedu.govt.nz.

All staff at ACMI are well-qualified and experienced. They have relevant qualifications in their fields of expertise and experience in delivering programmes and adult education. At ACMI we:

- provide high-quality educational programmes designed to meet the needs of students
- provide resources that assist our students in their academic endeavors and help them to shape their future careers
- provide an excellent learning experience in a caring and supportive environment
- empower students to strive for and achieve their full potential and encourage them to continue on a path of life-long learning
- liaise with industry and the community to meet their needs and training requirements
- provide students with the skills, knowledge and attitudes required by their chosen industry to enhance employment prospects
- provide the opportunity and assist students to gain credits towards national qualifications.

Achieving your goals at ACMI

ACMI will give you every support to achieve your educational goals during your studies with us. However, it is important to remember that your success and achievement rests largely on your own personal input and commitment to study. We will provide you with the best training and guidance possible to assist you with your learning and will support you when you need additional assistance. We recommend that you:

- set yourself realistic educational goals to strive for
- attend all classes without fail and be on time
- undertake additional reading and research
- persevere, even when the going gets tough. Remember you can ask for confidential help from Student Services if you need it
- complete and submit all your assignments on time
- ask questions and seek feedback when necessary
- commit, interact and involve with your class, your lecturers, ACMI and whenever possible join activities outside of your study
- maintain a balance in your life between your study, recreation and social activities.

Living in New Zealand

Traveling and living in a new country to study can be both exciting and challenging. The information provided here is to give you an idea of how things are done here in New Zealand.

The Treaty of Waitangi / Te Tiriti o Waitangi

New Zealand is a country with a bicultural heritage. The founding initial partnership document of modern New Zealand/ Aotearoa is the Treaty of Waitangi document that was signed by the then representatives of the British Crown and the native Maori people on the 6th of February 1840. ACMI supports the principles of the Treaty of Waitangi. A key principle for ACMI and our students is respect for those of other cultures.

Further information relating to the Treaty of Waitangi can be found at <http://www.waitangi-tribunal.govt.nz> and <http://www.nzhistory.net.nz> .

Immigration New Zealand

All international students must have an appropriate Immigration NZ permit visa stamped on their passports to study at ACMI. We can provide all necessary documents for students to obtain student visas. Full details regarding visa and permit requirements, advices on rights to employment in New Zealand while studying and reporting requirements are available at the Immigration NZ, and can be viewed on their website at <http://www.immigration.govt.nz/>.

Accommodation

ACMI can assist you with the following accommodation options:

Homestay

We strongly recommend that international students stay in a New Zealand homestay initially. Starting your stay in New Zealand in a homestay gives you the chance to get used to being in a new country and also to meet other students you might want to share accommodation with later. It will be a welcoming environment and help you feel secure. The ‘kiwi way of life’ will provide you with an opportunity to understand the culture and customs of the country and improve your English language skills. ACMI can assist in finding a homestay for your accommodation. If you wish, you can be met at the airport and taken directly to your accommodation. Homestay costs around NZ\$280 per week which generally includes accommodation and two meals per day.

All homestay families are checked for suitability by either ACMI or registered homestay companies, and all agree to abide by the conditions of the Education (Pastoral Care of International Students) Code of Practice 2016 published by the New Zealand Ministry of Education. You can familiarize yourself with a summary of the Code included in the student handbook.

Should you have any problems regarding your homestay, please inform the staff of ACMI immediately. Your welfare is our top priority.

Backpackers

If you haven’t arranged permanent accommodation before your arrival in New Zealand, you may choose to stay at a backpackers hostel while you look for somewhere to live. There are numerous hostels in Auckland, many of which are located centrally. However, these are probably not the best option for a long term stay as they are usually more expensive than homestay accommodation or flatting with other people, there is usually little privacy and the environment may not be very conducive to study. The average price for a hostel in New Zealand is NZ\$20-30 for a dorm room per night

Renting or sharing an apartment or house

Long-term students can also opt for renting or sharing an apartment or house. Most landlords (owners of apartments or houses) usually expect at least six weeks rent in advance part of which is kept as a security deposit (called a bond) in case a tenant is unable to pay their rent or causes damage to the property. This bond money is repaid to the tenant when the rental agreement expires if there is no damage and the rent has been paid on time. Usually apartments and houses in Auckland need to be furnished by you but they usually have cooking facilities and often a fridge. This needs to be checked prior to signing up.

You can find an apartment or house to rent either by looking online – check Real Estate websites or www.trademe.co.nz, or by contacting a Real Estate Agent/Letting Agent who will help you find an apartment – usually for a fee of one week’s rent. Rents vary depending on the quality, facilities, location and number of bedrooms. For rent alone, expect to pay a minimum \$NZ350 a week for a one room apartment in Central Auckland.

NOTE: You should NEVER sign anything which you do not agree to or do not understand.

Please take rental advice before renting an apartment or house. If you have any problems with a landlord, or do not understand your rental agreement, you can contact ACMI Student Services.

Living Costs

The New Zealand currency is the New Zealand dollar. The exchange rate against other currencies varies day to day. Latest exchange rates are available on-line from all of the major New Zealand banks. ACMI Student Services can assist you to open a bank account in New Zealand.

New Zealanders seldom carry large sums of cash with them and you are strongly advised not to do so either although having a few dollars with you for bus fares and minor purchases might be useful. Your bank will issue you with an access card for electronic funds transfer (EFTPOS). ATMs (automatic teller machines) are protected with a personal identification number (PIN). **Never pass on your bank PIN to anyone else.** Most retailers and service providers accept EFTPOS transactions, and ATMs are widespread.

In general terms you should plan for at least \$NZ 15,000 per year for your living costs in Auckland over and above your tuition fees. Please refer to the tables below for an overview of living cost estimates. For further details on housing costs in particular, please refer to the section on Accommodation.

Note that in New Zealand there is a goods and services tax (GST) of 15% which is added to all purchases and, unless stated, this is included in the prices of all items.

Note that tipping is not expected in New Zealand and that service charges are not added to bills in restaurants and cafes. However, if you wish to leave a tip for exceptional service in a restaurant or cafe, it is always appreciated.

Living costs in New Zealand

ACMI is providing you with an indication of the Living Costs in New Zealand to help you plan your stay. These prices are not exact costing and are only indicative for planning.

Cost of living in Auckland as per New Zealand Now, Studylink and Expatistan sites

Living expenses (Auckland) per week as per Studylink / Expatistan	Cost NZ \$
Renting with others (sharing three-bedroom house or apartment)	202.00
Food – basic dietary requirements	64.00
Power	13.00
Bus – with regional bus card discounts	23.00
Phone – minimum phone and text plan	5.00
Internet – unlimited broadband	7.00
Other (includes clothing / toiletries / make-up)	20.00
Approximate total weekly expense	334.00

Prices as per Expatistan in 2017	Cost NZ \$
Bread for 2 people for 1 day	2.21
Milk – 1 litre	2.10
Apples (kg)	3.86
Beer - glass (400ml)	4.46
Visit to private doctor (15 minutes)	49.00

Other typical costs as per New Zealand now	Cost (NZ \$)
Washing machine	600 - 1500
42” LED-LCD flat screen TV	600 - 1500
Round of golf	30 - 100
Cup of coffee (flat white)	4.00
Big Mac	6.00
Movie ticket	10 - 20
Pair of jeans	60 - 150
Car – Ford Focus (2.0L, 5 door)	36,350.00

Getting around

ACMI Student Services will be able to advise you on public transport services and can also provide you with timetables. This information is also available online.

ACMI do not recommend that students should opt to buy a car as it is expensive and there are other risks involved. However, should you decide to buy a car, please be aware of the following:

- In New Zealand the rule is to drive on the *left* side of the road at all times. If you come from a country that drives on the right side of the road you need to be extra cautious, even when walking, especially when crossing the road.
- TAKE CARE – New Zealand road rules may be different to your home country and New Zealand drivers may behave differently on the road.
- A ‘Road Code’, which includes New Zealand’s road rules, can be obtained from the New Zealand Transport Authority, www.nzta.govt.nz.
- You must have a driver’s license to drive in New Zealand. You can use your license or an International Driver’s Permit from your home country to drive for a year in New Zealand but you must get a New Zealand license after this period elapses. The Automobile Association (AA) of NZ (www.aa.co.nz, 0800 822 422) can provide details on getting a New Zealand license.
- Take care when purchasing a car whether new or used. Some ‘good cheap deals’ often turn out to be very expensive. The AA can also offer advice on buying a car.
- It is strongly recommended you obtain insurance for any vehicle you buy. The AA can offer advice.

Student Services at ACMI:

ACMI offers comprehensive support to students from the time they arrive in New Zealand until they depart. We have well trained and compassionate staff from a number of cultural backgrounds who can assist you, often in your first language, to settle into your new environment and with any on-going problems you might face. Our services include

- airport meeting and transportation to your accommodation.
- assistance with accommodation.
- assistance with opening a bank accounts.
- medical and travel insurance.
- induction and orientation.
- social activities.
- dealing with personal issues, including referral to other agencies if required.

- advice and/or assistance on any other issues you may face.

Please contact the Student Services team, or any other staff member, at any time, regarding any issues, concerns or problems you are facing. We can offer very practical support and advice. See the section in this handbook that lists community support and helping agencies.

Studying at ACMI

ACMI is committed to providing the best training and environment to make your time with us here in New Zealand worthwhile and as enjoyable as possible.

Programmes & Fees

Programmes Offered by ACMI	One Year Fee				
	Tuition	Resources	Enrolment	Insurance	Total
New Zealand Diploma in Tourism and Travel Level 5	NZ\$ 15,500	NZ\$ 2,750	NZ\$ 150	Premium for length of study	NZ\$ 18,400
New Zealand Diploma in Tourism and Travel Level 6	NZ\$ 7,100	NZ\$1,900	NZ\$ 75	Premium for length of study	NZ\$ 9,075
English Language Programmes				Premium	
General / IELTS (all levels)	NZ\$ 320 per Week	NZ\$ 10 per week	NZ\$ 150	for length of study	N/A

Please be aware that fees mentioned above only refer to direct study costs at ACMI. They include access to ACMI study resources and study materials provided by the lecturers for the respective modules. Other study aids such as laptops, calculators, prescribed text books and stationery etc. are not included and need to be considered when budgeting study costs. Furthermore, you need to be aware of administrative fees and also need to plan for at least NZ\$15,000 per year for your living costs in Auckland over and above your tuition fees. Details are also mentioned in the Prospectus and on the ACMI website.

Administrative Fees

Student Services – Administration	
Cross-credit Application	NZ\$ 250.00 per module
Recognition of Prior Learning Application	NZ\$ 300.00 per module
Re-assessment / Re-sits	NZ\$ 50.00
Late Module Change Fee	NZ\$ 20.00 per module (No charges apply if module is changed within seven days of commencement of the module)
Late Payment fee	NZ\$ 150 (from four weeks after the programme start date)
Re-print of Original Transcript	NZ\$ 20.00

Academic	
Application for re-count of marks	NZ\$ 20 per course (This amount is refundable if there are changes)
Application for re-mark	NZ\$ 50 per assessment (This amount is refundable if there are changes)
Re-Enrolment Fees (per Module)	NZ\$ 1140

Facilities and Services

ACMI is located at Level 6, 290 Queen Street, Auckland CBD, Auckland. Our premises and facilities include classrooms, computer labs, library and research areas, student recreation and kitchen areas with microwave ovens, fridges, and tea and coffee making equipment. Free Wi-Fi is available.

Computer Lab:

A computer lab is available on campus for access during work hours on week days. Desktop computers are available in the lab for student access or students can bring their own laptops. IT help is available. No food or drinks are permitted in the computer lab.

Library:

The library hours are 9.00 am to 5.00 pm from Monday to Friday. The library will close on public holidays and work reduced hours in non-teaching weeks. Students need to register with the librarian using a Student ID card. Books and resources are issued free-of-charge. Usually book loans are made for 14 days, except for materials that need to be borrowed on restricted loan, overnight loan, desk loan and reference books. Fines will be levied if items are returned late. A fine of NZ\$ 2 per day per book will be charged. A cost of replacement will be levied if items are lost or returned in a damaged state, for example, if they have marks, writing or liquid damage. More details are available in the Library Loans Policy, available from library staff. Students need to maintain a quiet, studious atmosphere. Students will have access to electronic resources such as e-books and e-journals which are available for on-campus and off-campus research through online databases such as ProQuest.

Reception:

Please contact reception for any questions or information and you will be responded to as soon as possible. Please be patient in case the area is busy and attending to your needs take a bit longer.

General Information

Finding Childcare Facilities:

For childcare facilities, please refer to www.yellowpages.co.nz under the 'Child Care and Education' category for information regarding childcare facilities.

Children on Campus:

Students and staff are not allowed to bring children to the ACMI campus as a routine for their childcare arrangements. Only in exceptional circumstances when faced with a sudden problem with your child care arrangement, you can obtain approval from your lecturer to bring your child to the campus. The child must be under adult supervision at all times when on campus. Permission will be given as a short-term measure only. If your child's presence on campus proves to disrupt classes or any other proceedings on campus, then permission will be withdrawn.

Citizens Advice Bureau:

The Citizens Advice Bureau provides impartial and confidential support, information and guidance to all individuals and these services are for free. You can also seek support on housing, vehicles, disputes, finances, and personal and legal matters. A Justice of the Peace service is available. The Citizens Advice Bureau is staffed by trained volunteers who can assist with information or support that students are seeking which is not available from our Student Services office.

The Citizens Advice Bureau office for the Symonds Street (Central Auckland) area is at 1st Floor, Auckland Central City Library 44-46 Lorne St, Auckland, 1010, phone 09-302 3676 email centralauckland@cab.org.nz. The office is open Monday to Friday 9.00am to 4.00pm. CAB Language Link provides services in 26 languages by phone, face-to-face or email. Contact details are (09) 624 2550, language@cab.org.nz and www.cab.org.nz.

IRD Number:

You will require an IRD number from the New Zealand Inland Revenue Department so that you can open a bank account, work, or apply for student loans or allowances. In order to apply for an individual IRD number, you need to download the form IR595 from www.ird.govt.nz and take the completed form along with originals and copies of two identification documents (e.g. passport and student ID card) to an Inland Revenue -appointed verifier (New Zealand Post Shops and AA Driver Licensing agents). In the case of a non-resident, you will need to download and complete the IR742 form online www.ird.govt.nz. The form needs to be printed out and posted with the necessary documents directly to the Inland Revenue Department.

Using the Internet:

ACMI provides students free internet access. You can access the internet from your devices via a wireless network on campus. This wireless access is available 24/7. As with any services of this nature, you may face disruptions from time to time, which in some cases may be beyond the control of ACMI.

Student Code for Use of Information Technology Systems:

You are expected to abide by the following student code when accessing and using ACMI's I.T. facilities:

- You need to comply with all rules and regulations for using any of ACMI's I.T. facilities, electronic and telecommunication equipment.
- Always keep your password confidential and change it whenever requested by ACMI's I.T. Department staff
- Use less than 10 megabytes space for your files stored on the institute's I.T. system

Breaches against the code of use:

As a student of ACMI, you may not at any time:

- Download offensive, obscene or violent material from the internet
- Download any copyrighted material including, but not limited to, songs, music, films and videos from the internet
- Use any offensive or violent language in your emails
- Send or forward multiple unsolicited emails, pornography, violent materials or language to anyone
- Cause any damage to ACMI's computers, software, systems and resources or facilities
- Encourage or work with anyone else to damage or disrupt computers or ACMI's I.T. facilities in anyway
- Interfere with anyone else's account or computers
- Perform or assist anyone in any form of hacking of ACMI's I.T. system
- Alter or amend any information kept by ACMI

ACMI will ensure in this agreement:

- That all possible service will be made available where it is reasonably possible
- In the event of a system malfunction, to take all reasonable measures to restore the services offered as early as reasonably possible. ACMI will not accept any consequential loss for the failure of its services. Liability is limited to the value of the services provided only
- To monitor your use of ACMI's I.T. System to make sure you are complying with the rules and regulations and that you are using the system in accordance with the terms and conditions stated above
- To monitor the operations of the whole system and take all necessary precautions to prevent damage of or breaches to the security of the system

ACMI reserves the right to:

- Refuse subscription to any service without necessarily giving a reason for the refusal

- Terminate any services you have subscribed to at any point of time if you have violated any of the terms and conditions to which you have agreed
- Change, amend or remove any of the terms and conditions
- Notify you in view of any changes by email or other standard means

Receiving your Mail, Parcels and Faxes:

Due to security reasons, you will need to make arrangements for all your mail, parcels and faxes to be sent to your private address only. ACMI will not receive any of these items for students.

Messages:

ACMI does not commit to pass on individual messages to all students generally. However in the case of an emergency, all possible effort will be made to get an urgent message through to you. You may check if there are any messages for you at reception or with the Student Services team

Pandemic Action Plan:

An influenza pandemic happens when a new strain of influenza virus emerges and spreads around the world infecting many people at once. In this case many people are sick, causing workplaces and schools to close down.

In this type of scenario, the government will ensure that there is an appropriate response from all agencies involved and the Ministry of Health will take the lead in all national health-related matters. Normal health services may not be available for several weeks when an influenza virus emerges and you may be asked to care for yourself and others at home.

You will need to watch out for public announcements on television, radio and any other media channels There will be information provided on what to do and where to go for help. To receive necessary information from us, you must keep us updated on your contact details (address, phone and mobile number, e-mail addresses and contact details of your parents/relatives or caregivers).

If a pandemic occurs, our Student Services team will inform you about the situation, and provide you with up-to-date information and procedures on the ACMI website. You will need to familiarize yourself with information regarding hygiene, transmission prevention and how to stay healthy. You can contact our student service team if you have any queries.

Public Holidays:

ACMI will be closed on all public holidays and will also have a general closedown of two to three weeks over the Christmas and New Year period. Please refer to our calendar for the dates of New Zealand public holidays and other breaks throughout the year.

Using Public Transport:

ACMI advises and encourages students to use public transport to reduce reliance on private motor vehicles. You can visit www.at.govt.nz for detailed information about all Auckland public transport including bus, train, ferry services and fares. You can also plan your journey on the website. You can fill in the address of your desired destination and time of travel. The website will automatically generate a range of public transport travel options, locate bus stops and train stations and also generate a map of the journey together with the cost and estimated travel time.

The Auckland train and bus routes are divided into stages and the fares are calculated accordingly; the more stages the higher the fare. It is convenient and cheaper to travel on all Auckland's public transport with a pre-paid 'AT HOP' smart card. A tertiary student concession (discount) is available for longer-term students when purchasing an AT HOP card. You can visit www.athop.co.nz for more information. Check the government website for latest fares <https://at.govt.nz>.

ACMI's campus is ideally located for access to public transport which will help you commute from all suburbs. The bus stops which are close to our campus are on 280 Queen Street and on 10 Wellesley Street. Auckland Central Library is 2 minutes' walk and Britomart train station is about 10 minutes' walk.

Awareness of Road Safety:

You will need to be familiar with the New Zealand Road Code, New Zealand's driving laws and road safety rules in general, both as drivers and as pedestrians. To ensure that all students of ACMI are aware of the road safety rules and regulations, we have provided some information for your reading:

License Requirements:

You must have a valid driving license to drive in New Zealand.

You must always carry this license with you when driving.

You can drive on an overseas license or an international driving permit for a maximum of 12 months.

If you are in New Zealand for more than 12 months, you must obtain a New Zealand license, which can also be used as an official ID.

If your license is not in English, you must carry a translated copy.

Important Messages:

If you have been drinking, don't drive.

It is illegal to text or talk on a handheld mobile phone while driving. Use a hands-free speakerphone device instead. It is better to avoid talking on phones.

If you are feeling tired or sleepy while driving, pull over and rest.

All vehicle occupants must wear safety belts.

- International students convicted in New Zealand of minor offences, such as drink-driving, may not be granted further visas to remain in the country.

Sharing the Road:

- Be aware of cyclists and pedestrians on the road. Give them lots of room when passing
- If you hear or see an emergency vehicle (ambulance, fire engine or police car), move to the side of the road to allow them to pass easily.
- Cyclists must obey road rules. They must also wear a helmet.
- Pedestrians should cross only where it is safe and use provided crossings. Always make sure cars have stopped and take special care near intersections.

If you have an accident:

- Always stop
- Call 111 immediately for help if someone is hurt
- If no one is hurt, and it is safe, move your car to the side of the road
- Write down the other car's registration number, driver's name, address and insurance company
- If possible, get the name and number of a witness
- Phone your insurance company within 24 hours. It is best to organize insurance (at the least, third party insurance) when you buy your car.

Personal safety:

Do not leave any personal belongings unattended or leave valuables visible in your locked car. Report any suspicious behavior or equipment faults for safety reasons. To guard against theft, deposit any large sums of cash in a bank account as soon as you arrive in New Zealand.

Administration:

Academic Timetable:

You will be given your academic timetable at the time of enrolling at ACMI on campus and our staff will explain it to you. You will be responsible to allocate time for reading, individual study, group work, assignments and library research needed for your curriculum.

Caring for ACMI Environment and Facilities:

ACMI strives to keep its immediate and wider environment clean. Students are requested to help in keeping the campus clean and tidy and all facilities in good working order for the benefit of all people accessing our campus. Rubbish needs to be disposed of in the bins provided and only recyclable items should be placed in the recycling bins. To ensure cleanliness, students are not allowed to bring any food or drink into the classrooms, library and computer rooms. Saving power is very important and you are requested to turn off all lights and equipment when not required. Damaged or faulty equipment needs to be reported to ACMI staff immediately

for repairs to be arranged promptly. Students who cause damage to any furniture, equipment, etc. need to pay for repair or replacement of the damaged material. We minimize usage of disposable items and recycle wherever possible.

Contact Details:

ACMI needs to be aware of where you are living in Auckland while you are studying with us. You will need to fill out a Change of Personal Details Form at our Student Services office when you change your home address, telephone number or email address. It is mandatory for your enrolment that you provide your complete contact details in Auckland and for your family/next-of-kin in your home town so they can be kept up-to-date in the case of any emergency.

Emergency Contact Number:

The emergency contact is 09 3200980. This number is monitored continually by our Student Services team.

Providing Equal Education Opportunity:

ACMI provides equal education opportunities for all students irrespective of gender, nationality, ethnicity, religious belief, political affiliation, marital status, age or physical disability. We provide support where possible for students with disabilities or special needs in line with the Education (Pastoral Care of International Students) Code of Practice 2016 to provide a comprehensive tertiary education environment for students with impairments (Kia Orite – Achieving Equity). Students with disabilities or special needs must mention the same at the time of application to ensure that the institute can cater to their needs.

Forms for academic administration:

The following forms for academic administration and student services are available at ACMI's Student Service Office:

- Programme Re-enrolment Form (to extend studies in a current programme, or to continue to the next programme in a pathway)
- Withdrawal/Programme Change Request Form (to withdraw from a programme, transfer to another programme, change/postpone a start date, shorten studies in a programme, or to take a break/suspend studies)
- Course Selection Form
- Change of Course/Module Form (to change courses/modules after course selection has been approved)
- Tuition Fees Refund Request Form
- General Refund Request Form
- Application for Re-Mark, Re-count or Photocopy of Final Examination
- Request for Official Transcript and/or Qualification Certificate
- Request for Documentation
- Application for Student ID Card

- Application for Special Admission
- Application for Aegrotat/Impaired Performance Assessment
- Cross-Credit Application Form
- Recognition of Prior Learning Application Form 26
- Academic Scholarship Application Form
- Change of Personal Details Form - Student Clearance Form

ID Cards:

You will need to carry your ID card while on ACMI Campus for security purposes and you may also be asked to show your ID card at any time. You can contact the Student Services team if you need to apply for a new ID card or renew an existing ID card. Your ID card is needed to use facilities on the ACMI campus and attend examinations. The ID card might also help you avail qualify for student discount at movies, tourist attractions, on public transport etc. For replacement of ID cards, a NZ\$ 10.00 charge will be applicable. Your ID card is valid for the full period of your current programme enrolment. Students are not allowed to lend their ID cards to access services for which they should have their own ID card.

Insurance:

All international students must have valid student medical and travel insurance while studying in New Zealand. ACMI recommends Southern Cross “International Student Travel Insurance” policy for students to be covered while studying in New Zealand, which includes cover for contents (possessions) while in New Zealand and also includes medical and travel cover. Please refer to their website www.southerncross.co.nz or their 24-hour SCTI helpline 0800 800 571, for full details of coverage of the policies.

All International students must ensure that they have proper medical and travel insurance covering the following situations prior to commencing their programme of studies:

- (a) The student’s travel
 - (i) To and from New Zealand; and
 - (ii) Within New Zealand; and
 - (iii) If the travel is part of the course, outside New Zealand; and
- (b) Medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalization; and
- (c) Repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
- (d) Death of the student, including cover of
 - (i) Travel costs of family members to and from New Zealand; and
 - (ii) Costs of repatriation or expatriation of the body; and
 - (iii) Funeral expenses.

Please note that premium refunds are not normally permitted after the first 10 working days of the coverage period. Students can also update their policy to a family policy which will cover their spouse and children. You can also renew your policy with Southern Cross after your qualification as per your visa status.

Immigration New Zealand requires all International Students to have appropriate medical/travel insurance cover for the full length of their student visa period as a condition of the student visa and students must confirm their insurance cover at the beginning of each semester. International students who do not provide evidence of their medical/travel insurance will be invoiced for the required cover.

Withdrawal of a student from ACMI:

ACMI will withdraw any student from a course if the student fails to attend classes by the end of the second week of the course start date and the student may have to forfeit the fees paid.

Personal Emergencies / Medical Conditions:

If a student has a personal emergency and needs to take a break from their studies to return to their home the student must first obtain approval from the Programme Leader and CEO. In certain situations, we may be able to transfer the student's enrolment to the following semester if the need arises.

Change of Residency Status:

Fees will not be adjusted if an international student's immigration status changes to Permanent Resident during the enrolment period for which fees have already been paid.

Expulsion and Suspension:

If a student is expelled or suspended from ACMI, the fees are non-refundable.

Medical:

First aid kits are available at the reception. You will need to speak to a staff member if you require first aid assistance.

Address of the closest Medical Clinic and open hours and other services available (TO BE GIVEN)

In an emergency, dial 111 for the ambulance service. You can also contact Auckland Hospital, Park Road, Grafton on their after-hours service number 379-7440. You can also check with reception for a list of other local medical centres and general practices.

International students need to be aware that in order to claim medical expenses through international student insurance, you will need to submit receipts for qualifying medical costs (registered medical advice, treatment by a medical practitioner and associated expenses, such as prescription charges). This means that you will have to pay the expenses first and then submit a claim form, unless the expense is for a major surgical procedure. Claims for medical expenses are usually settled within two to three days. The expenses for medicines purchased over the counter without a doctor's prescription are not covered.

Fee Payments:

Programme Fees must be paid in full prior to the start of your studies at ACMI. Payments can be made by credit card (Visa and Mastercard), direct credit or telegraphic transfer from overseas. International students will receive documents for a student visa covering the length of course that they have paid for. There will be a \$150.00 late payment fee applicable for programme fees that are unpaid after four weeks from the programme start date.

If a payment is overdue, then there is a 2.5% rate of interest that will be charged per month on the overdue payment until the overdue payment is received in full. Payments that are more than two months overdue will be referred to a debt collection agency for collection. The agency will charge a very substantial amount of the debt (around 40%). This, as well as any other costs incurred during collection of the overdue amount, will also be charged. Students with outstanding fees may be restricted from entering examinations and partaking in other assessments. They will not be allowed to access other services and facilities. Also, these students will not be permitted to graduate or receive final grades, transcripts, certificates or references from ACMI. Should any students have difficulty with paying fees, they must discuss this issue with either the Accounts Department or the Chief Executive Officer.

Lecturer Absence:

Lecturers may not be available sometimes due to illness, professional development or other reasons. In such cases, a relief tutor or replacement member of staff may be utilized. You are requested to give your relief teacher full support.

Student Clearance Form:

This is a mandatory form that needs to be completed as part of your exit procedure from ACMI to receive your academic transcript and certificate. During this procedure, you will need to obtain a clearance from the library, accounts department, your Programme Leader and Student Services to confirm that all materials are up-to-date prior to receiving your academic transcripts, certificates and graduation. These forms will be available at reception and need to be completed and handed back for final clearance, along with the completed student questionnaire. Students who do not complete this clearance procedure will not be able to graduate or receive transcripts, certificates or references from the institute.

Student Disciplinary Committee:

The student disciplinary committee of ACMI comprises the CEO, Programme Leaders and another management team member. This committee follows due process in its procedures relating to students' alleged breaches of ACMI's rules and regulations regarding assessment instructions and is committed to maintaining a learning environment at ACMI that is safe, secure and free from any form of harassment. Students who must appear before the Student Disciplinary Committee will be given adequate notice in advance and also have the opportunity to have a student representative or, with approval, other support people in attendance. The committee will investigate and consider any supporting evidence and conclude its findings in an impartial and equitable manner. The disciplinary measures imposed will be fair and

reasonable regarding the circumstances of the case, the seriousness of the offence committed and also whether it is a first offence or not.

The disciplinary measures that could be imposed by the committee include:

- Expulsion from ACMI
- Suspension from ACMI
- Awarding of a zero mark for a course assessment
- Cancellation of enrolment in a programme
- Exclusion from examinations or assessment activities
- Suspension from attending classes
- Imposition of fines and orders to make payments by way of restitution and/or reparation
- Termination of I.T. access
- Written or verbal reprimand
- Written or verbal warning
- A recommendation to the Academic Board that an awarded grade be cancelled
- Withholding a grade, transcript or certificate
- Direction to refrain from, or to undertake, specific actions

ACMI recognizes the rights of the students to have the opportunity to redress complaints and disputes relating to its regulations, rules and general and academic policies and consideration of allegations against violation of human rights and privacy. On appeal, a review of a decision of the Student Disciplinary Committee will be considered

Review and Appeals Committee:

This committee consists of the CEO, Programme Leader and at least one more member of the management team. The committee also has the right to bring on board one further member who is a qualified legal practitioner. Any request for review or appeal must be made in writing and lodged with the CEO. In the event of an appeal against a decision of the Student Disciplinary Committee, the appeal must be lodged within fourteen days of the notice of such decision. The Review and Appeals Committee may hear and determine a review or appeal and decide its findings in a manner that it thinks fit and proper.

Student Health and Counselling/Support Services:

The following is a list of agencies that offer support and guidance for international students in New Zealand. The services offered by these agencies are both free and confidential.

For any general issues:

Auckland Migrant Resource Centre - www.arms-mrc.org.nz / Ph: (09) 625 2440

Planning to Settle in New Zealand - <https://nzready.immigration.govt.nz>

Road Safety - www.nzta.govt.nz

Water Safety - www.watersafety.org.nz

Budgeting resources - www.sorted.org.nz

Adventure Tourism Safety - www.adventuresmart.org.nz

EAPworks (counselling and support) - www.eapworks.co.nz Ph: 0800 735 343

New Zealand Police - <http://www.police.govt.nz/advice>

Crimestoppers (to report crime anonymously) - www.crimestoppers-nz.org Ph: 0800 555 111

Labour Inspectorate (workforce exploitation) – Ph: 0800 209 020

For health issues:

St Lukes Community Mental Health Centre (ADHB) - Phone (09) 845 0940 / 615 New North Road, Morningside

Asian Health Support Service - Phone (09) 486 8314

Family Planning - www.familyplanning.org.nz

Auckland Sexual Health - www.ashs.org.nz

Lifeline Aotearoa - www.lifeline.org.nz / 24 -hour telephone counselling – 0800 543 345 / Office and Counselling Enquires - Phone (09) 909 8750

Youthline - Phone 0800 376 633

Problem Gambling (Asian family hotline) - Phone 0800 862 342

For discrimination and violence issues:

Human Rights Complaints - Phone (09) 309 0874 Auckland

Sexual Abuse Health - Phone (09) 623 1700 Shakti Asian

Women's Safe House - Phone (09) 820 3507 Child, Youth and Family Services - Phone 0508 326 459

For legal issues:

Youth Law - Phone (09) 309 6967

CAB Language Link (support, advice and advocacy in 26 languages) - www.cab.org.nz / Citizens Advice Bureau Phone (09) 624 2550

Travel Card:

All students who have enrolled for a course that is three months full-time or longer are entitled to apply for the International Student Identity Card (ISIC) through STA Travel. This will enable them to receive student travel concessions. International Youth Travel Cards (IYTC) is also available for students who are 30 years old or younger. The cards are available on www.statravel.co.nz.

Trips and Visits (Educational):

ACMI may organize trips or visits to provide students relevant and practical knowledge of the subject matter being studied. Students might be asked to research and submit an assignment based on these activities. Students are requested to behave and dress appropriately on educational trips and when guest speakers visit ACMI.

Student Services

Enrolment Documents:

You can obtain certificates of enrolment, transcripts or documentation for purposes such as remittance of funds, opening a bank account or application for further study. You can ask for assistance from the Student Services team to complete the appropriate form. Your requested documents will be kept available for you for collection from Student Services later in the day or by the next morning.

Further Studies:

Please contact the Student Services team and the academic staff if you require help for your further study plan at ACMI. You can also contact your Programme Leader for any academic references required for further study.

Job Assistance / Career Centre:

Assistance is provided with CV and cover letters, preparation for job application, interview skills, minimum employment rights, work experience and job seeking.

You can also register with external online job vacancy sites like Seek www.seek.ac.nz and Student Job Search www.sjs.co.nz for jobs.

Student Counseling:

ACMI have multilingual staff who you can talk to about any problems with ACMI or any other issues. If required, our students can be referred to outside agencies for professional counseling assistance.

Work Eligibility:

As per Immigration New Zealand conditions, international students who are enrolled in eligible programmes may work part-time, up to 20 hours per week. International students enrolled for one-year and longer programmes may be permitted to work full-time during the summer holidays and other semester breaks.

International students cannot reduce their study workload (at least 40 hours per week) to accommodate work hours. Students who choose to work for 20 hours per week, need to manage their time in order to cope with working and studying a total of 60 hours per week. For further details regarding working while studying in New Zealand as an international student, refer to www.nzstudywork.immigration.govt.nz.

Academic Information:

Administration

Academic Assistance:

Our lecturers are available if you need any additional assistance for your programme. They will let you know when they are available and you can organize appointments with them accordingly. There are also workshops and study groups organized to provide you with assistance.

Academic Board:

The academic board of ACMI have regular meetings to review the academic operations of the institute. All approval, moderation and improvement of all academic programmes is carried out by the board. The board also reviews all results and qualifications before they are released to the students.

Programme Leaders:

All programme leaders are available to see students to discuss any issues or comments. However, to confirm their availability and to have a quality discussion it is best to make an appointment beforehand. Contact details for your programme leader are available from reception.

Copyright:

People who use the copy machine or ACMI's computer network must observe the limits required by the Copyright Act 1994, except as varied by the appropriate licensing body. Possession of copied or downloaded material which is in breach of copyright, such as illegal copying of textbooks will result in confiscation of the material or termination of I.T. access and possible further disciplinary action.

Student Management Forum Meetings:

ACMI's Student Management Forum comprises the CEO, Student Services Manager, Marketing Manager, and student representatives from each programme. The forum will meet once a semester to discuss feedback, complaints and comments from students on non-academic issues. Similar meetings will be held each semester for each programme to discuss academic issues.

Te Reo Maori:

Students who intend to undertake exams or submit assignments using Te Reo Maori need to contact their Programme Leader.

Examinations:

All students are required to attend their examinations on the scheduled dates. Only in exceptional circumstances, such as sickness, and also at the discretion of the Programme Leader and CEO, may a student be permitted to reschedule an examination. An 'Application for Rescheduling of Examination' form needs to be completed and submitted to your Programme Leader. A fee of \$ 100 will be applicable for rescheduling of examinations. Also you will need to submit supporting documents, such as a medical certificate, etc. Students who fail to attend the examination without prior permission will be awarded a fail grade for the module. Students who try to attend an examination with a different class without permission will not be permitted to enter the examination room.

Assignments:

All assignments must be uploaded and hard copies must be submitted on or before the due date. The date and time will be given to the students when assignments are set. Students who fail to submit their assignment by the stipulated time will be penalized 5% of their total available marks per day for the first four days and will receive zero marks for their assignment after four days.

If students need an extension date for submission of their assignment, they will need to submit an 'Assignment Extension Application' form to the Programme Leader. An extension will be considered by the Programme Leader only in the case of a valid reason, such as sickness. Extension dates cannot be obtained from the lecturers or administration staff.

For group assignments, students need to evaluate the contribution of other group members and submit a 'Group Assessment Evaluation' form, and also minutes of their face-to-face meetings to their lecturer, when submitting their assignment.

Management Staff:

Name	Designation	Email Address
Amit Saha	Managing Director	amit.saha@acmi.ac.nz
Mandeep Kaur	Tourism & Travel Programme Leader	mandeep@acmi.ac.nz
Melissa Corneille	Manager – Sales & Marketing	melissa@acmi.ac.nz
Maria Gorethi	Operations & Administration Manager	maria@acmi.ac.nz

Please note:

Students should contact their Programme Leader or academic staff for any academic or learning issues

For pastoral care or any other issues, students should contact Student Services

Teaching and Learning Resources and Facilities:

1. Classrooms with ample space
2. Desks and chairs
3. Whiteboards in every classroom
4. Projectors to aid audio-visual teaching
5. Computers in for lecturers with internet/e-learning access during classes
6. Provision for students to access their devices during class when required
7. Library of books, journals, articles, etc. to assist students in their research
8. e-learning library facilities to enable students to have online access to learning resources
9. Computer lab with provision for students to use their own laptops and devices in the lab
10. Student discussion room and research area
11. Class work books for all modules
12. Additional learning materials when required
13. Free high-speed Wi-Fi
14. Multilingual Student Services team
15. Student recreation area and kitchen area with microwave ovens, fridge, tea and coffee
16. IT access to ACMI Moodle Net for students. This provides online access to important information, including achievement results, rules and regulations, etc.

Health and Safety

Your health and safety is our top priority at ACMI. We provide a healthy and safe environment for our students and staff at our premises and at sites where training may take place or during visits away from our campus.

Health and safety concerns us all. Please take the time and read instructions to become familiar with signs relating to emergency evacuation procedures and other safety notices posted around the building. We will also provide you with suitable orientation on health and safety. When participating in off-site activities, please read forms carefully and comply with all instructions from staff and any special health and safety requirements that may apply to the sites to which you are assigned for work placements or visits. If you are in any doubt or don't understand what is required, please ask.

“Most international students will not be entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable to pay 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>

“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>

International students must have appropriate and current medical and travel insurance while studying in New Zealand.

Evacuation:

You will need to note the evacuation and fire drill procedures posted on the campus and follow instructions of the assigned fire warden. During an evacuation do not use lifts or linger inside. Move outside immediately. In the event of a fire alarm going off, proceed immediately by the stairs and move outside and far away from the building.

Health and Safety:

ACMI has implemented policies and procedures relating to health and safety, to ensure that students and staff study and work in a safe and healthy environment. These policies include:

- a) Maintaining a control on those who access the campus. All visitors are required to report to Reception
- b) Identification of staff and students. Students are identified by student ID cards and employees are identified by staff ID cards. Students and staff are advised to carry their ID cards at all times
- c) Identification, control and guidance at the time of physical hazards (slippery surfaces, loose power cables, etc.)
- d) Reporting of accidents and incidents involving students or staff on or off campus
- e) Fire safety procedures and drills and building evacuation procedures
- f) Monitoring student and staff health and procedures for control of infectious diseases
- g) A Pandemic Action Plan in line with Ministry of Education guidelines to protect students and staff from a possible influenza outbreak
- h) Staff trained as first aid officers and the provision of first aid kits
- i) Procedures for assisting students and staff with disabilities, impairment or special needs
- j) Procedures for approval of and conduct of class trips which includes an assessment of potential risks, and emergency instructions
- k) Procedures for students to report any harassment issues and for necessary action to be taken

- 1) The Health and Safety Committee monitors and follows up relevant areas. Students are encouraged to contribute by reporting any health and safety issues to their teacher or the Student Services team.

Code of Conduct – Mutual Respect

ACMI has a code of conduct that is based on mutual respect between all staff and students

- People from many cultures are represented at ACMI; please respect the values and beliefs of all.
- ACMI provides a safe and supportive environment; please ensure you respect this environment.
- Honesty is expected from all. Dishonesty will be subject to disciplinary action. See: “Rules and Regulations” in the following section.
- Please keep your valuables safe and respect the possessions of other students and staff as well as ACMI facilities and equipment.
- Please do not act or behave in any manner that will bring ACMI or the staff and students into disrepute.
- Lecturers and staff at ACMI are on time to deliver classes. Please ensure you respect them by attending every class and being on time to class.
- Please keep your classroom and your student areas, including kitchens and recreation areas clean and tidy. Place litter only in bins provided and tidy benches after using them.
- Students are responsible for their own learning. ACMI staff will teach, assist and guide students to achieve success in their chosen area of study but ultimately all students are personally responsible for their own outcomes
- Please use the English language on the ACMI campus

Enrolment and Admission

Comprehensive information relating to enrolment and admission is available on our website. If any further information is required, students should contact the ACMI Marketing team.

When students have chosen their programme of study, they should complete the ACMI Application Form/Enrolment Form and submit it to ACMI. ACMI will conduct an initial assessment to confirm that students meet entry criteria. A student may be contacted for further information or to conduct a pre-entry assessment. The pre-entry assessment may consist of reviewing documentation relating to previous study and achievement, completing a written or verbal test or an interview.

When this process is completed and the student satisfies the entry criteria, ACMI will issue an **Offer of Place** along with an invoice. This can be used by international students to contact the nearest Immigration New Zealand office to discuss the visa application process and to gain 'agreement in principle' that a visa will be issued. Students should then arrange the payment of the fees associated with their programme of study. Immigration New Zealand will issue a student visa only if the student shows that they have sufficient funds to pay the tuition fees once the student visa is approved in principle. <https://www.immigration.govt.nz>.

When it is confirmed that fees have been received, ACMI will confirm the **Offer of Place**. This is an important document, as it confirms payment of fees has been made and clearly details the course, start date, attendance requirements and the duration of the course. International students should submit a copy of the document to Immigration New Zealand to gain a student visa for entry to New Zealand.

If at any time during the enrolment process students have any queries, they need to contact the ACMI Marketing team, who are always happy to assist.

Late admissions

Some courses at ACMI have flexible start dates, such as English language courses that start on any Monday and end on any Friday. Most of the academic courses have fixed start dates. Student who cannot attend from the first date, that attendance is required because of late visa approvals or other issues outside their control need to contact ACMI, *in advance*, advising that they will be late and providing an explanation. These students may be permitted to join classes late, if not more than 25% of the course has elapsed and catch-up classes may be offered. This restriction is due to ACMI's commitment (along with NZQA and Immigration New Zealand requirements) to provide every student with the best possible opportunities to learn and achieve academic success. These opportunities are available only if students are able to attend all classes. Only in the most exceptional of circumstances, with approval from the CEO, will students be permitted into class after 25% of the course delivery has passed. However, ACMI will consider applications to defer the start date until the next intake for the course where circumstances are outside the student's control.

Induction and Orientation

ACMI provides a comprehensive induction and orientation programme for all students newly arrived in New Zealand and for those returning. The induction and orientation programme depends on the course you are enrolled in and contains essential details about your life ahead and your course of study.

An orientation and induction programme will also be conducted for students who have arrived late in New Zealand to take them through all processes and ensure that they are comfortable and ready to progress for classes.

Kia Ora and Welcome to your new multicultural family - ACMI

The programme will cover the following topics:

- A warm welcome to students on arrival on campus
- A check on any immediate or urgent issues
- Introductions
- A welcome from the CEO
- A welcome from other staff
- A briefing on ACMI, premises, who to talk to, etc.
- An informal morning tea session to get to know other students and staff
- A brief introduction to Auckland and NZ
- An introduction to *tikanga Maori* (Maori culture) and the values of *manaakitanga* and *whanaungatanga*
- Administrative matters
- Confirmation of enrolment data and information
- Photocopying of passport, visa and other required information
- Signing of Public Trust document
- Checking and photocopying of appropriate insurance documents
- Updating contact details
- A personal interview to understand students' needs and gain feedback on enrolment
- Completion of the Student Enrolment Form
- A talk on living in New Zealand, including a guide to the cost of living in Auckland
- Information on cell phones and SIM cards
- Information on use of Wifi
- Assistance with opening bank accounts including accompanying students
- Explanation of Auckland transport HOP cards and public transport services
- Information on visas and student responsibilities including attendance
- Information on legal responsibilities including alcohol, cigarettes, drugs, gambling, family planning, medical matters, driving, human rights legislation, etc.
- A talk on accommodation arrangements, options available and assistance available
- Information on working in New Zealand, including IRD numbers and employees' conditions and rights.
- Information on personal safety and security
- Emergency contacts and information
- Health services, counseling and services on and off campus
- Other contacts
- Information on living with New Zealanders in homestays and other accommodation
- A talk on food, nutrition, vegetarian, Halal, kosher, gluten-free and other options
- A guide to socializing in New Zealand
- Information on leisure activities, including water safety
- A talk on behavior (shared accommodation, personal hygiene, queuing, relationships, sexual matters, mannerisms, violence etc.)
- Campus Tour
- Tour of the area around the school
- Student Handbook

- Information on ACMI Rules and regulations and disciplinary procedures
- Information on ACMI's responsibilities under The Education (Pastoral Care of International Students) Code of Practice 2016
- Information on student feedback, assessments, reviews and evaluations
- Information on issues and complaints – Appeal Process, Grievance Procedure, Dispute resolution scheme
- A presentation on studying at ACMI, study skills, note-taking, essay-writing, referencing, in-text citation, plagiarism, exam preparation, academic expectations and support, goal-setting, time and workload management
- Information on using e- Learning, Moodle and allocation of logins

Feedback and reporting

ACMI will provide you with regular feedback throughout your time of study with us. Lecturers will be happy to provide feedback every time you meet. Mid-semester reports are often provided verbally with written reports being prepared and given to you at the end of major assignments.

An ACMI record of learning and NZQA record of learning, if applicable, is provided at the end of your course and can be provided at other times if required. This details the modules, courses or components successfully completed.

ACMI appreciates your feedback. You will be requested to complete survey forms relating to the course you are enrolled in, your lecturer and ACMI facilities at the end of each module. Your feedback provides us with valuable information to help us improve. Your feedback at any other time would also be helpful. You can inform your lecturer, programme leader or our student services team of any issues that concern you.

Rules and Regulations

Fees

The “*Offer of Place*” issued by ACMI includes the amounts to be paid for your programme of study and other charges such as the registration fee, any accommodation fees and other items. These need to be paid before ACMI confirms the “*Offer of Place*”. Any money you pay to cover fees and other items included on the “*Offer of Place*” is paid directly into an NZQA approved trust account administered by the government -owned Public Trust and is not able to be accessed by ACMI. Fees are not repaid to ACMI by the Public Trust until the course commences and as ACMI receives all funds in arrears, you can be confident that your money is fully protected and able to be refunded to you if ACMI should be unable to deliver your course or you have difficulty in obtaining a visa.

Fees Protection Policy:

Student Fees Trust Account:

All student fees and other costs are held in a trust account that is operated by public trust. The student fees are released periodically in arrears on a pro rata basis in relation to the tuition delivered.

Withdrawals and refunds

ACMI has a refund policy that meets the requirements of the Education Act 1989 (s.235A) and NZQA policies.

For programmes that are 3 months or more:

- Student who withdraw from a programme within the first ten working days after the date when attendance is required, are eligible to a refund of all funds paid with a deduction up to 25% to cover the costs incurred by ACMI in accepting the enrolment. This also applies to students who withdraw before the programme commences. ACMI must be able to justify the deduction and the student has the right to lodge a complaint with NZQA if they believe the amount deducted is not justified.

For programmes that are more than 5 week but less than 3 months or more:

- Student who withdraw from a programme within five days after the date when attendance is required, are eligible to a refund of at least 75% of all funds paid. This also applies to students who withdraw before the programme commences. ACMI must be able to justify the deduction and the student has the right to lodge a complaint with NZQA if they believe the amount deducted is not justified.

For programmes less than 5 weeks:

- Students who withdraw within the second day of the programme commencing are eligible to receive a refund of at least 50% of all funds paid. ACMI must be able to justify the deduction and the student has the right to lodge a complaint with NZQA if they believe the amount deducted is not justified.

If a student is not in a position to attend classes on the first day that attendance is required (as per the date mentioned on the formal “*Offer of Place*”), then the student is required to notify ACMI in writing or by email with an explanation for the reason and requesting a deferral of start date. ACMI will consider the student’s request and a decision will be made depending on the explanation given

Withdrawal applications need to be made directly to ACMI in writing and must be signed by the student, not by an agent of the student. Applications for refunds received after the first ten days of the start of the course are not eligible for any refund and will only be considered in extraordinary circumstances.

Assessment of recognition of prior learning (RPL) and the cross credit process

Any application for RPL or cross credit must be lodged *prior* to the commencement of delivery of the course. Students need to provide original or certified transcripts of any previous achievements they wish to be considered for credit, along with documentation that can be used to confirm that the content relating to these achievements is at least 80% equivalent to the paper/module they wish to RPL or cross credit to. This should include sufficient detail on the content and level to provide ACMI with evidence to confirm any cross credit or RPL is valid. The fee for any RPL is NZ\$ 300 per module or cross credit application is NZ\$ 250 per application / per module. This fee should be paid to ACMI and a receipt will be issued. The fee is not refundable.

Attendance and leave

All students must attend 100% of all classes so that every opportunity for academic success is maximized. Immigration New Zealand requires that all students on student visas attend classes for 20 hours per week and 100% attendance is required for all classes, workshops or worksite practical time. NZQA requires that your attendance be monitored closely.

If your attendance drops below 90%, ACMI will issue you with a verbal warning. Should your attendance not improve, a written warning will be issued. A second and final written warning will follow if your attendance remains problematic. ACMI will then take any or all of the following actions

- Advising Immigration New Zealand. This may lead to your visa being terminated and Immigration New Zealand being unwilling to consider issuing another visa.
- Withdrawing you from the paper or module within the course you are studying, where it is no longer possible for you to meet at least 80% attendance because of the number of classes you have already missed.
- Not permitting you to sit final examinations.

Students are not allowed to take leave while they are on a course of study. However, ACMI may consider applications for leave in extraordinary circumstances, such as medical emergencies or family bereavement. Please contact your Programme Leader in the first instance.

Please note:

- Students should contact their Programme Leader or Academic Staff for any academic or learning issues.
- For pastoral care or any other issues, students should contact Student Services.

Assessment information

All courses offered at ACMI are assessed. Some assessments are primarily to assist your learning and provide you with feedback, while others are to assess your knowledge and skills to determine your achievement of course outcomes. A variety of methods are used for assessing whether students have acquired the required knowledge and skills. These may include class tests, written examinations, assignments, presentations, projects, reports, observation of successful completion of tasks and other means, depending on the course/module. Some assessments are undertaken individually while others may be completed by groups of students. Full information on the assessments students can expect can be found in the Course Module Outlines that are given to students when courses commence.

It is critical that you attend all tests and examinations when conducted as ACMI cannot guarantee that replacement assessments will be available at a later date for those absent without prior notice. It is also critical that all assessments are submitted by the due date without delays. Sanctions will apply for late submissions of assessments. See below under 'Extensions' and 'Rules'.

Extensions

All assessments need to be submitted on or before the due date and tests and examinations will be conducted on previously notified dates. All these dates will be advised well in advance. Late submission of assessments or absences from scheduled tests or examination without explanation is very serious. ACMI cannot guarantee acceptance of late assessments or re-sits for missed tests or examinations without acceptable explanation.

It is your responsibility to ensure that assessments are submitted by the due date and to be present for the tests and examinations on the dates advised.

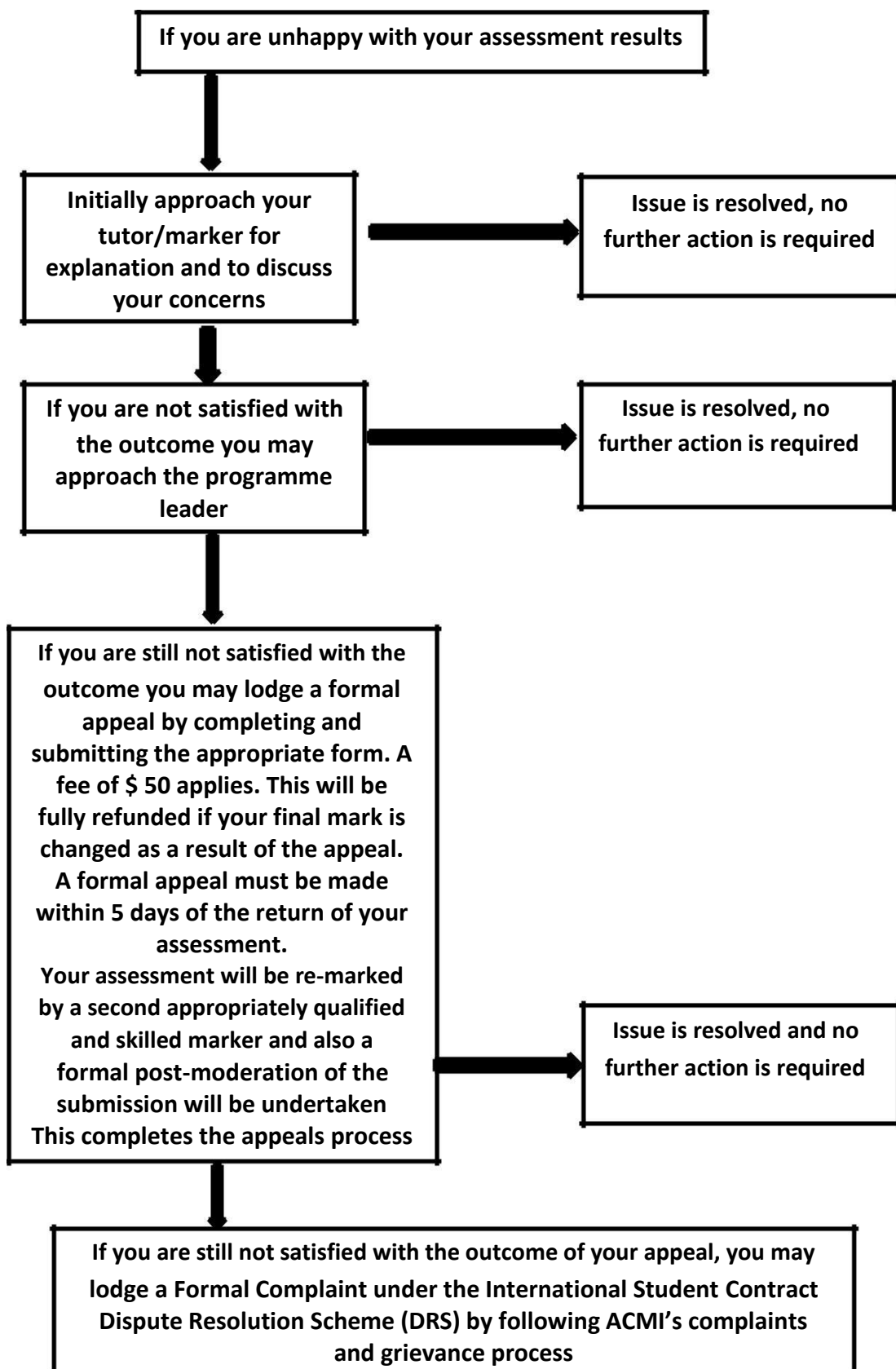
If you think you are going to be late submitting an assessment, please talk to your lecturer. Your lecturer can provide an extension for submission for up to seven days but there may be marks deducted for any late submission. Any further extension for submission requires approval from the Programme leader.

If you cannot attend a scheduled test or examination for any reason, please contact your lecturer **in advance**. Your lecturer will discuss individual cases with the Programme Leader and may be able to arrange an alternative time. **No** alternative arrangements to sit tests or examinations can be made if you do not advise your situation **in advance** and in this case you will receive a mark of zero. The only exception is when you are ill and can provide a valid medical certificate from a registered doctor.

Appeals

If you are not satisfied with the grade or marking of any assessment while at ACMI, you may appeal the outcome. Initially you may approach your lecturer to discuss any issues you may have. If you are not satisfied, you can approach the Programme Leader. In case you want to appeal further, you are required to complete the appropriate form at ACMI and lodge a formal appeal. All appeals must be lodged within 5 working days from the date that the marked assessment is returned back to you. A fee of \$50 is charged for all formal appeals. Should your

appeal be successful and your marks be altered, the fee will be refunded back to you. The flow-chart below shows the appeals process:



Reassessments/Re-sits

No supplementary assessments or re-sits will be available for some assessments (e.g. presentations, etc.) or if it is determined there has been cheating, copying or plagiarism (see section in Rules). Reassessments may be available if you achieve more than 35% on the first attempt. A fee of NZ\$ 50 is applicable for re-assessments of significant in-class assessments and assignments, or NZ\$100 for final examinations or those with a weighting of 40% or more. An application for reassessment must be made within 5 working days of the marked assessment being returned and the reassessment must be completed within 10 working days. Note that supplementary assessments will not be eligible for any grade higher than a 'C'. ACMI will not consider any late applications for reassessment. For aegrotat applications (impaired performance due to illness), please refer all queries to the Programme Leader.

Reporting

ACMI will provide feedback to students on all submitted assessments, tests and examinations on a timely basis. Verbal reports will be provided to students mid-semester with written reports prepared and given to you at the end of major assessment.

Policy Briefs

ACMI's Governing Members

The governing members of Aotearoa Career and Management Institute do not have any conflict of interest towards the institution and do not have any other affiliations in the education sector, immigration or any other organization that provide goods and services to tertiary students.

Legislative compliance, human rights and equal opportunities

ACMI is committed to meet all relevant legislative requirements including those of the Human Rights Act 1993.

Harassment and discrimination

ACMI has a policy of zero tolerance for harassment and discrimination for any reason including gender, cultural background, and disability or for any other reason. If you feel harassed in any way, please contact the Student Services team. If you encounter harassment, which may be sexual, racial or of a bullying nature, including comments, gestures or actions which are significant, repeated and unwelcome, you should notify Student Services.

Privacy Act Waiver

ACMI is bound by the requirements of the Privacy Act 1993 and all information collected is kept secure and not released except where required by government organizations such as Immigration New Zealand, the Ministry of Education, NZQA and other authorized bodies. However, ACMI requests students to sign a waiver release form relating to the Privacy Act

1993. This enables us to support students by releasing information relating to achievement to employers, agents, parents and others as requested.

Quality Management

ACMI has documented policies and procedures that cover all aspects of training and student support. This provides students with assurance that quality training leading to valued outcomes is the focus of the organization.

Rules

- ACMI expects all students to adhere to New Zealand laws at all times. Failure to do so can result in immediate dismissal from ACMI, loss of tuition fees and notification to New Zealand authorities such as the New Zealand Police, Immigration NZ or other bodies.
- Students must meet their obligations specified under the Code of Conduct.
- Mature conduct and behavior is expected at all times. ACMI reserves the right to suspend or dismiss any person who is disruptive or disorderly.
- Smoking is not permitted on the ACMI campus.
- No illegal drugs are permitted on campus, buildings or vehicles at any time. New Zealand laws have harsh penalties for those dealing or using illegal drugs.
- No alcohol is permitted on the campus, buildings or vehicles at any time without written permission of the CEO.
- Harassment and discrimination on any grounds will not be tolerated at ACMI and it will lead to disciplinary action
- Any damages caused to ACMI property and properties belonging to other students or staff is not permitted and will lead to disciplinary action
- Students are responsible for their own stationery and prescribed texts for the course/module.
- Students are required to attend all classes and to be punctual. Refer to section on Attendance and Leave.
- Food or drinks are not permitted in classrooms at any time.
- Cell phones must be turned off during class.
- No electronic dictionaries or aids are permitted unless allowed by the lecturer.
- A number of computers are available for student use and students are provided with passwords. Do not share your password with others.
- Downloading objectionable material from the internet including pornography, information relating to the making of drugs or explosives, copyrighted material (e.g. music or movies) or other material offensive to staff or other students is not permitted.
- Accessing gambling websites is not permitted.
- It is not permitted to download software or store personal files on the ACMI system.
- Personal property: Please respect others' personal property. If you find someone else's property please take it to reception. You are reminded that ACMI takes no responsibility for students' personal property so you should ensure you keep your own belongings safe.
- ACMI requires students to attest that work submitted for assessment is their own.

Cheating and Plagiarism

ACMI has zero tolerance for cheating and plagiarism. Cheating is a serious issue and has an impact on students' futures. Penalties will apply to any student caught cheating and a record of this will be held in the student's file. Penalties are considered by the CEO and where appropriate are referred to the Management Committee for disciplinary action. Details are outlined in the section below. ACMI will scrutinize work submitted by students to ensure that students have not copied or plagiarized from other unacknowledged sources.

A policy is in place at ACMI to deal with students caught cheating or plagiarizing in an assignment or assessment or any testing process. Cheating and plagiarism will result in automatic failure.

Students are considered to be cheating if they:

- Hand in another person's work or research as their own, or copy information from the internet or elsewhere without proper referencing of the source. This is referred to as **plagiarism**. The *Cambridge Advanced Learner's Dictionary* defines *plagiarize* as "to use another person's idea or a part of their work and pretend that it is your own." Plagiarism is not tolerated under any circumstances at ACMI or any academic institution in New Zealand.
- allow their work to be handed in by another student as if it were the other student's work
- pay or permit someone else to take a test or examination or to do an assignment for them
- take an assessment out of the lab or classroom without permission of the tutor
- communicate verbally, or in any other way during the assessment when not permitted to do so
- use notes in a test, examination or assessment when not authorized to do so
- access the marking guide answers

Following are the penalties that may be imposed on students who are found to have cheated. The penalty will reflect the degree of cheating.

- A reprimand.
- Denial of credit or partial credit in any course or courses (under certain conditions, the student may be given another chance to re-do or re-submit an assessment).
- If the student cheats a second time, the student may, at the discretion of the CEO, be suspended from enrolment or expelled.

Proper Referencing:

ACMI requires all students to use the American Psychological Association (APA) style for referencing for academic purposes. A workshop on referencing will be included in the plagiarism workshop and all students are required to attend this workshop at least once before submitting any assignments. Students are also required to use the British-based English which is used in New Zealand and not American-based. Therefore, students need to set the spelling and grammar check dictionary to either English (U.K) or English (New Zealand).

Being on time

Punctuality is important for your learning and the learning of those around you and it is a courtesy to your tutors. Students who are late by more than 15 minutes or who are absent from class for more than 15 minutes will be marked as absent for the entire session. If you know that you are going to be late due to an emergency, you should inform your tutor or phone Student Services.

Behaviour

Students must respect other people and property at all times when enrolled at ACMI. Students whose behaviour is detrimental to ACMI or to other students, may, after warnings, have their enrolment terminated. (See section on Disciplinary procedures).

Classroom Guidelines

- Students who arrive to class late may be asked to wait until the next break, and will be marked as absent for that session.
- Classroom materials: Students are required to bring their own pen, paper, course materials and laptops to class. Teachers will ask students who fail to do so to leave the class.
- A respectful attitude is expected of you towards your tutors and classmates at all times.
- No abusive language, sexist or racist behavior or comments will be tolerated at any time.
- Full class participation in all classroom activities is expected at all times.
- While in the classroom on ACMI premises, English will be the required medium of communication.
- Cell phones must be switched off during class at all times.
- Laptops must be closed unless required for the class.
- Please ask questions and allow your classmates to ask questions to encourage interactive learning.
- Please share your own views and also listen to the views of your classmates.
- Sleeping is not accepted in the classroom.
- In any event that your behavior is seen as unacceptable, your tutor will require you to leave the classroom.
- In the event of continuous poor behavior, you will be referred directly to the Programme Leader.

Disciplinary Procedures

In cases of on-going disruption or alleged discipline breaches, a lecturer/tutor has to lodge an allegation of misconduct. Misconduct may occur (the list below is not exhaustive) if a student:

- commits a serious breach of their obligations or fails to comply with regulations as per our policies (including breaking any New Zealand law, breaching the Code of Conduct or cheating)
- behaves in a manner that significantly impedes or subverts the proper functioning of ACMI
- behaves in a manner that discredits ACMI
- uses ACMI property, resources or funds for other than authorized purposes
- incurs liability on behalf of ACMI without authorization
- behaves in a manner that will unfairly harm the reputation of ACMI, professional prospects of other students or members of the staff
- jeopardizes the health or safety of another person or breaches any legislative requirements
- inspires, assists, or obtains a person to commit misconduct.
- engages in any other form of misbehavior, harassment or racial discrimination.

Procedures for dealing with breaches of the ACMI disciplinary policy are as follows:

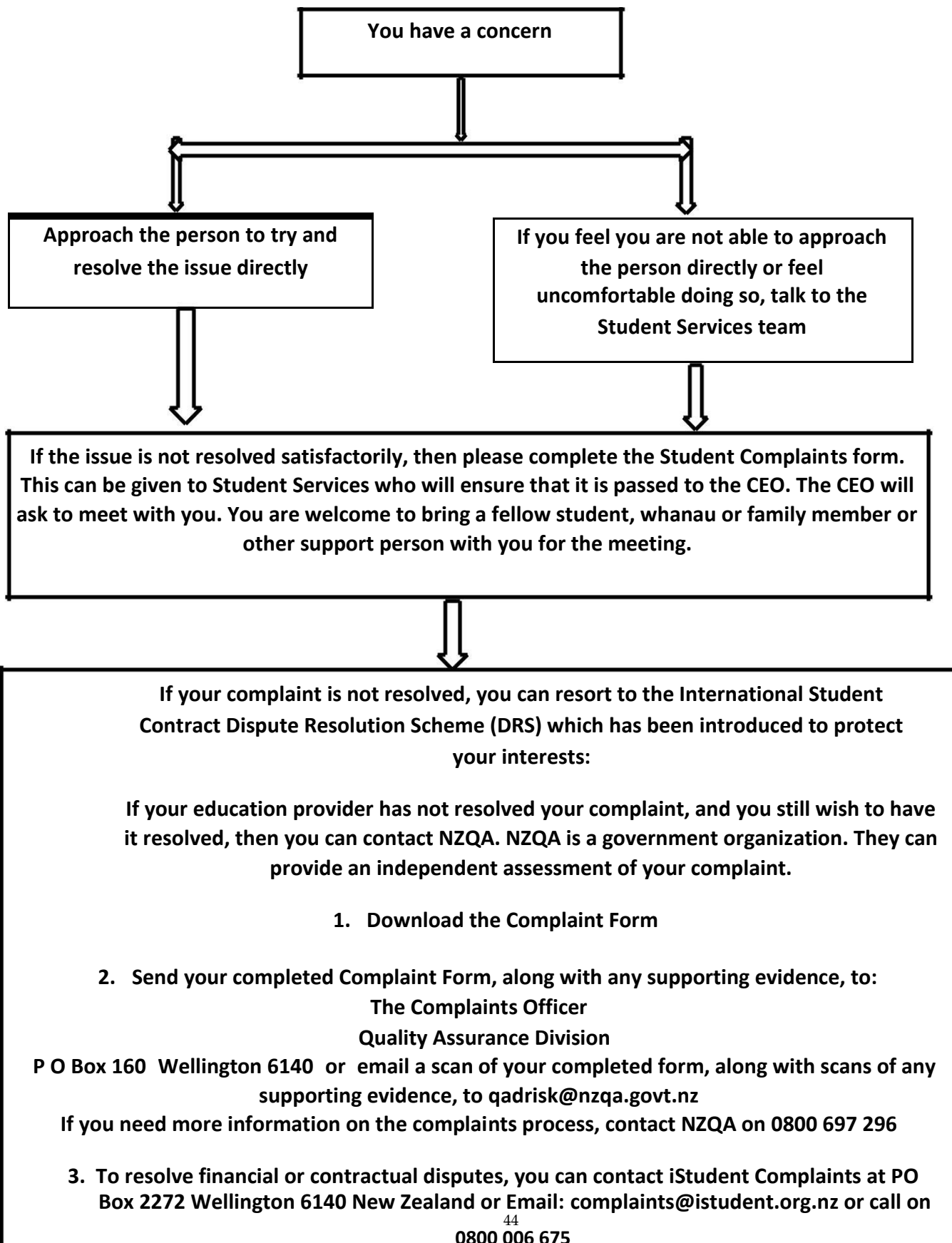
- A formal allegation must be made in writing to the Programme Leader.
- The Programme Leader ensures the allegation is recorded in the Student Discipline Register.
- The student is advised, in writing, a copy with the student's signature, as proof the student has received this, is placed, along with the allegation, in the Student Discipline Register.
- The student is then required to attend a meeting with the Programme Leader and the lecturer/tutor who has made the allegation. The student can bring a support person to this meeting.
- If the allegation is determined to be trivial, frivolous, or vexatious, and made in good faith, then no further action is taken and the record is deleted from the Student Discipline Register.
- If the action is substantiated but constitutes only a minor breach, the student is issued a written reprimand by the Programme Leader outlining penalties if the behavior is repeated.

- The student may be required to formally tender an apology and good behavior letter.
- If the action is substantiated and constitutes a major breach, the Programme Leader needs to refer the case to the Student Disciplinary Committee where due process will be followed and an appropriate penalty will be issued if the allegations are substantiated.
- If the student objects to the penalty, the student has the right of appeal. This is to be addressed to the CEO, giving valid reasons for the appeal, and exercised within 10 working days.
- The CEO, in consultation with senior management will review the appeal and discuss the issues involved with the Programme Leader. The student will be given a final decision which will be binding.
- International students will be advised of the International Student Contract Dispute Resolution Scheme (DRS). This has been introduced to protect their interests and to ensure that students are treated fairly by education providers.
- Should the behavior be repeated, then the student can be expelled, with no refund of fees and Immigration New Zealand will be advised accordingly.

ACMI endeavors to ensure your time with us meets your expectations. However, should any matter arise that causes you concern, we have in place a process to ensure you are heard and your concerns are investigated. ACMI welcomes you coming forward and letting us know how we can improve things and make your stay with us more enjoyable. Your input can lead to changes in the way we do things and this leads to improvement that we hope will help everybody.

Initially, please approach the staff member concerned or our Student Services team if you have a concern. In most cases they will be able to resolve the issue.

If you are not satisfied with the outcome of your initial appeal process, you can further resort to the International Student Contract Dispute Resolution Scheme (DRS) under the Grievance and Complaints Procedure displayed below.



Suspension of Enrolment

ACMI may suspend a student's enrolment before formally terminating it. Suspension may be applied when a student seriously breaches his or her immigration permit and/or enrolment conditions as follows.

- Failure to provide required information to ACMI, such as valid insurance, copy of visa or other required information;
- Failure to pay outstanding fees before the final due date;
- Extended absences.

Once a Suspension Notice is issued to a student, no further notice will be given by ACMI. Students are not permitted to continue study at ACMI and ACMI may also withhold any academic information.

On receiving a **Notice of Suspension**, a student **MUST** take **IMMEDIATE** action before ACMI formally terminates enrolment.

If a student fails to take action within 3 working days by providing the required information or resolving the outstanding payment, this will directly lead to Termination of Enrolment. This may result in the student's visa being revoked and he or she having to leave New Zealand or having to be removed by Immigration New Zealand.

Dealing with Problems

There may be times when things do not go as well as you may like during your time of study at ACMI. If you do have a problem, please ask for help before it begins to impact on your life.

Problems with a lecturer

You can arrange a time to talk to your lecturer about any of your concerns. Our lecturers are very professional and welcome feedback from you and are happy to listen and resolve issues that worry you. If the nature of the problem is such that you are unable to raise it with your lecturer or if you see no changes after speaking to your lecturer, then you should approach the CEO or go directly to Student Services and ask to see a counsellor.

Problems with school friends or others outside ACMI

Take the time to talk to your lecturer or the Student Services team about your concerns. You can also talk with your Programme Leader or any other staff member. They may be able to offer advice and assistance. Ask Student Services to see a counsellor if things do not improve.

Problems with your homestay or caregiver

Please arrange a time to talk to the Student Services team to discuss your concerns. Your wellbeing is a major concern to ACMI and we will do everything we can to resolve any problems.

The International Student Contract Dispute Resolution Scheme (DRS)

Grievance procedures

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

NZQA

PO Box 160

Wellington 6140

Phone: (64 9) 463 3000 or 0800 697 296

Email: qadrisk@nzqa.govt.nz

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

List of different agencies for you to contact in case you have a concern	
If your concern relates to:	You could contact
A tertiary education organisation that belongs to ITENZ	The Quality Commission PO Box 106 114 Auckland 1143 E-Mail: admin@itenz.co.nz Ph: 0800 692 737
An international student's financial or contractual dispute with their provider	iStudent Complaints PO Box 2272 Wellington 6140 New Zealand Email: complaints@istudent.org.nz Free Phone: 0800006675
A public provider (Institutes of Technology and Polytechnics, Wānanga, or Universities)	Office of the Ombudsman Level 10, 55-65 Shortland Street Auckland 1010 Email: info@ombudsman.parliament.nz Free Phone: 0800 802 602

Course-related costs or travel allowances for a TEC funded course	Tertiary Education Commission Level 9 44 The Terrace Wellington 6011 New Zealand Email: complaints@tec.govt.nz. Free Phone: 0800 601 302
Discrimination	Human Rights Commission Free Phone: 0800 496 877 Email: infoline@hrc.co.nz
Someone's safety being at risk	WorkSafe New Zealand PO Box 165 Wellington 6140 New Zealand Free Phone: 0800 030 040 OR Call Emergency Number 111 (New Zealand Police)
How information about you has been stored or used	Privacy Commissioner PO Box 10 094 The Terrace Wellington 6143 Email: investigations@privacy.org.nz Free Phone: 0800 803 909

Community support services

ACMI can help in accessing a wide range of community support services that can assist you settling into a new environment and helping with some of the problems or issues you might face. Please contact Student Services for an up-to-date list of community support agencies that you can approach in times of need.

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

(Summary)

- ACMI has agreed to observe, implement and be bound by the Education (Pastoral Care of International Students) Code of Practice 2016 that has been published by the Minister of Education. An “international student” is any foreign student studying in New Zealand.
- When students from other countries come to study in New Zealand, it is essential that those students are well informed of the environment, kept safe, and are properly cared for. New Zealand educational providers who enroll international students have an important responsibility towards the welfare of international students.
- The Code is a document that has a framework of the service delivery that is required of the educational providers and their agents towards international students. The

Code sets out the minimum standards of advice and care that educational providers are expected to provide with respect to international students. The Code applies only to pastoral care and provision of information for the same and does not provide a framework for academic standards.

- The Code is relevant to all education providers in New Zealand who have enrolled international students with them. The Code is a mandatory document to these providers and must be signed by them.
- You can get a copy of the Code from your New Zealand education provider. This Code is also available online from www.minedu.govt.nz.
- The New Zealand Ministry of Education keeps a register of all signatories to the Code. In case the education provider that you are pursuing admissions with is not a signatory to the Code maintained by New Zealand Ministry of Education, then you will not be granted a permit or visa from the New Zealand Immigration Service and you will not be able to study at the PTE.
- If you face concerns about the treatment that you receive from your education provider or even by an agent of the provider, the first thing you need to do is contact the Programme Leader or any other person who has been notified to you as someone whom you can approach with regards to complaints. The Code requires all education providers to maintain fair and equitable internal grievance procedures for students and you are required to go through these internal processes before you take the complaint any further.
- If your concerns are not resolved by the internal grievance procedures followed by the PTE that you have enrolled with, then you can contact NZQA
- You can also write to NZQA at the following address: NZQA, PO Box 160, Wellington 6140, Phone: (64 9) 463 3000 or 0800 697 296, Email: qadrisk@nzqa.govt.nz
- NZQA will investigate complaints and determine if there is any deviation from the code.
- NZQA determines if there is a breach of the Code and if the breach is serious. If so, NZQA will refer the complaint to the Review Panel, who has the authority to remove or suspend an education provider as a signatory to the Code. This would prevent the provider from enrolling international students.

The Education (Pastoral Care of International Students) Code of Practice 2016 is a framework of standards for education providers to make sure that:

- high professional standards are maintained at all times
- the enrolment of international students is undertaken in an ethical and responsible manner
- all information provided to international students is comprehensive, accurate, and

up-to-date

- students are provided with all information prior to entering into any commitments
- the contractual dealings with international students are done in an ethical and responsible manner
- international students' particular needs are recognized
- international students are housed in safe accommodation
- all providers maintain fair and equitable internal procedures for resolving international student grievances

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

The Education (Pastoral Care of International Students) Code of Practice 2016 also provides NZQA and the Review Panel authority to receive and adjudicate on student complaints.

Important contacts

EMERGENCY CONTACT NUMBERS

Fire / Police / Ambulance – dial 111 (free from cell phones)



Level 6,
290 Queen Street,
Auckland CBD, Auckland
1010, New Zealand

P +64 9 302 2266

E info@acmi.ac.nz

acmi.ac.nz

