

# STUDENT HANDBOOK 2017



## **Welcome to Tai Poutini Polytechnic in 2017**

This booklet is designed for you, the student, to ensure you have as much information as possible to help you successfully complete your programme of study at any one of our many sites around New Zealand.

Campus and site-specific information regarding student support and pastoral care are detailed inside, but if you need to talk to someone or to find the help you need please phone:

**0800 877 787**  
(0800 TPP SUPPORT)

### **ABOUT THE STUDENT INFORMATION BOOKLET**

The information given in this book is intended as a guide for students accepted by TPP. The information is correct at the time of printing, but may be subject to further changes before or after a student's admission to the Polytechnic.

# CONTENTS

<b>1. INTRODUCTION.....</b>	<b>3</b>
1.1 CHIEF EXECUTIVE'S MESSAGE .....	3
1.2 MIHI.....	4
<b>2. BACKGROUND TO TAI POUTINI POLYTECHNIC (TPP).....</b>	<b>5</b>
2.1 PROFILE .....	5
2.2 LEGEND OF TAI POUTINI .....	5
2.3 PRONUNCIATION .....	6
<b>3. STUDYING AT TAI POUTINI POLYTECHNIC.....</b>	<b>6</b>
3.1 MANAGING YOUR WORKLOAD .....	6
3.2 FREQUENTLY ASKED QUESTIONS.....	7
<b>4. RULES AND POLICIES .....</b>	<b>8</b>
4.1 QUALITY MANAGEMENT SYSTEM (QMS).....	8
4.2 STUDENT RECORDS.....	8
4.3 COPYRIGHT.....	8
4.4 EQUAL EDUCATIONAL OPPORTUNITIES POLICY .....	9
4.5 NON PAYMENT OF FEES .....	9
4.6 INTELLECTUAL PROPERTY .....	9
4.7 ATTENDANCE .....	9
<b>5. FACILITIES AND SERVICES AVAILABLE .....</b>	<b>10</b>
5.1 CAMPUS LIBRARIES.....	10
5.2 STUDENT WELFARE AND COUNSELLING SERVICES .....	11
5.3 COUNSELLING .....	12
5.4 STUDENT HEALTH SERVICES.....	12
5.5 FINANCIAL ASSISTANCE AND STUDENT AWARDS/SCHOLARSHIPS .....	14
5.6 LITERACY AND NUMERACY .....	14
5.7 POLYTECHNIC EQUIPMENT .....	15
5.8 COMPUTER NETWORK .....	15
5.9 GENERAL RULES AND INFORMATION.....	15
5.10 EMERGENCY PROCEDURES AND SECURITY .....	16
5.11 WHERE TO GET HELP.....	16
<b>6. GENERIC PROGRAMME REGULATIONS.....</b>	<b>18</b>
8.1 STUDENT RIGHTS .....	18
8.2 STUDENT CODE OF CONDUCT .....	19
8.3 ACADEMIC MISCONDUCT.....	20
8.4 UNSATISFACTORY ACADEMIC PERFORMANCE/PROGRESS .....	23
8.5 STUDENT MISCONDUCT (NON ACADEMIC) .....	24
8.6 STUDENT DISCIPLINARY ACTIONS .....	26
8.7 APPEALS .....	28
8.8 ACADEMIC APPEALS .....	28
8.9 NON-ACADEMIC APPEALS.....	29
8.10 DOMESTIC STUDENT ENTRY REQUIREMENTS .....	30
8.11 DISABILITIES.....	30
8.12 STUDENT WITHDRAWAL .....	30
8.13 ATTENDANCE .....	33
8.14 ASSESSMENT.....	33
8.15 TESTS AND EXAMINATIONS.....	34
8.16 SUBMISSION AND RETURN OF ASSESSMENTS .....	35
8.17 AEGROTAT PASS .....	35
8.18 CONCEDED PASS.....	36
8.19 EXTENSIONS.....	36
8.20 REASSESSMENT .....	37
8.21 PRIOR LEARNING (RPL).....	37
8.22 EXTERNAL EXAMINATIONS.....	40
8.23 STUDENTS' RECORDS .....	40
8.24 STUDENT GUIDANCE AND SUPPORT.....	40
8.25 STUDENT COMPLAINTS.....	43

# 1. INTRODUCTION

## 1.1 Chief Executive's Message

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Tena koutou katoa, greetings and welcome to Tai Poutini Polytechnic (TPP).

We are delighted that you have chosen to study with us. Whether you are studying with us in Greymouth, Auckland, Wellington, Christchurch or anywhere else around the country my staff and I are here to support you in your learning journey.

We are dedicated to ensuring you have the best possible learning experience at TPP. We are committed to delivering high quality, vocationally orientated courses that lead to career success.

TPP programmes have been developed with the support of industry and business leaders to ensure that they are relevant to the needs of employers. This booklet is a good starting point for you in familiarising yourself with the academic requirements of your programme of study. The generic programme regulations at the back of the booklet let you know your entitlements around assessments, marking, what you can expect from us and what we expect from you.

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

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



**Alex Cabrera**  
Chief Executive

## 1.2 Mihi

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Tihēi mauriora!  
Ki te whai ao,  
Ki te ao marama,  
Tihēi mauriora!

Hei tīmatanga kōrero ko te wehi ki a Ihowa,  
Kō ia te tīmatanga me te whakamutunga o ngā  
mea katoa.

*(I begin by offering respect to my Creator, the  
beginning and the end of all things.)*

E ngā mate o te tau, o te marama, o te wā, Haere  
koutou, haere koutou, haere koutou.

*(To the ancestors who have departed, Farewell,  
farewell, farewell.)*

Āpiti hono tatai hono,  
Rātou te hunga mate ki a rātou,  
Āpiti hono tatai hono,  
Tātou te hunga ora ki te hunga ora,  
Tēnā koutou, tēnā koutou, tēnā koutou katoa.

*(Let the dead dwell with the dead,  
Let the living dwell with the living,  
Greetings, greetings, greetings to us all.)*

Hāeremai e te manuhiri tūārangi e ngā  
waewae tapu.

*(Welcome visitors from afar, sacred people.)*

Nau mai hāeremai ki tēnei kuratini o Te Tai  
Poutini, TeWaka o Aoraki, Aotearoa,  
Tai Poutini Polytechnic.

*(Welcome to the Polytechnic of the West Coast,  
South Island, New Zealand, Tai Poutini  
Polytechnic.)*



**Nā Rawiri Meihana (David Mason)**  
*Director, Māori Education*

## 2. BACKGROUND TO TAI POUTINI POLYTECHNIC (TPP)

### 2.1 Profile

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TPP is a West Coast-based Tertiary Education Institute which supports training within the West Coast region and across many curriculum areas. On the West Coast these include retail and service sector, dairying, extractive/mining, and tourism.

The Polytechnic has grown significantly since it was established in 1989 and now provides a chance to train at tertiary level for more than 700 students from Fox Glacier to Karamea every year with the main campus in Greymouth and secondary campuses in Westport, Hokitika and Reefton.

TPP also offers a wide range of national niche programmes at sites from Invercargill to Auckland. Through our specialist delivery provision TPP is now the predominant national provider for:

- emergency services training through our Emergency Management Department based in Greymouth;
- construction industry training including scaffolding, industrial ropes, rigging, and cranes mainly based in Auckland and Christchurch;
- civil construction industry training at multiple locations; and
- music and audio engineering through the Music and Audio Institute of New Zealand (MAINZ) based in Auckland, Christchurch and Greymouth.
- we also offer a ski patrol programme based in Wanaka.

### 2.2 Legend of Tai Poutini

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To Māori, the West Coast is Te Tai Poutini, ‘the tides of Poutini’, the kaitiaki who brought pounamu to the West Coast - the main source of Aotearoa’s pounamu (greenstone or jade).

#### **Legend: Poutini - A Guardian Taniwha**

*Poutini is the name of the taniwha (water spirit) swimming up and down the West Coast of the South Island protecting both the people and the spiritual essence, or mauri, of the pounamu (greenstone). Poutini guards the mauri (life spirit) within the treasured stone. The mana or spiritual force of pounamu comes from Kahue (or Ngahue) an atua. Poutini as protector of the stone is the servant of Kahue. Poutini once abducted a woman named Waitaiki, from the North island and fled south pursued by her husband, Tumaahua. He hid with his captive in the bed of the Arahura River but Waitaiki’s husband pursued them. Poutini transformed Waitaiki into his own spiritual essence - pounamu - and fled down the river to the sea. Waitaiki became the ‘motherlode’ of all pounamu. The husband went home grieving. The Poutini Ngai Tahu is the calling given to the section of Ngai Tahu to the West Coast.*

## 2.3 Pronunciation

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Many people have trouble pronouncing the name of our Polytechnic. These are two separate words with the first syllable of the second word emphasised.

### Ty PO ten e

Ty as in *tie* a knot

PO as in "*big toe*". This syllable is stressed.

Te as in "10"

Ne as in *Knee*

## 3. STUDYING AT TAI POUTINI POLYTECHNIC

### 3.1 Managing Your Workload

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If this is your first experience of tertiary education you may find it quite different to working or being at secondary school.

If you are a full-time student you will be expected to work between 35-40 hours per week. This will be a combination of three types of work:

- **Class Time:** You must attend the classes required.
- **Tutor Directed:** This is work set by the tutor that you must complete, such as readings, research, preparation for class contributions, homework activities, assignments, practise, etc.
- **Self-Directed:** This is extra work that you might need to do to fill in your knowledge or practise a skill, such as revision for tests, extra reading or studying, discussing or preparing with other students, etc.

The amount of class time is dependent on the level of the programme. The two tables below show examples of how your time might be divided.

<b>Workload for the Year</b>			
	<b>Level 1-2</b>	<b>Level 3-5</b>	<b>Level 6-7</b>
Total class hours	850	750	650
Total extra hours required	350	450	550
<b>Total Hours</b>	<b>1200</b>	<b>1200</b>	<b>1200</b>

For a full-time, 120-credit qualification it is expected that you will complete 1200 hours of work/study in the academic year.

It is easier to schedule your time on a weekly basis. Here are the expectations for the average week:

<b>Workload for each week</b>			
	<b>Level 1-2</b>	<b>Level 3-5</b>	<b>Level 6-7</b>
Total class hours	25	22	19
Total extra hours required	10	13	16
<b>Total hours</b>	<b>35</b>	<b>35</b>	<b>35</b>

## **3.2 Frequently Asked Questions**

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### ***What do I do if I don't understand something in class?***

Talk to your tutor and ask them politely to go over it again for you. If you still do not understand check with your classmates. If several of you are confused ask the tutor to revise that piece of teaching again.

### ***What else can I do?***

You can also go to the library and read more about the topic. The librarians will help you find material.

### ***What if I want help with my study skills?***

Contact the Student Support Officer, and ask for assistance.

### ***What do I do if I am unhappy about something in class?***

First, talk to the tutor!!

If this does not resolve the issue, talk to the Programme Leader or another more senior tutor in that programme area.

If you still are not satisfied, see the Student Support Officer.

If all else fails, see the section on complaints within this handbook.

### ***How do I know what I will be assessed on?***

All courses have set learning outcomes linked to assessments. These should be provided to you at the start of each course together with a marking schedule so you will know what the assessment will cover and how much each part of it is worth.

### ***Who decides if a student has "passed"?***

The tutor who has taught the subject will set the assessments and mark them against marking schedules. The marks are added up and if you have been awarded the marks required to pass you will be advised. Most courses do allow one further opportunity to resit an assessment if you do not pass first time. If you feel your assessment has been marked incorrectly you can request a remark.



## 4. RULES AND POLICIES

### 4.1 Quality Management System (QMS)

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TPP has an extensive quality management system (QMS) that provides both policy and procedures under which the Institute operates. If you would like a copy of a particular policy, please contact the Student Support Officer.

### 4.2 Student Records

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The Registrar keeps permanent records of students' academic history. Students completing or withdrawing formally from programmes who have met all their obligations to TPP are entitled to an official transcript giving dates, grades and other details as applicable of recognised programmes or sections of programmes that they have completed.

### 4.3 Copyright

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Some 'copying' is OK but some isn't. You are encouraged to research books, magazines and the internet and include the findings in your assessments (with references) but you must not 'copy' someone else's work and call it your own.

#### ***What's copyright?***

Copyright is the right of ownership of an original work - like a book, song, film or picture - and control of what happens to it. The copyright symbol looks like this ©, but whether this appears or not, the original work still belongs to the person who wrote/composed/photographed/painted/ filmed it.

#### ***What does the law say about copyright?***

Only the people who make or publish original works are allowed to make money from them. This means you mustn't copy their work without their permission. BUT, you can use their work for educational purposes providing you acknowledge them.

If you reproduce a copyright work to sell or give away, it's called **infringing copyright**. That's like stealing from the owner and you could be prosecuted.

Copyright does expire after a period of time and you should check sites such as [www.copyright.org.nz](http://www.copyright.org.nz) for more information.

#### ***So what am I allowed to copy?***

You can copy extracts from a book or magazine if you're going to **review or critique** it in an assignment or an essay, as long as you make it clear who wrote it and when. The library staff can show you how to "reference" this information in your work.

You can copy a small part of a book or article if you need it for **your own study or research**. But remember - only one copy and only for your own use.

#### ***Where can I find out more about copying and the law?***

The law on copying is *The Copyright Act 1994*. You can visit the Copyright Licensing Limited website at [www.copyright.co.nz](http://www.copyright.co.nz) or email [cll@copyright.co.nz](mailto:cll@copyright.co.nz) or telephone: 0800 480 271. You may get a copy of the full TPP policy on copyright by contacting the Student Support Officer.

## **4.4 Equal Educational Opportunities Policy**

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TPP supports policies which allow people equitable access to courses and to a wide range of opportunities at all levels. Our policy is to provide a learning and working environment free from discrimination and/or harassment, as prohibited by the Human Rights Commission Act 1977.

Any students of TPP who feel that they have been the subject of discrimination and/or harassment should contact the Academic Manager at the Greymouth Campus.

## **4.5 Non Payment of Fees**

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Payment of fees, or arrangements to do so, is a requirement for you to continue to attend your programme of study. You will not be able to continue to attend class or to graduate if you have fees outstanding and have not made arrangements for payment.

## **4.6 Intellectual Property**

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In general all intellectual property and outcomes resulting from that intellectual property are owned by the creator.

The Polytechnic will act in the role of guardian of the student's activity to protect students' rights to intellectual property.

For a staff member or any other party to claim any interest in a student's work, this must be agreed and specified prior to the engagement in the activity.

Intellectual property rights to student projects, including research undertaken in conjunction with businesses or individuals outside the Polytechnic will be the subject of a contract. The contract will define what intellectual property rights are likely to be created by the project and what rights the respective parties will have to those intellectual property rights. Research reports and the creation of intellectual property funded by the Polytechnic will be the property of the Polytechnic. The contract will include a completed Creative Work Release form by both parties.

Staff or students are not to use, for commercial purposes, any intellectual property owned by the Polytechnic without the written approval of the Chief Executive. If you would like a copy of the full TPP policy on Intellectual Property, contact the Student Support Officer.

## **4.7 Attendance**

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It is important to us that you make the most of your time at TPP and to do this, and pass, you are advised to attend **all** aspects of your programme. If you cannot attend any segment for any reason you should let your tutor know.

The TPP Generic Programme Regulations can be found at the back of this booklet (refer to Section 6.13 on Attendance).

Check your 'Programme Specific Regulations' as these may specify that you must attend a percentage of the programme to complete academic requirements.

## 5. FACILITIES AND SERVICES AVAILABLE

### 5.1 Campus Libraries

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TPP libraries provide study and learning resources for all students of the Polytechnic. We have a number of libraries at different sites, while the central library is based at the Greymouth campus. There are music-specific libraries at MAINZ Auckland and Christchurch, and a small Ski Patrol-related library at the campus in Wanaka. The collections are constantly being developed to enhance your research and study capability. As a TPP student, you have access to a wide range of resources, both in print and online.

We provide a **free delivery and return service** for course-specific books from Greymouth campus for students at other campuses where the on-site collection may not meet the specific need, and for distance students.

**The library catalogue** is available online via <http://library.tpp.ac.nz>. It includes entries for all the books, magazines, DVDs, and CDs in the collections at our campuses.

**Electronic Resources** - Our libraries are subscribed to an e-book collection: EBSCO Academic. E-books can be read online or can be downloaded. The library also subscribes to the EPIC range of databases which include full-text journal and newspaper articles, and other online resources. Ebscohost, ProQuest, Oxford Online and Gale databases are among those available. They can be accessed free from any TPP computer.

**Student ID Card** - Your student ID card is also your library card, and the ID number is your computer username. Please carry this card with you as it is useful for identification as well as for borrowing library items and logging into TPP computers.

**Borrowing** - Books and magazines may be borrowed for three weeks at a time. Renewals are available if the item is not required by another user. All items are to be returned to the library desk, to reception or administration staff at smaller libraries. A fine of up to \$1.00 per week per item may be levied against overdue items. You are responsible for lost or damaged items. These must be reported to library staff and you may be required to meet the cost of replacement or repair.

**Please note: All borrowed items must be returned at the end of your course. You may not be allowed to graduate if there are any outstanding items on your library card.**

#### **Greymouth TPP Central Library**

Qualified staff are always on hand to help locate relevant information and answer your queries.

At the Greymouth campus library you have access to a colour photocopier, printer and laminator. An attached computer suite has 12 workstations for students and is open extended hours for your use (7am-9pm Monday-Friday and 10am-2pm Saturday).

- Talk to library staff about **free Internet, Wifi and Skype** availability
- You will need to provide your own headphones if you are accessing sound files.
- The central library has 5 laptop computers available for loan. See library staff for information about borrowing and using these machines.
- TPP reserves the right to charge for printing. Please ask library staff for details.

**Please feel free to ask, email or phone your library staff for help.**

Central Library Hours Greymouth:

Monday-Thursday	8.30am – 5 pm
Friday	8.30 am - 4.00 pm

Staff: Pat Sargison, Senior Librarian  
Maria Martin-Smith, Library Assistant

Email: [library@tpp.ac.nz](mailto:library@tpp.ac.nz)

Telephone (DDI): 03 769 9407

*Note: the above hours are a guide only – staffing and hours may be subject to change during term breaks, holidays, or peak usage times.*

***Unsure about how to use the library? Please ask!***

## 5.2 Student Welfare and Counselling Services

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**0800 877 787 (0800 TPP SUPPORT)**  
**email: [support@tpp.ac.nz](mailto:support@tpp.ac.nz) or contact:**

Student Support Officer: Jodie Knipe  
Telephone: 0800 800 411 or 03 769 9409 (DDI)  
Email: [jodiek@tpp.ac.nz](mailto:jodiek@tpp.ac.nz)

Māori and Pacific Island Support: David Mason  
(Director, Māori Education) Telephone 0800 800 411 or 03 769 9452 (DDI)  
Email: [davidm@tpp.ac.nz](mailto:davidm@tpp.ac.nz)

Student Support Services encompasses:

- assisting international students
- learner support
- disability support
- Maori and Pasifika
- Youth Guarantee students

Student Support Services include:

- orientation
- pastoral care
- guidance and support in areas such as StudyLink
- student loans, allowances
- accommodation
- financial
- literacy, numeracy support (reading/writing/maths)
- career advice
- part-time work advice
- pastoral care of international students
- pastoral care of Youth Guarantee students

If you need assistance in any of these areas please contact the Student Support Services Team responsible for your campus.

## 5.3 Counselling

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TPP wants to ensure the success of our students; we understand that at times problems will arise that could affect your studies. Students have access to free counselling services in Greymouth and Auckland.

Counselling can help with many issues, including:

- Stress (personal or study)
- Relationship concerns
- Addictions (alcohol, drugs, gambling)
- Anxiety/depression
- Conflict resolution
- Anger
- Goal setting/decision making
- Grief
- Harassment

On the Greymouth Campus a counsellor offers a free, confidential and independent service. The counsellor is available on Mondays 11.30am-1.30pm during normal term times, (check the noticeboard for location details). Appointments can be booked through Student Services.

## 5.4 Student Health Services

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### ***Doctor***

Students who wish to access the doctor at a reduced rate need to enrol with one of the listed Medical Centres and show their Student ID card each time they visit. For cheaper prescriptions apply to Work and Income for a Community Services Card.

Greymouth: Greymouth Medical Centre, 153 Tainui Street, Greymouth  
Telephone 03 7699300

Westland: Westland Medical Centre, 54A Sewell Street, Hokitika  
Telephone 03 755 8180

Westport: Buller Medical Health, 45 Derby Street, Westport  
Telephone 03 788 9277

Wanaka: Aspiring Medical Centre, 23 Cardrona Valley Rd, Wanaka  
Telephone 03 443 0725

### ***Healthline***

For free, 24 hour health advice, call HEALTHLINE on 0800 611 116.

Healthline is a 24 hour telephone health advice service. Your call will be answered by a registered nurse who you can talk with in confidence about any health issues you may be worried about. The nurse will ask you some questions then offer you advice on what to do next. Healthline is available to all ages and interpreters are available on request.

### ***Sexual Health Clinics:***

- **Greymouth - Grey Base Hospital**  
Clinics are held Monday 2.30pm to 6pm at the Link Centre, 1<sup>st</sup> Floor, Grey Hospital. Services include emergency contraceptive pills, condoms, pregnancy tests and sexually transmitted infections diagnosis and treatment. Phone 03 768 7400 extn 2874 during clinic hours only.
- **Westport**  
Clinic at Outpatients, Buller Hospital, Westport, on appointments available on Wednesdays 10.30 - 11.30 am then drop in clinic until 4.30pm. Telephone 03 788 9030 extn 8756 during clinic hours only.
- **West Coast Primary Health Organisation (PHO)**  
Free sexual health checks and contraception are available for all under 22-year-olds who are enrolled with a GP in New Zealand at all general practices and rural nurse clinics on the West Coast. For information about where your nearest clinic is please call the West Coast PHO on 03 768 6182.
- **Auckland Sexual Health Services**  
Clinic providing free sexual health checks (charges may apply to non NZ residents) are located in Greenlane, Glenfield, Mangere and Henderson. To make an appointment, or for more information call 0800 739 432 or visit [www.ashs.org.nz](http://www.ashs.org.nz).
- **Christchurch**  
The Christchurch Sexual Health clinic provides a free and confidential sexual health service, for more information or to make an appointment call (03) 364 0485.
- **Wanaka**  
Sexual Health, phone 03 443 0725
- **Southland Sexual Health Services**  
Phone 0800 742 546 or 03 214 5768, Southland Hospital
- **Family Planning Association - NZ**  
Free consultations for NZ residents aged under 22.  
Community Service Card holder = \$5.00                      Non Community Service Card holder = \$27.00  
Services include: Contraception, STI testing and treatment, cervical smear tests, pregnancy testing, abortion referral, PMS, HPV vaccination.
- **FPA Greymouth Clinic**  
Clinic hours are Monday 6-8pm, and Friday 9am to 2pm at the Link Centre, 1<sup>st</sup> Floor, Grey Hospital. Phone 03 768 0895 for and appointment, phones are open from 8am to 6pm Monday to Friday and 9am to 1pm on Saturdays.

## 5.5 Financial Assistance and Student Awards/Scholarships

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### TPP Awards and Scholarships

TPP offers a number of funds, scholarships and prizes to assist students enrolling at the Polytechnic, and to recognise outstanding achievement in a particular programme.

Application forms and copies of the full Terms of Reference are available on the TPP website ([www.tpp.ac.nz](http://www.tpp.ac.nz)) or from the Receptionist.

### Student Scholarships/Awards:

- TPP Students' Accommodation Scholarships
- West Coast Trades Academy Training Scholarships
- TPP West Coast Schools Awards
- South Westland Community Activities Trust Entrance Awards and Assistance Scholarships
- Cave Creek Student Memorial Scholarships (Outdoor Education programmes)
- Allan Beaumont Student Award

### Awards for Academic Achievement:

- Cave Creek Student Memorial Excellence Award (Outdoor Education programmes)
- Mountain Jade Carving Excellence Award (Jade and Hard Stone Carving programmes)
- Tim Jamieson Memorial Medal for Excellence in Kayaking (Outdoor Education programmes)
- Ari Kingan Memorial Award for Excellence in Mountain and Rock (Outdoor Education programmes)
- Programme Specific Class Prizes

You can also contact Student Support Services for information on other scholarships that might be available to you or go online to givME at: <http://generosity.org.nz/giv-me/>, which is New Zealand's primary source of funding information for students, accessible at TPP campuses and Public Libraries.

## 5.6 Literacy and Numeracy

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The Tertiary Education Commission (TEC) is committed to raising the literacy and numeracy levels in New Zealand. All programmes at Levels 1-3 offered throughout New Zealand must have embedded literacy and numeracy tuition.

If you are studying at Levels 1-3, as part of your programme you will take part in a series of short literacy and numeracy assessments at the beginning and end of your course of study. These assessments will be conducted nationally and will give TEC a picture of the literacy and numeracy levels in New Zealand and also help us at TPP to help you as students.

**The assessments are confidential with individual information being used by programme staff and learning support if extra assistance is required.**

## 5.7 Polytechnic Equipment

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Students are reminded that TPP equipment remains the property of the Polytechnic at all times and may only be used under the direct supervision of staff. Equipment is not normally available to students outside hours and may not be removed from Polytechnic premises.

## 5.8 Computer Network

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Students' rights to use the TPP computer network is dependent on compliance with the Code of Conduct for Users of TPP Computing Facilities. This is on display in the computer rooms. Improper use of the computer network may result in your computer privileges being withdrawn.

## 5.9 General Rules and Information

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The general rules regarding behaviour, alcohol and drugs, etc., are contained in Section 3 of the General Programme Regulations (copy can be found at the back of this booklet).

### ***Lost Property***

Students are reminded that they are responsible for the safe keeping of their personal property and are advised to be conscious of the security of their valuables at all times. Enquiries regarding lost property items should be made at reception.

### ***Personal Property Insurance***

Students are reminded that **the insurance of all personal property is the responsibility of the owner of the property at all times**. This includes those items of property that are used during Polytechnic classes. (TPP insurance covers Polytechnic property only.) This is of particular significance to students whose classes take them off-campus, but also applies to personal property left in Polytechnic vehicles or buildings, even behind locked doors. Those students who do not already have all-risk cover for their personal effects can obtain cover through one of our local insurers.

### ***Student Parking***

**Greymouth Campus:** There is limited parking at the Greymouth Campus for students' cars. Bicycle racks are available on site for those who require them. There are two car parks for persons with disabilities located at the Greymouth Campus.

Students and staff are not permitted to park in the visitors' car park in front of the main steps. Cars parked in non-designated areas may be towed at the owner's expense.

Contact Student Support Services for information about parking on your campus.

### ***Student Illness or Injury***

A student who feels unwell should advise their tutor or reception. Students who are not able to attend class for more than three days due to sickness will be required to produce a medical certificate.

### ***Accidents or Injury***

A student who suffered any accident or injury during a programme activity must report that event to their tutor.



### ***Pre-Existing Medical Conditions***

Any pre-existing medical conditions must be disclosed on the enrolment form. This will ensure staff are aware of how to treat any situation that may arise. If you have a condition that has not been disclosed please ensure you advise staff immediately.

## **5.10 Emergency Procedures and Security**

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### ***Fire Drill***

If you discover a fire, operate the nearest fire alarm box and telephone the Fire Service (111).

If the fire alarm sounds, students should evacuate all areas and assemble at the designated assembly point for a roll check. Roadways must be kept clear for fire engine access.

### ***Earthquake Drill***

In the event of an earthquake, all persons should remain indoors but clear of heavy furniture, equipment and electrical fittings. All electrical appliances should be switched off.

### ***Security***

Polytechnic activities must be conducted in an atmosphere of trust. Nevertheless, any person who appears to be acting suspiciously should be reported immediately to a staff member.

## **5.11 Where to Get Help**

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**In addition to the services TPP provides, students needing help on issues with housing, law, study and social issues may contact the following organisations:**

### ***StudyLink/Work and Income***

StudyLink	0800 889 900
Work and Income	0800 559 009
Inland Revenue – general enquiries	0800 775 247
Inland Revenue – student loan enquiries	0800 377 778

### ***Tenancy Housing Issues***

Tenancy Services	0800 836 262
Electricity Complaints Commission	0800 223 340

### ***Counselling***

TPP Greymouth Campus	0800 877 787 (for appointments)
West Coast PHO (12-19 years may self-refer)	03 768 6182
Lifeline	0800 543 354

### ***Mental Health***

Mental Health (urgent) – West Coast	0800 757 678
Youth Line	0800 376 633
Life Line	0800 543 354
Parent Help	0800 568 856
Gambling Crisis Hotline	0800 654 655
Mental Health Crisis	Call 111 or contact your nearest hospital
Warmline (Cant/West Coast)	0800 899 276

**Health**

Aids Hotline 0800 802 437  
Disability Information Service – National 0800 693 342  
Healthline 0800 611 116

**Employment Relations Info Line** 0800 20 90 20

**Women**

Women’s Refuge 0800 733 843  
Rape Crisis 0800 88 33 00

**Legal Advice Community Law Services**

Citizens Advice Bureau 0800 367 222  
Youth Law Aotearoa 0800 884 529  
Canterbury/West Coast 0508 226 529  
Community Law Centre  
Auckland CBD Community Law Centre 09 377 9449

**Literacy**

West Coast Adult Learning Services 03 789 8031  
Adult Literacy Tamaki Auckland Inc 09 376 8457  
Literacy Aotearoa 0800 678 910

**Drug Alcohol Issues**

Alcohol & Drug Helpline (10.00 am-10.00 pm) 0800 787 797  
Needle Exchange Programme 03 366 9403 website: [www.needle.co.nz](http://www.needle.co.nz)  
09 356 7373 (Auckland)  
CADS (Community Alcohol & Drug Services) 09 845 1818, website: [www.cads.org.nz](http://www.cads.org.nz)  
Rata Alcohol and Drug Service 03 769 7805

**Budgeting Advice**

Budgetline 0508 283 438  
[www.familybudgeting.org.nz](http://www.familybudgeting.org.nz)  
Greymouth Salvation Army 03 768 5045

## 6. GENERIC PROGRAMME REGULATIONS

(Extracted from section 8 of the TPP Academic Statute)

### 8.1 Student Rights

The educational needs of students are of paramount importance to Tai Poutini Polytechnic. Students at Tai Poutini Polytechnic have the right to:

- 8.1.1 Receive competent teaching.
- 8.1.2 Access to accurate information before commencement about all key aspects of a course, including general methods of assessment, the Student Code of Conduct (see regulation [8.2 Student Code of Conduct](#)) and this Academic Statute which contains pertinent student information and regulations.
- 8.1.3 A well planned and co-ordinated educational programme which ensures:
  - (a) co-ordination of individual course workload requirements to allow full participation in each course of the students' approved educational programme;
  - (b) access to the information and resources required to enable students to complete their studies;
  - (c) information on all formally assessed courses is provided in writing within the first week of the course. In particular:
    - (i) Programme outline and objectives;
    - (ii) Assessment criteria and weightings, including assignment schedule and proposed deadlines for submission;
    - (iii) Examination timing, initial timetable, textbook and other course requirements;
    - (iv) Staff who have responsibility for the course and their position within the Polytechnic;
    - (v) Negotiated access to tutorial staff to raise course-related questions or to seek additional support.
- 8.1.4 Academic assessment which conforms to the following principles:
  - (a) The forms of assessment shall be both valid and reliable;
  - (b) Assessments shall be pre-determined and have associated pre-planned marking schedules;
  - (c) Students will receive final results within 21 working days of the final assessment date.
- 8.1.5 Comment confidentially on the overall services provided by TPP through relevant regulations, policies and procedures (e.g., student surveys, complaints, appeals).
- 8.1.6 Appeal assessment results through a formal procedure (see regulation [8.8 Academic Appeals](#)).
- 8.1.7 Access to their personal file in accordance with the Privacy Act of 1993.

- 8.1.8 Maintain privacy of personal information held by the Polytechnic, except where release of the information is:
  - (a) for the greater good of the public or Polytechnic in accordance with the Privacy Act of 1993;
  - (b) requested by parents of students under 18 years of age.
- 8.1.9 A safe learning environment.
- 8.1.10 Freedom from harassment and bullying.
- 8.1.11 Cultural sensitivity from all staff members of the Polytechnic.
- 8.1.12 Have access to health and counselling professionals for their essential wellbeing needs.
- 8.1.13 Seek confidential and impartial advice and support from Student Support Services.
- 8.1.14 Have student representation and input on bodies within Tai Poutini Polytechnic which make decisions affecting students, such as:
  - (a) Tai Poutini Polytechnic Academic Board; and,
  - (b) Programme Advisory Committees.
- 8.1.15 Utilise the opportunities made available to them at Tai Poutini Polytechnic.

## **8.2 Student Code of Conduct**

While attending Tai Poutini Polytechnic students have the responsibility to:

- (a) Abide by this Code of Conduct (as reproduced in the Student Information Handbook).
- (b) Abide by Programme Handbooks to meet the needs of specific programmes.
- (c) Be aware of and adhere to the Code of Conduct for Users of TPP Computing Facilities (on display in computer rooms, reproduced in the Computer Users Guide, and on the Terms and Conditions of Use screen during the login process).
- (d) Take responsibility for their own learning.
- (e) Share in the responsibility of a healthy, safe environment under the Health and Safety Act of 1992. Specifically:
  - (i) be aware of the hazards and comply with hazard controls and safety rules including reporting of potential hazards, accidents and near misses;
  - (ii) wear and use suitable protective clothing and equipment provided by TPP and as directed by staff;
  - (iii) students are expected to conduct themselves in an orderly way that does not, through action or inaction, endanger themselves or others.
- (f) Abide by the Copyright Act of 1994 and its amendments (refer to overview in Student Information Handbook or related policy within the QMS for details).
- (g) Respect the learning environment and property of TPP, and consider the rights of other members of the campus community.

- (h) Behave with integrity (honesty) during assessments. In order to avoid being suspected of cheating, plagiarism or other academic misconduct, students are expected to:
- (i) only submit material that is their own original work;
  - (ii) collaborate only as permitted;
  - (iii) acknowledge contributions from other writers using APA referencing style (6<sup>th</sup> edition). *Note:* failure to do this correctly may be regarded as plagiarism;
  - (iv) talk to no one except the assessor/supervisor;
  - (v) secure written and electronic work and log off computers when not in use (to prevent others from accessing and copying work);
  - (vi) understand what is considered to be academic misconduct and the implications that may ensue if found responsible of committing academic misconduct (see regulation [8.3 Academic Misconduct](#)).

### **8.3 Academic Misconduct**

- 8.3.1 Dishonest conduct of any student during a formal academic exercise (student academic misconduct, which includes cheating, lying, plagiarism and other dishonest acts, *refer to the Definitions section*) is regarded as a serious offence at TPP, and will be met with disciplinary action that may include withdrawal from programme of study and exclusion from enrolment in other programmes. See the flowchart [Appendix A1 Academic Misconduct](#) for the high level steps in this process.
- 8.3.2 Staff are expected to demonstrate integrity and to take appropriate steps to ensure students understand what constitutes academic misconduct. Prevention rather than punishment is the goal.
- 8.3.3 Students are informed of what behaviours constitute student academic misconduct and the possible penalties via published sources including this Academic Statute, the Student Information Handbook and the Programme Handbook.
- 8.3.4 Programmes may employ different definitions, preventative measures or disciplinary actions from those in this regulation, and these will take precedence provided they are:
- (a) specified in the relevant Curriculum Document in line with relevant external regulations (e.g., those set by NZQA or standard-setting bodies in regard to qualifications); and,
  - (b) published in the appropriate programme-specific information sources (i.e., Programme Information or Course Workbooks).

*(Note: this regulation does not cover unsatisfactory student attendance or academic progress (see regulation [8.4 Unsatisfactory Academic Performance/ Progress](#) or [8.13 Attendance](#))*

#### **8.3.5 Preventing Academic Misconduct**

Tutors are responsible for ensuring, before work is requested or assessment undertaken, that students:

- (a) are informed of the meaning and consequences of academic misconduct, including plagiarism and cheating (examples may be helpful);

- (b) are given clear instructions on expected standards and conduct in assignments and assessments, including:
  - (i) how to reference assignment work in APA referencing style;
  - (ii) how to avoid suspicion of cheating (see regulation [8.2 Student Code of Conduct](#));
  - (iii) a list of equipment/resources that are permitted in the assessment;
  - (iv) how and when to prepare and submit group work;
  - (v) instructions on including a declaration of authenticity on all submitted assessments. Students will include a declaration of authenticity, their signature and date, on the cover page of the submitted work, or in the case of online submissions, acceptance of a submission statement. The declaration will state *“I hereby certify that this assignment is my own original work, except where I have appropriately cited the original source. I further affirm that no one has written this assignment for me and I have not copied or used the ideas from similar assignments written by other students enrolled in the same programme of study.”*
- (c) are referred to the Programme Leader (or equivalent) or Head of Department if there is any doubt regarding their ability to meet the programme’s academic standards;
- (d) are presented with a manageable workload and a clear assessment calendar enabling adequate preparation time;
- (e) are given fair opportunities for reassessment, as set out in the programme regulations and covered within this Academic Statute.

*(Note: These measures are particularly important for international students, who may have a different understanding of what is acceptable.)*

### **8.3.6 Investigating Academic Misconduct**

- 8.3.6.1 Students will be informed of their rights during an investigation (see regulation 8.6.7 [Student Rights During Disciplinary Actions](#)).
- 8.3.6.2 Any assessor or other staff member who suspects academic misconduct must complete a written report regarding the incident or suspicion. This report should be completed as close as possible to the time in which the act was witnessed or any suspicion arose. Where possible and practical, an assessor or staff member who witnesses or suspects academic misconduct should seek verification from a third party, i.e. another tutor or their Programme Leader. This written report should then be submitted to the relevant Head of Department. Plagiarism may be indicated by changes in writing styles or familiar-looking passages, and can be investigated through manual checking of suspected sources or software such as Turnitin. Cheating may be obvious from a student’s behaviour, variations in style, and complaints from other students, and may be investigated using interviews with staff, students and other affected parties, and inspection of available evidence.

- 8.3.6.3 The Head of Department will conduct a preliminary investigation as soon as possible to determine the likelihood of the allegation being true. All students implicated or involved must be notified in writing that a preliminary investigation of student academic misconduct is underway. The notification must also describe the allegation (maintaining anonymity of the informant as necessary), advise students of their rights during an investigation, and state an intended date of completion (preferably within five [5] working days of the allegation).
- 8.3.6.4 In conducting the preliminary investigation, the Head of Department may seek to interview all students who are implicated or involved. Where it involves more than one student, they should be interviewed separately. During all meetings carried out in the investigation, a written record must be kept of people present, topics, decisions and dates, and this record agreed on by those present. Students are to be given sufficient time to seek advice, advocacy, and support from a person of their choice if they wish (the support person must not be implicated or involved in the allegation).
- 8.3.6.5 If academic misconduct is admitted or established, the Head of Department determines if this was intentional or unintentional. This decision should take into account:
- (a) how often and over what period the misconduct occurred;
  - (b) seriousness of the misconduct;
  - (c) any external standards that may exist regarding academic misconduct;
  - (d) history of the student(s) involved;
  - (e) the amount of information and assistance given to the student in attempting to prevent academic misconduct.
- 8.3.6.6 The Head of Department sends the completed preliminary report and evidence to the Faculty General Manager, and copies this to all students implicated or involved. If the preliminary report has not been completed by the indicated date, the matter is referred to the General Manager, who has the option of extending the timeline or abandoning the investigation.
- 8.3.6.7 The General Manager notifies involved/implicated students in writing of the status of the investigation and, where relevant, the likely date by which the final report will be completed. Staff and students are consulted as necessary in preparing the final report, which includes evidence and a recommendation on disciplinary action(s) to be taken (see regulation [8.6 Student Disciplinary Actions](#)). It is advised that the General Manager seeks agreement from implicated/involved students as to the fairness of the disciplinary recommendations.
- 8.3.6.8 The General Manager submits the final report to the next meetings of the Faculty Academic Committee and Academic Board, ensuring that student anonymity is maintained through the use of identity numbers or pseudonyms. The report is copied to all implicated/involved students. Students are given 10 working days to lodge an appeal before any disciplinary action is taken.

## 8.4 Unsatisfactory Academic Performance/Progress

8.4.1 Students whose progress is considered by the HOD/General Manager to be unsatisfactory may be withdrawn from the programme of study following the steps outlined below. See the flowchart in [Appendix A2 Unsatisfactory Academic Progress](#) for the high level steps in this process.

8.4.2 Students will be given notice in writing of unsatisfactory performance and an opportunity to fulfil programme requirements satisfactorily, before the withdrawal process commences.

8.4.3 Students should refer to each course's assessment guidelines for the academic requirements to be met.

8.4.4 Students may appeal against a decision to withdraw them by using the process outlined in regulation [8.7 Appeals](#).

### **8.4.5 Warnings:**

Students are entitled to two written warnings from the Tutor or Programme Leader (or equivalent). These may be given via email or letter as appropriate. The minimum length of time between warnings is one teaching week.

### **8.4.6 First Warning regarding lack of attendance/academic progress:**

This will identify to the student perceived inadequate performance and the action required to rectify the situation. The student will have at least one teaching week to provide an explanation to be recorded and a copy held in the student's file. Referral to Student Support Services may be appropriate.

### **8.4.7 Second Warning regarding lack of attendance/academic progress:**

This will identify to the student the continuing areas of perceived inadequate performance and will require the Tutor/Programme Leader (or equivalent) and student to meet to discuss options available to the student. These options include:

- (a) Continuation, providing that criteria and timeframes agreed by Tutor/Programme Leader (or equivalent) and student are met;
- (b) Voluntary withdrawal (see regulation [8.12.1 Voluntary Withdrawal from Programme](#)). In most programmes of study, this is only appropriate before halfway through term 3, owing to the way in which results are reported and the time-consuming nature of the consultation process.

(Note: Where a student does not attend the meeting, compulsory withdrawal may still be actioned.)

8.4.8 A written record of this meeting must be agreed with all parties present and forwarded to the Head of Department. Before any disciplinary action is to be taken, the student will be given at least one further course week to show reasonable compliance with one of the options given.



#### **8.4.9 Compulsory Withdrawal:**

The Head of Department writes a memo to the Chief Executive requesting compulsory withdrawal of the student from his/her programme of study. This memo must include a written record of all warnings and disciplinary meetings with the student, plus any other relevant evidence.

The Chief Executive may:

- (a) Delegate a staff member to commence withdrawal of the student without consent as per parts 8.12.1.6 and 8.12.1.7 of [Voluntary Withdrawal from Programme](#);
- (b) Specify alternative measures (e.g., remedial actions).

#### **8.4.10 Fees Liability**

A student who has been withdrawn without consent remains liable for administration fees and unpaid accounts, and is not entitled to a refund. Refer to the Student Fees Policy within the QMS for details.

### **8.5 Student Misconduct (Non Academic)**

#### **8.5.1 General**

8.5.1.1 Students must conform to the Student Code of Conduct (see regulation [8.2 Student Code of Conduct](#)). Disciplinary action will ensue if a student does not comply with the Code of Conduct or does not abide by the regulations set forth in these Generic Programme Regulations or as indicated in the Programme Information Handbook. See the flowchart [Appendix A3 Student Misconduct Non Academic](#) for the high level steps in this process.

8.5.1.2 Examples of serious misconduct are those that:

- (a) Adversely affect (or have the potential to adversely affect) the safety of other students or staff at TPP, or
- (b) Are likely to bring the name of TPP or its quality standards into disrepute or,
- (c) Involve behaviour considered to be seriously inappropriate for a student of TPP, or
- (d) Are recurring misconduct, not necessarily for the same offence.

8.5.1.3 Only currently enrolled students are permitted to attend classes and use TPP facilities except as otherwise prior approved by the Chief Executive.

8.5.1.4 Students under suspension by the Chief Executive are not permitted on TPP grounds unless specifically requested to attend meetings in respect of said suspension.

### **8.5.2 Alcohol and Drugs**

- 8.5.2.1 Students may not introduce or consume alcohol, drugs or controlled substances (other than prescription) within any TPP campus, learning facility or in any situation where they are under the supervision of a tutor (e.g., field trips), with the exception of alcohol for alcohol-related studies included within the Tourism and Hospitality mainstream and community education curricula, or other functions authorised by the Chief Executive.
- 8.5.2.2 Students on safety sensitive programmes may be subjected to drug testing. This will be stated within programme/course information if it is to be the case. Refer to the QMS policy, Student Drug and Alcohol Testing for Safety Sensitive Programmes.
- 8.5.2.3 Students must not misuse drugs or alcohol on any TPP premises, including but not limited to TPP accommodation, campuses, learning facility or training sites, or during off campus course-related activities.
- 8.5.2.4 Any student who is demonstrating behaviour consistent with that which is influenced by alcohol or drugs may be suspended from classes for that day. Suspension will be reported to the line manager by the end of that day. Further disciplinary actions may also ensue.
- 8.5.2.5 Buying and selling of prohibited drugs on campus or other recognised TPP sites will result in suspension from class and possible further disciplinary actions.

### **8.5.3 Health and Safety**

- 8.5.3.1 In terms of the Health and Safety in Employment Act of 1992 and the TPP Health and Safety Policy, a general duty is imposed on the “employer” to take all practicable steps to ensure the safety of “employees” while at work. In the exercise of this duty students are required to comply with and observe the following:
  - (a) provide and wear suitable protective clothing while attending practical classes;
  - (b) to utilise protective equipment provided by and as directed by the staff of TPP;
  - (c) comply with TPP’s Health and Safety policy within the QMS which includes reporting all injuries, near misses, incidents or potential hazards in order to improve the health and safety of others. Students should inform their tutor or a Student Support Officer of all health and safety incidents or concerns so these may be logged within TPP’s Vault system.
  - (d) Students are expected to conduct themselves in such a way that is:
    - (i) conducive to good order and discipline; and
    - (ii) that by their action(s) or by their inaction they do not endanger themselves or other person or persons.

8.5.3.2 Failure to observe these requirements may, at the discretion of the Chief Executive, result in the exclusion from class or suspension from attending TPP.

**8.5.4 *Damage to Property***

The cost of repairing damage to TPP property must be met by the student(s) responsible.

**8.5.5 *Food and Beverages***

The consumption of food and beverages is not permitted in classrooms, workshops, or the library, except where authorised as part of course work. Water bottles may be taken into classes with the permission of the programme tutor.

**8.5.6 *Audio Devices***

The use of audio devices (including but not limited to, for example, MP3 players/iPods, radios) in classrooms, workshops, or the library is not allowed unless authorised by the programme tutor, or required for completion of course work or to aid in learning support.

**8.5.7 *Communication Devices***

The use of communication devices (including but not limited to, for example, cell phones, iPads and social networking sites) during class time is forbidden. A tutor may, however, allow exceptions to this if this constitutes an aspect of the teaching.

**8.6 Student Disciplinary Actions**

8.6.1 Disciplinary actions will ensue if a student, through action or omission, fails to comply with these Generic Programme Regulations, any other relevant TPP policy, procedure or regulation, breaches the Student Code of Conduct, or is accused of academic or non-academic misconduct or unsatisfactory academic progress.

8.6.2 The Chief Executive is responsible for the discipline at TPP and may suspend from attendance any student until the matter is investigated, reporting the student's action to the Academic Board at its next meeting. Programme management staff are to be notified of incidents as soon as possible.

8.6.3 An equitable and transparent investigation will proceed to determine if the student is culpable of the alleged misconduct or serious misconduct.

8.6.4 Students will be made aware of their [rights during a disciplinary procedure](#).

8.6.5 A neutral panel will be established (by the HOD or General Manager) to investigate the alleged incident. Witnesses may be interviewed to testify regarding the incident. A documented report will be produced which will be available to all parties involved on request. After deliberation, the Hearing Panel, HOD or General Manager may recommend to the Chief Executive the imposition of any or a combination of the following disciplinary actions:

- 8.6.5.1 Possible corrective educative processes (primarily for unintentional student academic misconduct):
- (a) tutor or other person known to the student facilitates discussion with an appropriate staff member;
  - (b) tutor refers student to Student Support Services for setting up a formal contract involving development of specific skills over a defined timeline;
  - (c) tutor sets additional work for the student (e.g., an assignment designed to assess whether the student has learned the appropriate skills).
- 8.6.5.2 Possible disciplinary actions (primarily for intentional student academic misconduct):
- (a) The General Manager/HOD issues a formal written warning;
  - (b) The Registrar inserts a note stating “student academic misconduct” on the Academic Transcript for a specified length of time;
  - (c) The tutor deducts marks/grades or issues “Not complete” for the assessment in question;
  - (d) Registrar cancels credit already awarded if student academic misconduct is established after results have been reported;
  - (e) Tutor requires reassessment (this may be counted as one of the student’s formal reassessment opportunities - refer to the programme’s Curriculum Document and see regulation [8.14 Assessment](#));
  - (f) Chief Executive authorises compulsory withdrawal from programme of study (see regulation [8.12.3 Compulsory Withdrawal](#));
  - (g) Chief Executive authorises refusal of entry into other TPP programmes;
  - (h) Chief Executive authorises exclusion from TPP premises.
- 8.6.5.3 Possible disciplinary actions (primarily for non-academic misconduct):
- (a) A contract with specific conditions to be met;
  - (b) Suspension for a specified period of time;
  - (c) Withdrawal from course or programme of study;
  - (d) Expulsion from TPP;
  - (e) Legal action.

#### **8.6.6 Fees Liability**

A student who has been withdrawn without consent remains liable for administration fees and unpaid accounts and is not entitled to a refund.

#### **8.6.7 Student Rights during Disciplinary Actions**

At all times during the disciplinary procedure, all students involved/implicated will have the right to:

- (a) Advocacy, support and counselling;
- (b) Confidentiality (Refer to QMS Policy on Protected Disclosure of Information) this right extends to students and staff as well as anyone else involved;
- (c) Access to their personal information including their personal files, written allegations, and all reports in which they are mentioned (in accordance with the Privacy Act of 1993);
- (d) Access to relevant TPP policies, regulations and other printed material relevant to the incident;

- (e) Discuss issues with their tutors and to lodge a formal complaint (see regulation [8.27 Student Complaints](#));
- (f) Appeal any decision relating to themselves (see regulation [8.7 Appeals](#) or [8.8 Academic Appeals](#));

## **8.7 Appeals**

- 8.7.1 A student may appeal against a decision made by tutors, assessors, the Academic Board or the Chief Executive.
- 8.7.2 The following principles will be adhered to for all appeals:
  - (a) Impartiality: the investigation must be carried out in a manner equitable and fair to all parties;
  - (b) Promptness: any action taken with regard to an appeal must be taken as soon as practicable after the event;
  - (c) Communication: all parties to the appeal must be kept informed of the progress and outcome;
  - (d) Protection of the parties: the process must protect the rights of all parties involved both during and after the process.

## **8.8 Academic Appeals**

- 8.8.1 The decision being appealed against must relate to at least one of the following areas:
  - (a) Academic progress;
  - (b) Prior learning recognition or credit transfer;
  - (c) Aegrotat pass;
  - (d) Admissions;
  - (e) Graduation; or
  - (f) Any other academic process or decision.
- 8.8.2 Students must lodge their appeal in writing within ten (10) working days of being advised of an academic decision.
- 8.8.3 Appeals must be addressed to the HOD and include:
  - (a) All relevant information and documentation in the student's possession;
  - (b) a summary of the grounds for the appeal;
  - (c) details of the remedy or desired outcome sought; and
  - (d) any supporting evidence.
- 8.8.4 A letter of acknowledgement will be sent to the student.
- 8.8.5 The HOD will investigate and make a recommendation to the Director - Academic and Quality. A decision will be made to:
  - (a) Uphold the original decision;
  - (b) Revoke the decision; or
  - (c) Substitute an alternative decision.
- 8.8.6 The decision will be reported to the student within two (2) and no later than five (5) working days of the receipt of the recommendation.

- 8.8.7 Appeals against the decision may be made within ten (10) working days to the Chief Executive.
- 8.8.8 Any appeal upheld concerning assessments or marking schedules must be recorded in the programme file, and specifically addressed by a review of the assessment or marking schedule prior to said instrument being used again.
- 8.8.9 Appeals against decisions made by the Director - Academic and Quality or any Board or Committee may be made to the Chief Executive within ten (10) working days of being advised of an academic decision.
- 8.8.10 Appeals must include:
- (a) All relevant information and documentation in the student's possession;
  - (b) a summary of the grounds for the appeal;
  - (c) details of the remedy or desired outcome sought; and
  - (d) any supporting evidence.
- 8.8.11 A letter of acknowledgement will be sent to the student.
- 8.8.12 The Chief Executive or their appointee will investigate and make a report to the Academic Board.
- 8.8.13 The Academic Board will make the final decision. The decision will be made to:
- (a) uphold the original decision;
  - (b) revoke the decision; or
  - (c) substitute an alternative decision.
- 8.8.14 The decision will be reported to the student within two (2) working days.

## **8.9 Non-Academic Appeals**

- 8.9.1 A student may request for the appeal of a disciplinary hearing outcome. This request must be made in writing to the Chief Executive within ten (10) working days of the notification of the disciplinary hearing outcome.
- 8.9.2 The Chief Executive shall notify the student, Director - Academic and Quality and the respective general manager of the decision in writing as soon as practicable. When a penalty has been imposed, the letter must advise the student that "in accordance with Section 194(2) of the Education Act of 1989, you have the right to request the Council to review, or arrange for the review of, the amount of the penalty, the imposition of the penalty or both".
- 8.9.3 A request by a student to the Council for the appeal of the Chief Executive's decision must be made in writing to the Council within five (5) working days of the notification of the Chief Executive's decision.
- 8.9.4 The Chair of the Council will appoint a three (3) member appeals committee within ten (10) working days of the receipt of the appeal.

- 8.9.5 The Council Appeals Committee shall notify the Chair of Council of their findings, in writing within twenty (20) working days of the receipt of the appeal.
- 8.9.6 The Chair of the Council shall notify the student, Chief Executive, Director - Academic and Quality, and general manager of the Council's decision, in writing, as soon as practicable.

#### **8.10 Domestic Student Entry Requirements**

In accordance with Section 20 of the Education Act 1989, no domestic student under the school leaving age of 16 years may be admitted for any qualification or course at the Institute unless, under Section 25B of the Education Act 1989, permission has been granted by the Principal of the school at which the student is enrolled or, under Sections 21 and 26 of the Education Act 1989, the student has been exempted from attending school by a designated officer of the Ministry of Education. Documentary evidence of Principal permission or Ministry exemption is required before the enrolment of a person under the age of 16 years may proceed.

#### **8.11 Disabilities**

To ensure students with a disability or impairment are treated equitably regardless of gender, age, cultural background, type of impairment or when or how the impairment was acquired, it is essential to invite disclosure at point of engagement.

If students have a disability or impairment that is likely to impact on their ability to participate or demonstrate competency in any aspect of their qualification/course, they should contact the Disabilities Co-ordinator prior to enrolment in order for an appropriate assessment of their needs and suitable arrangements can be made.

If a student is identified part way through a course as struggling because of an undisclosed disability or impairment, prompt solutions are required. This may necessitate alternative arrangements until negotiated suitable resolutions are undertaken.

#### **8.12 Student Withdrawal**

##### ***8.12.1 Voluntary Withdrawal from Programme***

- 8.12.1.1 A student withdrawing from a programme of study must advise TPP in writing. A form for entry of the required details is available from the HOD or the Student Support Services Team.
- 8.12.1.2 Students have a right to withdraw voluntarily at any point in the programmes of study. Where this occurs under exceptional circumstances, students may be eligible for an aegrotat pass or a Compassionate Scholarship.
- 8.12.1.3 The tutor or Programme Leader (or equivalent), upon learning that a student is considering voluntary withdrawal, meets with the student to discuss topics that should include:

- (a) reasons for withdrawal (these should be recorded for summary and analysis in the Programme Annual Self-Assessment report [PASA]);
- (b) referral to Student Support Services;
- (c) arrangements that could be made within the programme to assist the student in completing (e.g., altered timetable, reassessment opportunities, study aid);
- (d) academic and career implications (e.g., affect on meeting entry requirements and person specifications for programmes and jobs of interest).

8.12.1.4 The tutor/programme management staff may refer the student to the following staff for further advice:

- (a) Student Support Services staff to discuss available support options;
- (b) Registry staff to discuss financial implications (loss of allowance, repayment of student loan, loss of visa for international students);

8.12.1.5 If the student still wishes to withdraw and they are unable to return to a TPP campus, programme staff will complete the Application for Withdrawal form on the student's behalf, and submit this to the Programme Leader (or equivalent).

8.12.1.6 Programme management staff will complete Part 2 of the Application for Withdrawal form, attach results advice, and pass the form to the Registrar.

8.12.1.7 The Registrar completes Part 3 of the Application for Withdrawal form. This involves:

- (a) informing StudyLink, Work and Income New Zealand, and other external and internal parties as necessary;
- (b) changing the student's enrolment status in the Student Management System to "withdrawn";
- (c) filing the Application for Withdrawal form and any related documentation; and,
- (d) where requested by the student, provide an official academic transcript listing dates, grades and other details of programmes or courses that have been completed (refer to QMS policy on Reporting and Results).

### **8.12.2 Fees Liability and Refund**

8.12.2.1 A student who has withdrawn voluntarily remains liable for administration fees and unpaid accounts, but may be eligible for a refund, depending on how much of the programme has been completed. Refer to the QMS policy on Student Fees for details.



- 8.12.2.2 Voluntary withdrawal under exceptional circumstances:
- (a) When a student mentions withdrawing due to exceptional circumstances, the programme management staff member's initial consideration should be whether an aegrotat pass would be (a) applicable and (b) preferable in that it may enable the student to complete his or her programme of study (see regulation [8.17 Aegrotat Pass](#)).
  - (b) Before the student applies for the Compassionate Scholarship, he or she must first commit to voluntary withdrawal. To do so, the Programme Leader (or equivalent) and student complete regulation steps 8.12.1.1-8.12.1.6 above.
- 8.12.2.3 Once the Programme Leader (or equivalent) has received the student's Application for Withdrawal with Part 1 completed, the Programme Leader (or equivalent) supplies the student with a Compassionate Scholarship Application form and asks the student to:
- (a) Read the Terms of Reference on the reverse side;
  - (b) complete all sections;
  - (c) attach supporting documents; and
  - (d) submit to the Chief Executive by the due date.
- 8.12.2.4 The Programme Leader (or equivalent), Enrolments Officer and Registrar complete regulation step 8.12.1.7. It is suggested that these actions take place *after* the student has submitted the Compassionate Scholarship Application to meet the timing requirements for submission of the application.
- 8.12.2.5 The Chief Executive will consider all Compassionate Scholarship applications received biannually, and report the decision to Academic Board at the next available meeting.
- 8.12.2.6 The Director - Academic and Quality provides written notification of the decision and any terms and conditions of the Scholarship to applicants, and relevant Programme Leaders (or equivalent). The Director - Academic and Quality also ensures all documents relating to the award are filed.
- 8.12.2.7 Applicants have a right to appeal a decision made. See regulation [8.7 Appeals](#).
- 8.12.2.8 **Fees liability and refund:** A student who has withdrawn under exceptional circumstances remains liable for administration fees and unpaid accounts. Where a Compassionate Scholarship has *not* been granted, the student may be entitled to a refund, depending on how much of the programme of study has been completed. Refer to the Student Fees policy within the QMS for details.

### **8.12.3 Compulsory Withdrawal**

- 8.12.3.1 There are two main circumstances under which staff may seek compulsory withdrawal of a student:
- (a) the student has made unsatisfactory academic progress or shows poor attendance (see regulation [8.4 Unsatisfactory Academic Performance/Progress](#));
  - (b) the student has been intentionally involved in academic misconduct (see regulation [8.5 Academic Misconduct](#)) or a serious breach of discipline (see regulation [8.6 Student Disciplinary Actions](#)).
- 8.12.3.2 While both circumstances may lead to compulsory withdrawal, the actions taken by the Chief Executive in the case of circumstance “b” above, can be more immediate, dispensing with warnings and rectifying actions.
- 8.12.3.3 At each stage in this procedure, students will be advised of their rights. See regulation [8.1 Student Rights](#).

### **8.13 Attendance**

- 8.13.1 Students must meet the attendance requirements of their programme. They must seek approval from their tutor if they are going to be absent.
- 8.13.2 Programme specific regulations may specify that a student must attend a specified percentage of the programme to complete academic requirements (e.g., 80%). These requirements will be ratified by the Academic Board and publicised prior to programme commencement. In order to receive student allowances, students must meet programme and attendance requirements.
- 8.13.3 Students are required to be punctual at all times. Students arriving late or wishing to leave early may be required to provide an explanation to their tutor and may be recorded as absent.
- 8.13.4 Every effort should be made to arrange medical, dental and related appointments outside of scheduled class hours.
- 8.13.5 Students may be withdrawn as a result of lack of attendance prior to programme completion, according to regulation [8.3 Academic Misconduct](#).
- 8.13.6 A student who feels unwell should advise their tutor or the receptionist and give information to assist in dealing with the situation if possible.

### **8.14 Assessment**

- 8.14.1 All programmes of study will have assessment practices which are educationally sound and which adhere to legislative requirements and recommendations made by NZQA and other prescribed standard-setting bodies.

8.14.2 Students have the right to be assessed in te Reo Māori. Any student wishing to do this should advise the Te Kaiwhakahaere o Mātauranga Māori (The Director of Māori Education) preferably at the start of the programme of study, but no later than six weeks prior to the assessment due date. Refer to the QMS policy, Assessing Student Work presented in te Reo Māori, for further details.

## **8.15 Tests and Examinations**

8.15.1 Requirements and conditions for the conduct of tests and examinations specific to a qualification/course shall be clearly outlined in the approved qualification document and/or course outlines, and shall include the following aspects:

- (a) Times and dates of tests/examinations;
- (b) The type of test/examination;
- (c) Availability and use of aids or written material.

8.15.2 Times and venues for tests/examinations shall be notified to students not less than four weeks before the tests/examinations are to be held.

8.15.3 Permission to sit a test or examination at a time or place other than that designated, must be obtained from the tutor at least two weeks prior to the scheduled test/examination date. Such permission will be granted only in exceptional circumstances and where ample supervision, satisfactory to two programme staff members, including a programme staff member with management responsibility (i.e., the Programme Leader, HOD, or General Manager, can be arranged.

8.15.4 Where special facilities/support are required to sit a test/examination, arrangements must be made with the tutor, in cases where special needs have occurred unexpectedly, as soon as possible following the occurrence of such needs to enable arrangements to be made prior to the scheduled test/examination date.

8.15.5 Formal tests and examinations shall comprise such written, oral and/or practical tests and examinations as the tutor may determine with the prior approval of the Faculty Academic Committee in conjunction with programme management staff and subject to pre-moderation.

8.15.6 Tests and examinations held under the authority of other bodies or external agencies will be conducted and administered under the provisions and regulations set by those organisations.

8.15.7 Test/examination papers may be released to students in advance of the test/examination where course outlines permit or where the FAC has given its approval.

8.15.8 Communication devices must be turned off during tests/examinations unless they are an integral requirement for completion of the test/examination and have been approved for use by the tutor.

8.15.9 No food or drink, other than sipper bottles, are permitted during tests/ examinations unless required for the assessment.

- 8.15.10 Students must provide answers which constitute their own work and must not copy the work of others.
- 8.15.11 Any dishonest practice occurring in a test or examination, or in the submission of work, will result in disciplinary action which could result in exclusion from any programme/course at TPP.

## **8.16 Submission and Return of Assessments**

- 8.16.1 Assessments must be presented in the required format as specified in course outlines and submitted by the due time/date.
- 8.16.2 Students who choose to email assessments are responsible for ensuring the email was received by the tutor on or before the due date of the assessment.
- 8.16.3 Students must retain a copy of their assessments, as a lost assessment is not a valid reason for a re-submission or aegrotat consideration.
- 8.16.4 Students will receive results of assessments within 21 working days of the assessment date, unless negotiated otherwise and final results within five working days of the final assessment date.
- 8.16.5 If the student is unsatisfied with the final assessment decision or any aspect of the assessment process, they should discuss this with their tutor in the first instance. Where the student is still unsatisfied, they have 10 working days within which to formally appeal to the Lead Tutor/ Programme Leader (or equivalent) or Head of Department.
- 8.16.6 For moderation purposes, a minimum of three samples per year of marked student work from each assessor for each unit must be kept by the tutor.
- 8.16.7 Individual students' work (or a copy thereof) submitted for assessment, together with assessment feedback used to mark the assessment, shall be made available to students for **viewing**, and notification of results shall be provided within 21 working days of the assessment date.
- 8.16.8 Assessment work will either be returned or made available for collection by the student one year following the completion of the course. Any uncollected work will be destroyed one year following the completion of the course.

## **8.17 Aegrotat Pass**

- 8.17.1 Where a student is unable to present work for assessment at the time it is due or attend a test or examination, for reasons of illness, injury or other exceptional circumstances beyond the student's control, the student may apply for an aegrotat pass in the programme of study.

- 8.17.2 A student may also apply for an aegrotat pass or reconsideration of the student's grade on the grounds of impaired performance due to exceptional or unforeseen circumstances. In all cases supporting documents are required.
- 8.17.3 Students wanting to apply for an aegrotat pass should apply in writing to the HOD of the appropriate department supplying the following information:
- (a) the reason for not completing the assessment;
  - (b) any medical certificates or other relevant documentation;
  - (c) a copy of all results received to date on the programme;
- 8.17.4 The General Manager will refer the matter to the Programme Leader (or equivalent) for a report and recommendation.
- 8.17.5 The report and recommendation will be presented to the Faculty Academic Committee, who will make a decision.
- 8.17.6 The decision will be reported to the Programme Leader (or equivalent) and the student by the Faculty Academic Committee Secretary.

## **8.18 Conceded Pass**

- 8.18.1 Only one conceded pass may be granted for any student for a given qualification.
- 8.18.2 Students may not apply for a conceded pass. The decision to consider a conceded pass is at the discretion of the Programme Leader (or equivalent) or Lead Tutor/Tutor.
- 8.18.3 A conceded pass will only be awarded in cases where it can be shown that the student's inability to pass the assessment resulted from circumstances beyond their control that limited their opportunity to develop the necessary skills or knowledge. Where the circumstances relate to the student's opportunity to be assessed, an aegrotat pass should be considered.
- 8.18.4 To be granted a conceded pass the student must have passed all other units/courses in the programme of study.
- 8.18.5 The Programme Leader (or equivalent)/Tutor should forward a copy of the student's academic results and a recommendation to the Academic Board, via the Faculty Academic Committee, for consideration.
- 8.18.6 If granted, the conceded pass will show on the academic transcript as "Conceded".

## **8.19 Extensions**

- 8.19.1 Programmes may set their own policy for extensions within each programme.
- 8.19.2 Each programme's policy will be fair, academically justifiable and practical and advised in the Programme Handbook.

- 8.19.3 Extensions beyond the end date of the programme may be granted by the programme management staff in special circumstances only. All extensions will be approved at the Faculty Academic Committee meetings.
- 8.19.4 The Programme Leader (or equivalent) may grant extensions within the start and end dates of the programme in discussion with the student.
- 8.19.5 A file note including the name of the student and the new due date should be kept in the Programme File.
- 8.19.6 Students may apply for extensions beyond the end date of the programme by writing to the Programme Leader (or equivalent) at least 14 days prior to the end of the programme stating the reasons for requiring the extension.
- 8.19.7 The Programme Leader (or equivalent) will reply in writing within seven (7) days. If the circumstances are deemed appropriate, permission will be given, and the length of extension stated. The length of the extension will not exceed 28 days. These will be approved by the Faculty Academic Committee.
- 8.19.8 The Registrar will be sent a copy of the letter of response.
- 8.19.9 Copies of the student application and the letter of response will be kept in the Programme File.

## **8.20 Reassessment**

- 8.20.1 Each programme will describe, in its Programme Handbook, the Reassessment policy that applies to students enrolled in that programme.
- 8.20.2 Each programme's policy will be fair to students, academically justifiable, practical to administer, and meet all requirements of the standard setting body. The policy will include:
- (a) a clear definition of what constitutes reassessment;
  - (b) any circumstances under which students are excluded from reassessment;
  - (c) any circumstances under which reassessment will incur a cost to the student;
  - (d) the conditions under which reassessment takes place;
  - (e) how any reassessment is recorded.

## **8.21 Prior Learning (RPL)**

- 8.21.1 Prior Learning (PL) is the recognition of a student's learning gained through previous experience. It involves a range of processes whereby the student provides evidence or can demonstrate that (through either formal and/or informal learning) they have the skills, knowledge and or abilities of specific learning outcomes associated with a programme of study. The essential element of PL is that evidence is provided by an individual to support their claim for competence against a given set of standards or learning outcomes.

8.21.2 While the nature of the prior learning - the length, place, method of learning and the fact that that the learning may have taken place a number of years ago does not matter the student must still be able to demonstrate the skill and knowledge they have is current.

8.21.3 TPP recognises three separate pathways for students to apply for PL recognition.

8.21.4 Assessment of Current Competency (ACC) is where informal learning experiences and/or current competency is assessed. This involves a student either:

- (a) Completing an assessment activity for a learning outcome without undertaking the required course of study.
- (b) Presenting evidence, usually in the form of a portfolio that demonstrates competence resulting from aspects of an applicant's professional and or personal life.

Using this evidence the tutor then makes an assessment of competence against the learning outcomes applied for and when completely confident that the student is able to meet the criteria recommends PL is recognised and the course or standards be awarded.

8.21.5 Credit Transfer (CT) is a process whereby the same credit already achieved for one qualification is recognised toward a new qualification. This is recognition of formal learning. The course or unit being assessed may have been awarded by either TPP or another provider. Students make application for a credit transfer by presenting to a tutor a transcript of academic learning. The tutor then verifies the course and/or unit standards achieved are the same as those of the course applied for before making a recommendation that the PL is recognised.

8.21.6 Cross Credit (CC) is a process whereby a similar credit already achieved for one qualification is recognised toward a new qualification. Again this is recognition of formal learning and the course or unit being assessed may have been awarded by either TPP or another provider. In order for consideration to be given for a cross credit the courses and unit standards achieved must be regarded as equivalent to those applied for. Students make application for a credit transfer by presenting to a tutor a transcript of academic learning. The tutor then conducts an evaluation of equivalence between the two programmes of study. The tutor must be certain that any recognition of course and or unit standards achieved are at the same level or higher and that there is 80% alignment between learning outcomes before a PL is recognised.

8.21.7 PL applications should be made by completing the form SF002 Application for Prior Learning, available in the QMS.

8.21.8 Applications must to be initiated by the student before unit standard or course delivery.

8.21.9 In consultation with the student the tutor determines the most appropriate means of assessing the student's prior knowledge.

Assessment options include:

- (a) completing an appropriate assessment activity
- (b) compiling and presenting a portfolio of evidence;
- (c) checking and/or analysing academic transcripts

8.21.10 The student's responsibilities include providing evidence and/or undertaking assessment tasks.

8.21.11 The tutor's responsibilities include conducting assessments, evaluating evidence, verifying evidence and making the recommendation for PL recognition.

8.21.12 In making the recommendation the tutor will ensure:

- (a) the unit/course is delivered in such a way that the student can be exempted from the delivery without affecting learning or assessment for other parts of the course; and
- (b) to grant credit would not jeopardise the student's or others' safety, or the student's ability to meet the graduate profile.

8.21.13 SAC EFTS funding cannot be applied to assessment-only activities (including CT and CCs). Except in the case of CTs, a fee is charged to the student for PL recognition. The cost will include an initial non-refundable application fee of \$50.00. Following confirmation by the tutor that the student has access to evidence that is likely to support the application, a fee per credit will be charged to complete the PL recognition process. In determining the per credit fee the Programme Leader (or equivalent), HOD and/or General Manager will take into consideration staff time, resources, and any other additional costs. The minimum set fee will be \$5.00 per credit (GST exclusive). In some cases the total fee can be higher than the student fee for the course.

8.21.14 On completion of the assessment component the tutor will verify the evidence presented by the student meets the requirements for achievement of the learning outcome. The tutor will present the evidence and application to the HOD/General Manager who will review it and present the recommendation to the Director - Academic and Quality for approval.

8.21.15 should the tutor not find sufficient evidence to award the credit they will inform the student of the outcome and that they have the right to Appeal the decision under [Regulation 8.8 Academic Appeals](#). The tutor will complete the form verifying the non-achievement and forward to the Programme Leader for filing in the Programme File pending any appeals under the Academic Appeals process.

8.21.16 Once approval is obtained from the Director - Academic and Quality the tutor must enter the result for the student in the results management system (Aplus+ if applicable and Artena). In the case of Credit Transfers and Cross Credits the transcript will show CT or CC for that unit except where SSB rules apply.



- 8.21.17 The tutor must retain a copy of the Application for Prior Learning form in the Programme File.
- 8.21.18 A summary of requests for assessment of prior learning should be included in the Programme Annual Self-Assessment Review. If there are sufficient in number it should include an identification of any trends in terms of applications, assessment methods and an evaluation of the effectiveness of the assessment methods used in verifying appropriate levels of evidence.
- 8.21.19 No partial credit for units or courses, where assessments are integrated, are possible under Prior Learning recognition processes.
- 8.21.20 All applications covered by this regulation will be processed in accordance with TEC Rules and Conditions for Admission including ENR017 and Rule ENR018.
- (a) Rule ENROL 17-Recognised prior learning (RPL) requires clear documentation showing why the decision was made to accept RPL.
  - (b) Rule ENROL18 -TEOs must not claim funding for recognised prior learning credited to a learner.

## **8.22 External Examinations**

Students are responsible for checking pre-entry requirements, regulations and examination closing dates; for ensuring that their examination applications and fees are forwarded to TPP's programme staff as early as possible; and for ensuring they arrive to take the examination at the correct time, date and venue.

*(Note that the quoted fees DO NOT INCLUDE EXTERNAL EXAMINATION FEES unless this is stated in programme marketing material and information booklets.)*

## **8.23 Students' Records**

The Registrar keeps permanent records of students' academic history. Students completing or withdrawing formally from programmes, who have met all their obligations to TPP, are entitled to an official transcript giving dates, grades and other details as applicable of recognised programmes or sections of programmes that they have completed. TPP will manage this personal information in accordance to the Privacy Act of 1993. Academic records will be managed in accordance with the Public Records Act of 2005.

## **8.24 Student Guidance and Support**

- 8.24.1 TPP will provide a range of support services for students including but not limited to:
- (a) actively working to create a positive and inclusive learning environment;
  - (b) pastoral care of students provided by staff, including referrals to community agencies;
  - (c) maintaining the wellbeing of students, including referrals to health specialists;
  - (d) providing reasonable accommodation to students identified with learning and disability needs, to lower barriers to participation;
  - (e) monitoring of academic progress to achieve higher rates of retention and success.

*(Note: these regulations compliment rather than replace the [Code of Practice for International Students](#).)*

8.24.2 Guidance and support for students enrolled in courses of 20 credits or less at off-main campus sites is conducted on an as-needed basis after verbal or written notification or via 0800 TPP SUPPORT (0800 877 787) phone number.

8.24.3 Student support will generally fall into three areas: learner support, disability and medical support, and pastoral care.

#### **8.24.4 *Learner Support***

8.24.4.1 All tutors should actively monitor students for indications that individuals are finding difficulty with the academic requirements of the course or programme. Such signs include but are not limited to:

- (a) little or no active participation during classes;
- (b) lack of clear evidence of self-directed learning;
- (c) poor attendance or tardiness;
- (d) poor formative assessment results;
- (e) poor summative assessment results;
- (f) direct requests for assistance;
- (g) students may also self-identify a learning support need via the student satisfaction surveys.

8.24.4.2 All tutors must be available on campus outside of class hours for direct approaches for assistance. Students will be notified of these times.

8.24.4.3 Where no direct approach is forthcoming, tutors should request a meeting with the student. This request should be made discreetly to ensure the student's right to privacy is maintained.

8.24.4.4 At the meeting the tutor should enquire as to the student's opinion of their academic progress.

8.24.4.5 If the student does not demonstrate understanding of their current level of progress, the tutor must clearly state the areas of concern. Such comments must be factual and avoid judgement or personal statements.

8.24.4.6 A programme of remedial actions should be agreed with the student. These may include:

- (a) improvement in attendance or punctuality;
- (b) extra readings;
- (c) formalisation of a study timetable;
- (d) formation of a study group;
- (e) appointment of a "Buddy" or a mentor; or,
- (f) referral to Student Support Services.

8.24.4.7 A file note of this meeting will be kept by the tutor, and a copy supplied to the Programme Leader (or equivalent).

8.24.4.8 Continued evidence of lack of academic progress: If no improvement is evident tutors should meet with the student a second time and request permission to refer the problem to a student support person.

- 8.24.4.9 If the student does not agree to further assistance a letter should be sent to the student clearly stating the areas of concern. Students on “under the age of 18 acceptances” should have a copy of the letter sent to their parent or caregiver.
- 8.24.4.10 Student support persons may include:
- (a) Student Support Services staff member;
  - (b) Learning and Disability Co-ordinator;
  - (c) General Manager;
  - (d) Director - Academic and Quality.
- 8.24.4.11 The student support person should first ascertain that:
- (a) the student understands that the problem exists; and
  - (b) they wish assistance.

Although staff should encourage students to receive assistance, it must be the student’s choice.

- 8.24.4.12 Provided the student agrees, the support person should interview the student and attempt to identify causes for the lack of academic progress.
- 8.24.4.13 Wherever possible, identified learning problems should be referred to expert intervention. This may be through use of internal staff or by referral to an external agency.
- 8.24.4.14 A file note must be kept of all meetings and actions taken, and a copy supplied to the Programme Leader (or equivalent) and student.

#### **8.24.5 Disability and Medical Support**

- 8.24.5.1 The Institution may become aware of important medical information relating to an individual student through several means including:
- (a) declaration on the enrolment forms;
  - (b) information provided by the student to any staff member or other student support service;
  - (c) information supplied by caregivers or guardians.
- 8.24.5.2 All information must be forwarded to the Programme Leader (or equivalent) who will maintain a secure file for the duration of the student’s enrolment.
- 8.24.5.3 Where the information is not supported by a certificate or letter from a medical practitioner the Programme Leader (or equivalent) in communication with the student and appropriate support persons, should seek such verification.
- 8.24.5.4 All staff placed in a position of sole charge with students on or off campus must be informed of any conditions that might impact on the safety of all staff or students.

*Note:* While the student’s right to privacy should be recognised, the safety of all students and others must be given the highest priority.

- 8.24.5.5 All information contained in the Programme Leader's (or equivalent) secure file must be transferred to the student's file at the end of the student's enrolment.

#### **8.24.6 Pastoral Care**

- 8.24.6.1 Pastoral care of students is the responsibility of all staff, however care should be taken to avoid involvement or knowledge of matters that are not directly concerned with the student's academic progress.
- 8.24.6.2 All staff should maintain awareness of issues arising that may affect physical or mental wellbeing. These may include:
- (a) illness;
  - (b) mental illness;
  - (c) evidence of poor nutrition;
  - (b) evidence of drug or alcohol abuse.
- 8.24.6.3 Intervention in personal matters should be treated with caution. Where concerns arise over student physical or mental wellbeing, the staff person should inform the Programme Leader (or equivalent), who should request a meeting with the student. This request should be made discreetly to ensure the student's right to privacy is maintained.
- 8.24.6.4 Students will be given the opportunity to have a support person with them during the meeting with the Programme Leader (or equivalent).
- 8.24.6.5 At the meeting the Programme Leader (or equivalent) should enquire as to the student's desire for intervention.
- 8.24.6.6 In most instances intervention will be referral to external agencies.
- 8.24.6.7 Intervention in personal matters by Polytechnic staff without the consent of the student must only take place where there are grave fears for the student's mental or physical safety, or the safety of others. Consultation with senior management is strongly recommended.

#### **8.25 Student Complaints**

- 8.25.1 TPP encourages feedback from students and external stakeholders regarding the service they receive to assist TPP in continuous improvement.
- 8.25.2 All complaints will be processed in a fair, unprejudiced and confidential manner for all parties involved.

8.25.3 Complainants have a right to have a student support person involved with any processes regarding a complaint. The following people may be considered as student support persons:

- (a) A Student Support Services staff member;
- (b) Programme Leader (or equivalent) / Head of Department;
- (c) Te Kaiwhakahaere o Mātauranga Māori (The Director of Maori Education), or
- (d) Friend or family/whānau of the student's choice.

#### **8.25.4 Informal Complaints**

8.25.4.1 In the first instance, students are encouraged to address concerns as they arise directly with the relevant staff member to resolve the issue in a problem solving approach. Where this is not possible, or if the student is unsure of whom to approach with a concern/informal complaint, the student is encouraged to approach the Director, Academic and Quality who will handle the concern or refer it to the appropriate staff member.

8.25.4.2 The staff member's role when a student raises a concern is to deal with the matter in an open and professional manner and to take reasonable and prompt action to try and resolve it informally.

8.25.4.3 Where the concern is regarding a staff member or a programme activity, the staff member is to inform the student of the formal complaints procedure and may recommend that such a complaint be filed.

#### **8.25.5 Formal Complaints**

8.25.5.1 When the informal problem solving procedure does not resolve the issue or the student decides that the complaint is of a serious nature and s/he wishes to be dealt with through the formal complaints procedure then the QMS policy, Complaints Resolution, will be followed.

8.25.5.2 As soon as practicable, and no later than three (3) months after the event, the student will submit a detailed written complaint or incident report to the relevant manager/General Manager. This written complaint should include:

- (a) Who or what the issue is about;
- (b) What occurred or issue of concern (including dates, time, location and involved parties);
- (c) What the desired action/outcome would be;
- (d) Other evidence to support the complaint or concern;
- (e) Signature and date.

8.25.5.3 If the student prefers not to address the written complaint to the Manager/General Manager, they may send the complaint directly to the Director - Academic and Quality. In either instance, the Manager/ General Manager will advise the Director - Academic and Quality of the complaint who will provide guidance on the next steps regarding this process.

8.25.5.4 Once a formal complaint has been received, an investigation into the complaint will occur within ten (10) working days.

- 8.25.5.5 All parties involved will be advised of the outcome of the investigation, in writing at the conclusion of the investigation. The outcome of the investigation may include the initiation of [Student Disciplinary Actions](#) as outlined in section 8.6 of this Academic Statute.
- 8.25.5.6 If not satisfied with the outcome of the investigation, the complainant or the respondent may [appeal the decision](#) within ten (10) working days as outlined in section 8.7 of this Academic Statute.
- 8.25.5.7 Where the student complaint is related to a Tai Poutini Polytechnic staff member, the procedures for investigation and possible disciplinary outcomes will be guided by the Staff Misconduct and Unsatisfactory Performance policy within the QMS.
- 8.25.5.8 Where the complaint is related to a TPP process or service and, in the opinion of the General Manager/HOD, the complaint has substance, a review of the process or service may be arranged, with a view to preventing a recurrence and ensuring continued improvement.
- 8.25.5.9 For further details, refer to the Complaints Resolution Policy within the QMS.

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