

2016 Version 4



KIWI INSTITUTE OF  
TRAINING & EDUCATION

**STUDENT  
HANDBOOK**

[www.kite.ac.nz](http://www.kite.ac.nz)



## Contents

1. Welcome to KITE .....	4
2. Your information guide .....	4
3. About KITE.....	5
4. Living in New Zealand.....	6
1. Life in New Zealand .....	6
2. Living expenses .....	6
3. Printing at the College.....	7
4. Preparing for Auckland .....	7
5. Accommodation.....	8
6. Procedure for accommodation assistance.....	9
7. Smoking, drugs and alcohol .....	9
8. Driving and travelling in New Zealand .....	10
5. Governance .....	11
1. Your information.....	11
2. Equal Education Opportunity.....	12
3. Expected behaviour .....	12
4. Lunch .....	12
5. Smoking policy .....	12
6. Alcohol and drugs policy .....	12
7. Course schedule .....	13
8. Attendance and punctuality.....	13
9. Holidays.....	13
10. Termination from course .....	14
11. Personal belongings .....	14
12. Telephones.....	15
13. Campus Rules .....	15
6. Recruitment and Enrollment Information .....	16
1. Entry and selection criteria .....	16
2. Course details.....	17
3. Recruitment procedure.....	17
4. Procedure for enrolment .....	17
7. Withdrawal and Refunds Policies and Procedures .....	18
8. Student Fee Protection .....	20

9. Pastoral Care, Welfare and Learner Support Services .....	20
1. Code of practice for pastoral care of International students.....	20
2. KITE support.....	20
3. External support.....	20
10. Health and Safety Requirements .....	23
<b>1. Eligibility for health services .....</b>	<b>24</b>
<b>2. Accident insurance .....</b>	<b>24</b>
<b>3. Medical and travel insurance .....</b>	<b>24</b>
<b>4. Procedure in the event of an accident.....</b>	<b>24</b>
<b>5. First Aid .....</b>	<b>24</b>
<b>6. Fire Safety .....</b>	<b>25</b>
<b>7. Personal Safety.....</b>	<b>26</b>
11. Assessment .....	26
1. Methods of Assessments: .....	26
2. General Assessment Regulations:.....	26
3. Assessment Feedback and Appeals: .....	30
4. Resubmission and resit policy:.....	31
5. Recognition of Prior Learning (RPL) procedures.....	32
6. Cross-Crediting and Credit Transfer.....	32
12. Disciplinary procedures.....	36
13. Complaints Procedures .....	36
14. Privacy and Intellectual Property Statements .....	36
15. Appendices.....	37
1. Summary Code of Practice for the Pastoral Care of International .....	37
Students .....	37
2. Complaints Kit .....	39
3. External Authority Referral Form.....	40
4. Recognition of prior learning - cross credit and assessment of prior learning.....	41
5. Floor Plan, 155 Queen Street.....	43
6. Important Information.....	44

## **1. Welcome to KITE**

Welcome to Kiwi Institute of Training and Education!

Mass production characterized the industrial revolution, individual creativity and brilliance marks the information revolution of this century. Development of plant and machinery no longer symbolizes progress and strength; instead development of knowledge is globally recognized as the true strength of a nation. Kiwi Institute of Training and Education (KITE) endeavors to drive its services to provide its students with that strength.

We have qualified and dedicated staff, along with strong industry networks that work in conjunction with you to help you reach your goals. Studying in a state-of-the-art campus, our students are not only given the best facilities and environment to learn, but also the right guidance post their studies to work and settle in New Zealand. We invite you to join our institution and we dedicate ourselves to work together with you to take your career to new heights.

On behalf of the Board of Directors we take this opportunity to welcome you to KITE. Your journey into the land of the long white cloud begins today!

### **Important contact Information**

<b>Physical Address</b>	<b>Level 11, 155 Queen Street, CBD, Auckland, New Zealand - 1010</b>
<b>Website</b>	<b><a href="http://www.kite.ac.nz">www.kite.ac.nz</a></b>
<b>Email</b>	info@kite.ac.nz
<b>Telephone</b>	0064 9 3771786
<b>Emergency</b>	In case of emergency after office hours you can contact mobile phone number: 0064212978574 (Dominique Kaivers)

## **2. Your information guide**

This student handbook is designed to provide you information on all procedures and policies of KITE which will enable us to provide you with quality education. General information outlining the expenses in New Zealand is also provided to assist you with your preparations to study in New Zealand.

Every student and staff are provided with this handbook, it is also displayed in common areas in KITE. The student handbook is discussed during your induction.

It is essential that you clearly understand all the policies and procedures laid down in this handbook. For any clarifications on this handbook, you can contact us. At the end of this handbook you are provided with an acknowledgment form

where you need to sign to acknowledge that you understood all procedures and policies of KITE listed in this handbook.

### **3. About KITE**

Kiwi Institute of Training and Education Ltd (KITE) is a New Zealand Qualifications Authority (NZQA) approved Tertiary Education Provider and is a signatory to the Code of Practice for the Pastoral Care of International Students. This ensures high quality of education and proper care for students at KITE.

#### **Our Vision**

To be recognized by our students, staff and other stakeholders as a leader in quality tertiary education making a valuable contribution to the societies we live in.

#### **Our Mission**

KITE's mission is to take our students to new heights in terms of their learning experiences, graduate outcomes, and their future in society

#### **Values**

To achieve our mission we emphasise the following values:

**R – Respect** for individual differences

**E – Excellence** in all we do

**A- Achievement** promoted and recognized for staff and students

**C – Continuous improvement** in all we do

**H – Helpful** and supportive to students and staff to enable them to achieve their goals

**= REACH (for the sky and new heights)**

#### **KITE Campus**

KITE campus is located in the Auckland CBD well connected to all forms of transport. The KITE campus location provides easy access to banks, cafes, restaurants, public library, shopping malls, entertainment centres etc.

The campus itself has spacious classrooms, library and internet connected computer lab.

The building can be accessed thru lifts on street entrance facing “Noel Leeming”.

## **4. Living in New Zealand<sup>1</sup>**

### **1. Life in New Zealand**

New Zealand is a multicultural society, its beauty is impeccable. When arriving in a new country many aspects are to be considered, during induction you will be provided details of the New Zealand lifestyle. However it is advised you learn about New Zealand before you come here.

Auckland is the largest and the most populous city of New Zealand. The 2009 Mercer Quality of Living Survey ranked Auckland 4th best place in the world for its quality of life. Auckland is popularly known as the "City of Sails" because the harbour is often dotted with hundreds of yachts and has more per capita than any other city in the world, with around 135,000 yachts and launches. Auckland is the economic capital of New Zealand with its mild climate, plentiful employment and educational opportunities, as well as numerous leisure facilities.

Local currency in NZ is the New Zealand dollar. The minimum wage is \$15.25 per hour (as of April 1<sup>st</sup> 2016). All items in New Zealand have 15.0% goods and Services Tax (GST) additional (the prices displayed include GST). Initially it's recommended that you have some NZ currency when you enter NZ for immediate requirements like airport transport etc. Large amounts of cash should not be carried in person for safety reasons. Most of the business establishments in NZ accept EFTPOS (electronic funds transfer at point of sale) cards and ATM (automatic teller machines) are widely available in Auckland for cash withdrawals.

During the induction KITE will provide you necessary assistance in opening a bank account.

### **2. Living expenses**

Living expenses vary greatly depending on a person's lifestyle. However, for a student, it is advised that they have minimum of \$15,000 per year while studying in NZ for living expenses in addition to the tuition fees they pay to KITE.

Accommodation might cost anywhere between \$100 and \$700 per week depending on the type of accommodation you choose. The average cost per meal is between \$8 and \$30 based on the place and food you choose to eat. Students generally prepare their own meals which averages to \$80 per week.

Travel can cost anywhere between \$40 and \$200 per week based on mode of travel you choose. It's advised students find accommodation close to their institute and travel by public transport to minimise their travelling costs. One zone bus pass will cost around \$140 per month.

---

<sup>1</sup> (all information provided might subject to change and is to be used only as indication not as accurate representation of facts.)

Internet services cost at an average of \$3 per hour at internet cafes. Telephone costs are very expensive in NZ a local call can cost anywhere between \$0.40 and \$1.00 per minute based on mode you use.

It is illegal to work in NZ without a proper work permit, international students might be eligible to work twenty hours a week based on their visa conditions.

Students are advised to have at least \$500 per year for their stationery expenses.

### Example table of normal costs of regular items

ITEM	Cost in NZ dollars
Petrol	\$2.30/liter
Jeans	\$30 - \$300
Shirt	\$25 - \$150
Warm jackets	\$70 - \$300
Movie	\$12 - \$20
Hair cut	\$10 - \$75
Local bus	\$1.90 per stage
Milk	\$2 per liter
Fruits	\$1.50 - \$20 per KG
Shoes	\$50 - \$200
Chicken	\$9 per KG
Bread	\$1.50 per loaf
Bicycle	\$150 - \$700
Pen	\$1 - \$10

(\*all prices are subject to change and indicative only)

### 3. Printing at the College

Students are able to print their assignments at the College via “Papercut”. Computers in the computer lab are connected to a printer for students’ convenience.

An account will need to be opened at the reception which can be used to print throughout your studies. Printing costs are 10 cents for a black and white A4 page and 1 dollar for a colored A4 page.

### 4. Preparing for Auckland

Auckland Season	Spring		Summer		Autumn		Winter	
Months	Sep, Oct, Nov		Dec, Jan, Feb		Mar, Apr, May		Jun, Jul, Aug	
Average Temperature in degrees Celsius	high	low	high	low	high	low	high	low
	18	11	24	12	20	13	15	9

Auckland weather varies frequently. It is pleasant in the summer but can get cold in the winter and rains are very unpredictable. It is advisable to carry a sweater, raincoat and a warm jacket



in your luggage. Closed footwear is essential while you attend classes at KITE and is advisable during the winter season.

**It is important that you have health and travel insurance from the time you leave home till the time you finish your education at KITE and your student visa expires.**

## **5. Accommodation<sup>2</sup>**

### **Types of accommodations:**

#### **Home stay**

These are usually family homes; a room in the house might be allocated for the person to stay. Usually all living facilities like washing machine, television etc are shared by everybody in the house. The hosts might provide breakfast and dinner on the weekdays and all meals at the weekend however it depends on individual agreement. It costs anywhere between \$200 and \$300 per week depending on facilities.

This kind of accommodation is generally recommended to students as it provides an opportunity to understand the culture of NZ and improve your English language skills.

#### **Boarding Establishments**

This kind of accommodation is usually a hostel where facilities might be shared among all the residents. Usually, food is not provided but cooking facilities will be available. It costs anywhere between \$150 and \$250 per week.

#### **Flatting or Apartment**

This kind of accommodation is usually a part of the house or a separate house, which is shared between two or more flatmates. Though the initial establishment costs (bonds, advance etc) are high on a long run it proves to be effective. It usually costs anywhere between \$200 and \$500 per week per flat and additional costs will be applicable for electricity, water, cooking etc.

Accommodations are available at hotels and motels but they are expensive costing anywhere between \$75 and \$300 per night again depending on the facilities and location.

Please consult <https://tenancy.govt.nz/assets/Uploads/Tenancy/Your-rights-and-responsibilities-English.pdf> to know what your and your landlord's rights and obligations are when renting a flat or a house.

---

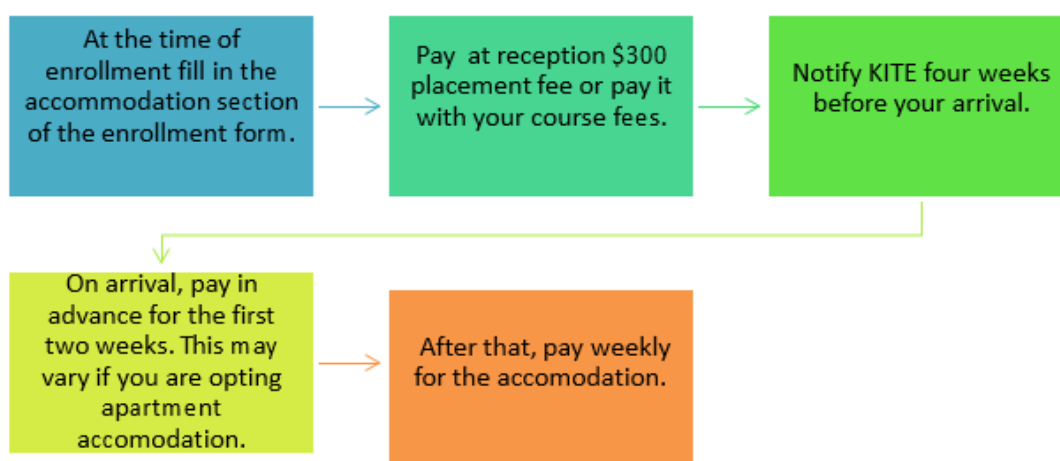
KITE provides accommodation assistance for all its students. However, students are required to

---

<sup>2</sup> accommodation prices are subject to change, you should also consider transport and other charges when considering an accommodation. These prices are indicative only. )

contact KITE for four weeks before arrival if they require us to assist them finding accommodation. We will conduct a detailed inspection of the facility available and provide you a detailed report on the amenities available. **KITE does not assess the suitability of the accommodation** but provide you with detailed information about the accommodation; students can choose the accommodation on their own choice from the various options available.

## 6. Procedure for accommodation assistance



A minimum seven day notice applies if you are vacating the accommodation provided to you. Some accommodations like apartments or flats will have longer notice periods.

The placement fee is not refundable if the accommodation arrangements are cancelled four weeks or before the arrival date.

## 7. Smoking, drugs and alcohol

### Smoking

New Zealand has strict policies for selling of tobacco. Shopkeepers will check for identification and sell tobacco only to individuals above the age of 18. Smoking is banned in most of the public and private establishments. Restaurants and bars do not allow smoking inside.

### Drugs and Alcohol

New Zealand has strict policies for sale of alcohol. Shopkeepers and establishments where alcohol is sold will check for identification before allowing entry or sale of alcohol. Alcohol is sold only to individuals above the age of 18.

**Use of non prescription drugs is illegal in New Zealand.**

## 8. Driving and travelling in New Zealand<sup>3</sup>

New Zealand has a lot of driving laws in place to ensure safety of all. Ignorance of law is not considered to be an excuse for not following the law.

### Driving in NZ



**Want to drive in  
New Zealand?**

- Read and understand the Road code issued by Land Transport NZ.
- Always wear seat belt where ever you sit in the car.
- if you have the related driving license or international driving permit you can drive for one year from date of arrival.
- if you want to drive after one year of arrival you need a New Zealand driving license.
- Its best practice to have at least third party insurance for drivers.
- Always follow rules.

### Three kinds of licenses

- Learner license** can be obtained by passing the theory test. Conditions apply while driving.
- Restricted license** can be obtained after 6 months of obtaining a learner license, practical test should be passed. Conditions apply when driving.
- Full license** can be obtained after holding a restricted license for 18 months if you are under 25 years of age, for 6 months if you are over 25 years of age.

Additional information on driving in NZ can be obtained from the Land Transport Safety Authority free phone: 0800 822 422, website [www.nzta.govt.nz](http://www.nzta.govt.nz)

Driving in NZ can be very different from your home country especially give way rules “**read the rules before you get behind the wheels**”

**If you are driving or cycling or walking certain rules applies to you, it is for your own safety and others, so please be road wise.** The section below gives you some basic rules to be followed.

---

<sup>3</sup> the above rules are basic advises and do not cover all the road transport legislations, students are advised to contact Land Transport Safety Authority free phone: 0800 822 422, website [www.nzta.govt.nz](http://www.nzta.govt.nz) before travelling in NZ.)

### Motorists

- Be careful about cyclists give them half car space.
- Don't force past cyclists, dip your headlights for oncoming cyclists.
- Stop for pedestrians at pedestrian crossings.
- Reduce your speed when entering school zones and stop if signalled by school patrols.
- Give way for all emergency services to pass.

### Cyclists

- Always wear a safety helmet and high visibility jackets.
- Signal properly.
- Stop for pedestrians at pedestrian crossings and if signalled by school patrols.
- Do not enter roads that are prohibited for cyclists.

### Pedestrians

- Cross at pedestrian crossings only.
- Cross quickly when crossing.
- Wear visible clothes at night.
- Signal your intentions to drivers.

## Travelling in Auckland

Auckland is well connected with all means of public transport buses and local trains connect most of the areas and have a good frequency during working hours. It is relatively cheap with no parking hassles. It is environment friendly. Some places are connected by ferries also.

KITE suggests all students to use public transport however students can travel by means of cycle, car or motorcycle. Please note in the Auckland central business district and busy countries have paid parking starting at a minimum of \$2 to \$16 per hour at peak hours.

Auckland traffic at peak hours can cause delays so plan ahead if you are travelling during these hours.

## 5. Governance

### 1. Your information

All students' information is protected. Records are maintained of your learning and other details you provide. As a condition of enrolment, you agree that this information can be used by KITE to verify its authenticity and might be supplied to external agencies if required by legislation and law. **It's your responsibility to notify and update your details immediately whenever any changes occur.**

Example: if you change your address you should notify KITE immediately.

## **2. Equal Education Opportunity**

KITE believes and strongly implements “equal education opportunity” policy. KITE promises that “in providing your education there will be no discrimination against your age, sex, race, religion or any other conditions, all students will be treated equal and same opportunities will be provided”.

Students should be aware that KITE will operate in a multicultural environment, we will respect the beliefs and values of others at all times and all students are expected to do so.

**Discrimination of any kind by anyone who is part of KITE will initiate disciplinary procedures against the person showing discrimination.**

## **3. Expected behaviour**

As a student of KITE, you represent the institute, there are some expectations of your behaviour when you are at the institute:

- Students are expected to conduct themselves in a professional manner.
- Students are expected to be dressed in a way that is generally acceptable as a student. Casual dressing is allowed but clothing should not be representing anything that is objectionable.
- Damage to any of KITE property should be reported immediately.
- We respect you and expect you to respect everybody at KITE.
- Be punctual to your classes or any appointments in relation to KITE.
- Take proper care when using KITE equipment.
- We are committed in providing you with a friendly environment, we request students to have a common sensible approach when they conduct themselves at KITE.

## **4. Lunch**

Students can consume their food at the designated cafeteria, provisions will be provided to ensure your comfort, heating your food and making your own hot drinks. Food can be bought from nearby cafes, shops, restaurants etc. Food cannot be consumed anywhere else in the institute. However you are allowed to consume bottled water

## **5. Smoking policy**

Smoking is not allowed at anywhere in the institute building including the entrance areas.

## **6. Alcohol and drugs policy**

It is strictly not permitted to use any drugs or alcohol at KITE except drugs prescribed by a doctor.

**Possession of drugs and alcohol and/or their use in KITE premises will result in instant dismissal and termination, there will be no warnings issued in this case.**

## 7. Course schedule

A detailed course timetable will be provided to you in the course learner guide at the time of induction. You will be advised on all assessments, assignments, times, venues and dates.

## 8. Attendance and punctuality

Class attendance is important and students are expected to attend all their classes (100%). The attendance will be taken during classes and these shall be recorded in the attendance system weekly.

Class attendance shall be monitored and class absenteeism incidence shall be informed to the respective students by the student services. Students with attendance of less than 80% at the end of each semester/term shall be issued an attendance warning letter from KITE. Students shall be issued a maximum of 3 warning letters after which you will be issued a termination letter and will be terminated from the course.

If you arrive beyond the 15-minute grace period, you are required to obtain a late or tardiness slip at the reception and have it signed by the Student Services Manager before you can enter the class. This will incur a 50% deduction of your attendance of this particular session.

Students need to be aware of the condition of their student visa and you are expected to have an excellent attendance record.

### Absences

KITE believes in open communication “if we don’t know what’s wrong, we cannot help you”. Students are advised to communicate with us if they are not going to attend classes. A written application should be provided to the Student Services Department. A leave can be granted to students on medical grounds or on compassionate reasons by the administration. If you encounter any problem that is keeping you from coming to the institute, communicate with us and we will support you. Working together might be able to solve your problem.

Students are allowed a **maximum** of 2 days approved leave of absence per term that are not explained by a medical certificate.

Medical certificates provided can not exceed a maximum of 2 weeks per term. Students who are ill for more than two weeks will not be permitted to continue their paper unless permission is given by the Programme Manager.

If a student is absent for seven days without notice, the enrolment of that student will be terminated and a letter of termination will be issued.

## 9. Holidays

At the time of your induction, you will be provided with a course learner’s guide that will outline all your holidays.

There will be holiday breaks in between semesters which will be notified in your course learner’s

guide as appropriate to the course. The institute will generally be closed during weekends and government holidays.

## **10. Termination from course**

A student can be terminated from his/her course and might be asked to leave the institute under some conditions. If a student is terminated or expelled, his/her fees would not be refunded, New Zealand Immigration Services will be notified.

Conditions in which termination or expulsion can occur when:

- Student does not have authority to study. Example: If the student permit expires.
- Student fails to fulfil the attendance requirements.
- Student performance is not satisfactory. Example: If the student does not submit assignments consistently.
- Student damages property of KITE or its students.
- Student who fails to meet the conditions of their offer of place or any other agreed conditions
- Student is involved in sexual harassment<sup>4</sup> or any kind of harassment.
- Student provides inaccurate personal information.
- Students who do not follow the campus rules and regulations.
- Student breaks New Zealand law.
- Student causes physical or psychological harm to anybody in KITE.
- Student continuously displays disruptive behaviour.

At KITE we ensure that all students are provided with a safe and constructive environment.

A student can appeal their termination within 7 business days in writing to the director Jian Huang (jian@kite.ac.nz)

## **11. Personal belongings**

KITE will try its best to safeguard all property on its premises. However we cannot accept

---

<sup>4</sup> Sexual harassment is illegal and a serious offence. KITE will take severe action including police reporting if a sexual harassment case occurs the person will be immediately expelled from the course without any warnings. Sexual harassment is defined as:

- Any requests of sexual favors, including implied or overt promises of preferential treatment or threats concerning present or future employment status
- Sex oriented jibes or verbal abuse, i.e. jokes, teasing or abuse about sexual matters.
- Deliberately and unwarrantedly touching somebody physically including patting, pinching or bruising someone.
- Display of any pornographic material like calendars, pin ups etc or any degrading material in public or learning areas.)

responsibility to any damage or theft of personal belongings. Students need to be careful and keep their personal belongings with them all the times.

## 12. Telephones

The policy is office phones cannot be used for personal matters.

KITE will allow students to make any urgent calls from the office and will also take emergency messages for the students however this is at the discretion of the administrative staff and they will have a common sense approach to it. Students need to contact their tutor or administration staff when the need arises.)

We place policies and rules to assure that our quality standards are met and for the greater good of everybody in the organisation. These rules and policies will ensure that the student's relationship with KITE is a memorable and cherishing one.

## 13. Campus Rules

KITE campus is located in the Auckland CBD. The KITE campus has many business neighbours that are sharing the premises with us. In order to maintain healthy relationship with the neighbours and prevent any kind of inconvenience to anybody, there are certain campus rules you have to follow:

- **No Loitering:** Students are not allowed to loiter in the corridors or in the floor of the campus or in the lift lobby area, there are designated areas in the campus where you can gather and talk to your friends.
- **Lift Usage:** The campus has a lift for your convenience; students shall not play in the lift or cause any damage to it. Students should not use the lift unnecessarily like going up and down in it without any reason etc.
- Students are requested to maintain silence and order when they are in the corridors or lobby areas in the campus.

**Please be considerate with other people who share facilities with us; loitering, damaging property, playing with lifts causing disturbance will attract warnings and can initiate disciplinary procedures. Students who repeatedly cause inconvenience to other tenants in the premises might be disciplined or even expelled from KITE.**





## **6. Recruitment and Enrollment Information**

### **1. Entry and selection criteria<sup>5</sup>**

The selection criteria vary from course to course please refer to your choice of course below for the entry criteria.

#### **NZIM Diploma in Management (level 5) and New Zealand Diploma in Business (level 6)**

- Student must be aged 18 years and over.
- Student must hold a current student visa\* endorsed to Kiwi Institute of Training and Education (KITE) by New Zealand Immigration Services.
- Completion of secondary school studies (example: Intermediate or +2 or 12<sup>th</sup> standard in India or high school in China). International students must present more evidence proving English equivalency.
- International students for whom English is not their first language must have an IELTS score of 6.0 (academic), or TOEFL score of 550, or equivalent evidence of English language proficiency.

#### **Diploma in Business (Level 7)**

- Student must be aged 19 years and over
- Students must hold at least a level 6 qualification (or equivalent) in Business or a degree in another discipline OR  
A minimum of four years relevant industry experience in business related field requiring knowledge and skills equivalent to at least a Level 5 Business qualification.
- Students must hold a current student permit or visa\* endorsed to Kiwi Institute of
- Applicants for whom English is not their first language will also be required to have achieved Academic IELTS 6.0 level (or equivalent).
- All applicants to the course will be required to complete an application form which demonstrates their interest in the business sector would be an advantage.
- Students must hold a current student permit or visa\* endorsed to Kiwi Institute of training and Education (KITE) by New Zealand Immigration Services.

KITE holds the right to reject any application if it is not satisfied on any grounds a clear letter will be sent to the applicant stating the reasons for decline.

KITE has limited seats available for each intake hence students are issued placement on “first come first serve” basis.

---

<sup>5</sup> Terms and conditions apply. Please visit our website or contact us for further information.

## 2. Course details

You can get all information on the course in KITE course prospectus; you can apply for it in person at the institute or by email ([international.marketing@kite.ac.nz](mailto:international.marketing@kite.ac.nz)). Our website ([www.kite.ac.nz](http://www.kite.ac.nz)) will contain all course details.

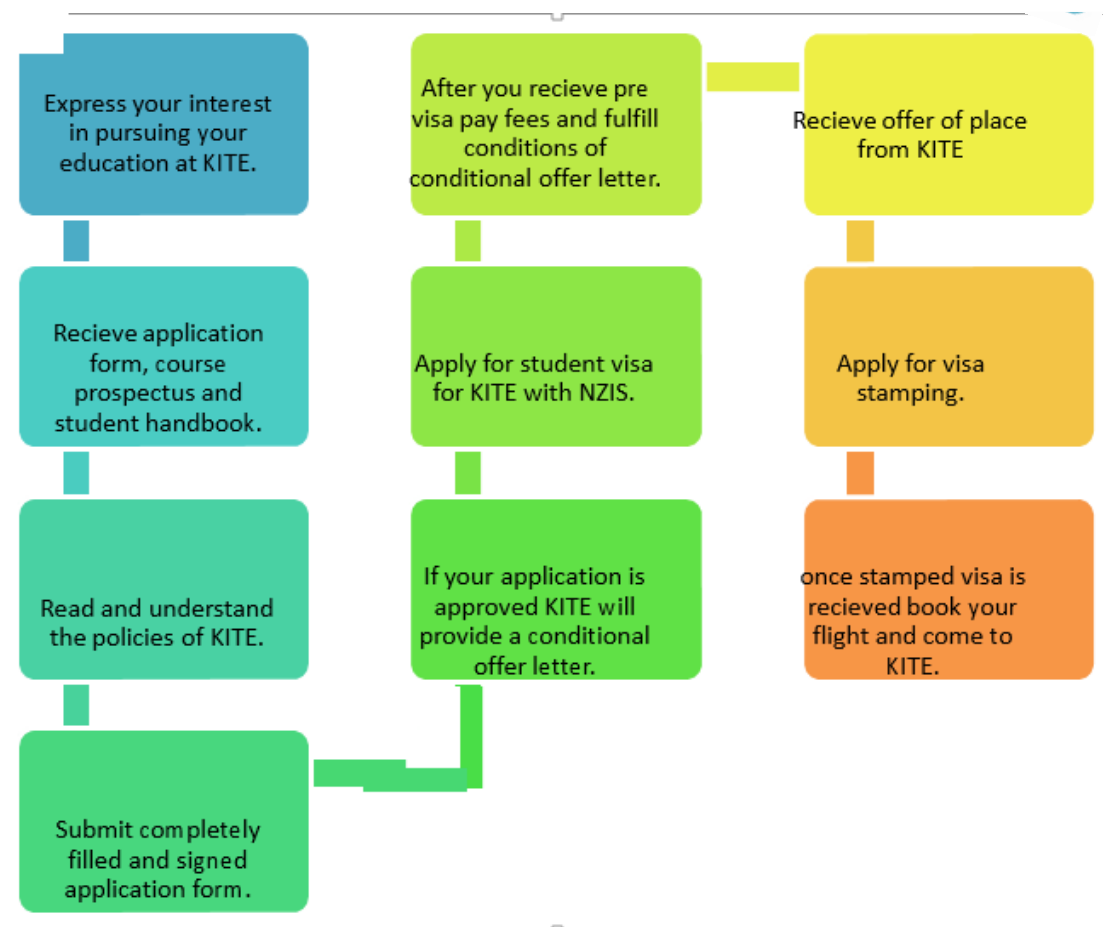
## 3. Recruitment procedure

Students after understanding all policies of KITE can apply for a seat in the course; once the application is lodged it might take up to three working days for us to provide our decision.

At the time of enrolment, the information provided by the student will be considered true in good faith. However, KITE reserves to decline the application or terminate the student at any stage if the information provided is false.

**All students should have medical and travel insurance for the entire period of their study at KITE. It is a condition of enrollment and students will be granted a final offer letter if KITE is satisfied that proper arrangements are made to have medical and travel insurance for the period of study at KITE.**

## 4. Procedure for enrolment



## 7. Withdrawal and Refunds Policies and Procedures<sup>6</sup>

All financial dealings with student are done in a fair and transparent way; there are procedures in place for the protection of student fees which are clearly explained in section 8 of the student handbook.

### **When a student wants to withdraw from the course**

Student should submit a completed withdrawal application to KITE and make sure it's been acknowledged immediately on reception.

The refund policies are as below based on length of your course:

<b>Course Length</b>	<b>Policy</b>
<b>Courses three months or more</b>	<ul style="list-style-type: none"> <li>▪ If the student withdraws from the course before the end of the tenth working day from the course start date no less than 75% of the total fees will be refunded.</li> <li>▪ <b>No refunds</b> will be issued 10 working days after the course start date however an application can be made to "Finance Director" for consideration, a refund may be issued on discretion of the management.</li> </ul>
<b>Courses five weeks or more but less than three months</b>	<ul style="list-style-type: none"> <li>▪ If the student withdraws from the course before the end of the fifth day from the course start date* 75% of the total fees will be refunded.</li> <li>▪ <b>No refunds</b> will be issued 5 working days after the course start date however an application can be made to "Finance Director" for consideration, a refund may be issued on discretion of the management.</li> </ul>
<b>Courses under five weeks</b>	<ul style="list-style-type: none"> <li>▪ If the student withdraws from the course before the end of the second day from the course start date* 50% of the total fees will be refunded.</li> <li>▪ No refund will be issued for courses of two days length</li> <li>▪ <b>No refunds</b> will be issued 2 working days after the course start date however an application can be made to "Finance Director" for consideration, a refund may be issued on discretion of the management.</li> </ul>

\*\*The course start date is the date specified on the student offer letter. If the student cannot attend on the course start date, an application in writing should be made 7 days prior to the designated start date for a deferred course starting date if the application is approved a new course start date will be issued in writing. If the student does not apply for a deferred course

<sup>6</sup> This policy is only applicable for the initial student visa and not the subsequent extensions to the student visa

start date at least seven days before the course start date, it is assumed and accepted that the date on the offer letter is the course start date and it will be applicable for all refund requests.

### **When KITE cannot deliver the course**

- a) If KITE is unable to continue with the course at any stage, procedures are in place for student fees indemnification. Students will be refunded fees for any part of the course still due to them.
- b) If KITE is unable to continue with course delivery, students will be refunded the portion of the fees for which the tuition is not delivered.
- c) KITE will provide assistance for students to continue their education with another provider of the same course.
- d) KITE will transfer all student credits achieved and records to both NZQA and the Institute students choose to study.

### **Other refund information**

- All fees are to be paid in New Zealand dollars and refunds will be in New Zealand dollars only.
- All refunds will generally be paid by check. However, under specific request, fees can be transferred to nominated bank account.
- If a student wants to transfer to another institute, requests will only be considered within the first 10 days of course start date.
- Whenever a student withdraws from a course, Immigration New Zealand will be notified.
- If a student has paid the fees before receiving a student visa from Immigration New Zealand and If Immigration New Zealand declines the student visa application, all fees paid by the student “except the **Application fees** of \$250.00” will be refunded.
- The student can bring a support person with him/her when applying for a refund/withdrawal

### **Interim Visas**

Students who are on an interim visa are strongly encouraged to attend classes in order to keep up with course work and academic demands.

- If a student decides not to attend the course whilst on an interim visa, a deferred offer letter will be issued and INZ will be informed of the same.
- If a student decides to start their course on an interim visa they will be required to attend all classes and submit all assessments like any other student.  
The student will be required to sign the public trust form and in case of visa rejection will be refunded the balance remaining in the student’s trust account

## **8. Student Fee Protection**

All students' fees are placed directly into a trust account. Fees of each student will be accounted for separately. Trust will issue fees monthly to the institute after delivery of your tuition. Your fees will become non refundable after ten days of course start date.

In the most unlikely situation, if KITE is unable to deliver the course you are enrolled to you will be reimbursed for part of the course that is not delivered. KITE will also assist you to complete the course with another provider and will transfer all credits you gained to the new provider.

## **9. Pastoral Care, Welfare and Learner Support Services**

### **1. Code of practice for pastoral care of International students.**

Kiwi Institute of Training and Education (KITE) has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education and administered by NZQA. Copies of the Code are available on request from this institution or from the NZQA Website

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice-NZQA.pdf>

A summary of the code is available in the appendices of the handbook and will be displayed in notice boards and classrooms of KITE.

### **2. KITE support**

KITE has specific persons in the administration who specialise in student support services. Whenever you are unsure of something and need advice or support contact the administration, our staff members will assist you with:

- Accommodation
- Finance
- Personal problems
- Career advice
- Anything in regards to KITE procedures and policies
- Various trainings and workshops are provided

At KITE we want to hear from you whatever the problem is our staff is willing to listen, if we cannot provide the solution we will refer you to experts who can help you. We will contact the external support agencies for you.

### **3. External support**

New Zealand offers many welfare services; here is the list of some of the key welfare organisations in Auckland.

**If you do not find the kind of support service you need in the list below or need help in contacting these organizations, contact any staff member and they will assist you in finding the right service you need**

or in contacting these organisations for you.

- **Citizens Advice Bureau**

Free phone 0800 FOR CAB (0800 367 222)

[www.cab.org.nz](http://www.cab.org.nz)

The Citizens Advice Bureau can offer you advice and guidance on a range of issues. Call free phone or consult the website or the Telecom White Pages for the local bureau numbers.

- **Auckland Migrant Resource Centre**

Information Service (09) 625 3090

ESOL Service (09) 625 3094

All Other Services (09) 625 2440; Fax (09) 625 2445; [www.arms-mrc.org.nz](http://www.arms-mrc.org.nz)

The Auckland Regional Migrant Services Charitable Trust is dedicated to helping and supporting you get the information to make settling into your new home easier.

- **International Education Appeal Authority**

PO Box 32001

Panama Street

Wellington

Phone: + 64 4 462 6660

Fax: + 64 4 462 6686

Email: [ieaa@justice.govt.nz](mailto:ieaa@justice.govt.nz)

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their educational provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.

- **New Zealand Transport Agency**

[www.nzta.govt.nz](http://www.nzta.govt.nz)

For all information on road safety, licensing, driving in New Zealand etc.

- **Water safety**

Many people enjoy a vast range of aquatic opportunities which the New Zealand environment offers, whether at home, at the pool, beach, and river or out at sea. They are aware, at least to some degree, that water represents a hazard, but often are unsure of what precautionary measures can be taken.

[www.watersafety.org.nz](http://www.watersafety.org.nz)

- **Contacts to discuss health issues, including mental health**

a) **General Practitioners (Gp)**

For medical assistance in the City you can go to:

CityMed

Ground Level, Quay West Building  
8 Albert Street, Auckland City, 1010  
Ph: 09 377 5525  
[www.citymed.ac.nz](http://www.citymed.ac.nz)

To find a GP in your area please visit  
[http://www.healthpoint.co.nz/doctors/?utm\\_source=newzealandnow.govt.nz](http://www.healthpoint.co.nz/doctors/?utm_source=newzealandnow.govt.nz)

b) **Waitemata Asian Health Service**

Telephone (09) 486 8347

c) **Well Woman's Nursing Service**

Telephone (09) 523 0263

d) **Family Planning Association**

[www.familyplanning.org.nz](http://www.familyplanning.org.nz)

e) **Auckland Sexual Health**

Auckland Sexual Health Services is a free, friendly, confidential sexual health service. They believe that all people have a right to sensitive, confidential, quality sexual health care. Auckland Sexual Health Services' view of sexual health is holistic, and their multicultural team reflects this belief. Auckland Sexual Health Services offer free specialist sexual health checkups.

Telephone (09) 307 885 [www.ashs.org.nz](http://www.ashs.org.nz)

f) **Lifeline**

Telephone (09) 522 2999

0800 111 777 [www.lifeline.org.nz](http://www.lifeline.org.nz)

Lifeline New Zealand has a team of trained telephone counsellors ready to take your call.

Our service is free. All calls are confidential and non-judgemental - we are here 24 hours a day, 365 days a year.

g) **Chinese Lifeline**

Telephone (09) 522 2088

0800 888 80

h) **Youth line**

Telephone 0800 376 633

i) **Problem Gambling**

Telephone 0800 862 342

The hotline runs in English, Mandarin, Cantonese and Korean. The Asian Problem Gambling Services of the Problem Gambling Foundation of New Zealand provide services to people who are affected by problem gambling, no matter whether they are the gamblers or the family members or friends.

j) **Community Council on Alcohol and Drugs Addiction**

Telephone: 0800 787 797 [www.adanz.org.nz](http://www.adanz.org.nz)

k) **Auckland Central City Mission**

136-140 Hobson St, Auckland

Telephone: 379 2395

l) **Gamblers Anonymous**

275 Glengarry Rd, Glen Eden, Auckland

Telephone: 0800 654 655 [www.gamblersanonymous.org.nz](http://www.gamblersanonymous.org.nz)

m) **Alcoholics Anonymous**

2 Mayoral Dr, Auckland Central Telephone: 0800 229 6757

[www.aa-auckland.org.nz](http://www.aa-auckland.org.nz)

- **Discrimination and violence**

a) **Human Rights Complaints**

Telephone (09) 309 0874

b) **Auckland Sexual Abuse Health**

Telephone (09) 623 1700 (24 hrs)

c) **Shakti Asian Woman's Safe House**

Telephone (09) 820 3507

d) **Child, Youth and Family Services**

Telephone 0508 326 459

### **KITE Pastoral Care Officer**

**Name: Dominique Kaivers**

**Designation: Student Services Manager**

**Telephone: 021 297 8574**

**Email: [dominique@kite.ac.nz](mailto:dominique@kite.ac.nz)**

## **10. Health and Safety Requirements**

KITE recognises and accepts its responsibility as an education provider to maintain, so far as is reasonably practicable, the safety and health of its students.

It is important for students not to put either yourself or others at risk by your acts or omissions. You should also ensure that you are familiar with the School's health and safety arrangements. Should you feel concern over any health and safety aspects, this should be brought to the attention of your lecturer or the student services team immediately.

In New Zealand, the medical charges are very high for non residents. At KITE it is a condition of enrolment that all students should have Travel and Medical insurance for the entire period of their education.

If you need medical help, and it is not an emergency, the first point of contact is a GP - general practitioner.



## **Don't go to the hospital straight away unless it is an emergency**

Really clear and detailed information about the NZ Health system can also be found here <https://www.newzealandnow.govt.nz/living-in-nz/healthcare/healthcare-services>

### **1. Eligibility for health services**

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz>.

### **2. Accident insurance**

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

### **3. Medical and travel insurance**

International students must have appropriate and current medical and travel insurance while studying in New Zealand. KITE can assist you in purchasing a suitable health insurance.

- ❖ On average medical insurance covering all aspects will cost \$300 to \$400 in New Zealand, KITE can assist you to get medical insurance.
- ❖ All safety issues are governed by KITE health and safety manual which will be discussed at the time of induction by your tutor.
- ❖ All accidents/ near misses are recorded as per procedures. Serious accidents will be as per Occupational Safety and Health (OSH) guidelines.

### **4. Procedure in the event of an accident**

In the event of any accident or near miss occurrence (i.e. no one was injured but the incident had the potential to injure or kill) on the premises, it should be reported immediately to a staff member on site.

### **5. First Aid**

KITE believes that it is best practice is to ensure students have access to a trained First Aider or Appointed Person (someone who can take charge in the event of an accident). Details of these trained staff are displayed on the health and safety notice board and you should

familiarise yourself with names and contact details. Our current first aid officers are Mai Digby and Faith Lois Traquina. Fire warden is Dominique Kaivers.

## 6. Fire Safety

All students should follow these steps to help prevent fires:

- Before you use any electrical appliances carry out a quick check to make sure that the cables, plugs etc are not damaged.
- **Do not** use any electrical equipment that shows signs of damage, even if you think it is only minor. Report any faults you find to the staff on duty, and find an alternative appliance.
- Ensure that you place your rubbish in the proper waste bins. Do not overfill the bins.

Action to take when the fire alarm goes off:

- Immediately stop what you are doing and walk (do not run) to the **nearest** available safe fire exit. If your nearest exit/route is obstructed, choose another route. Make sure that you are aware of the fire exits and routes in your area.
- Follow the instructions of the Fire Warden.
- Direction signs should indicate the route to your fire exit. These comprise a white arrow on a green background sometimes accompanied by the words 'FIRE EXIT' and also a pictogram of a running man. The arrows indicate the direction of the nearest fire exit.
- **Do not** use a lift to leave the building - always use designated stairs.
- Make your way to the appropriate assembly point.
- Once you are at the assembly point you should report to the Fire Warden, so that they can account for the people in their designated area.
- **Do not** leave the designated assembly point, or attempt to re-enter the building, until you have been instructed to do so by the Fire Warden.

Action to take if you discover a fire:

- **RAISE THE ALARM!** This can be achieved by breaking the glass on the call points or by shouting the instruction "Fire – call the fire brigade".
- Raise the alarm even if your building is fitted with an automatic fire alarm system, which has not yet activated - you must not wait for it to do so of its own accord. The alarm must be raised for every occurrence of a fire, no matter how small it appears to be. This will ensure that people in the building have adequate notice to evacuate should it begin to spread quickly. In addition, modern furnishings may allow the fire to develop unnoticed, so time is of the essence if everyone is to get out safely.
- **Do not** attempt to tackle the fire unless you have been appropriately trained and can safely do so e.g. a small fire in a waste paper basket. Unless you have been trained you could be putting yourself or somebody else at risk.

A DETAILED FLOOR PLAN CAN BE FOUND IN THE APPENDICES

## 7. Personal Safety

Generally, you should try to avoid walking alone whenever this is possible. However, if you have to walk alone, then you need to develop an awareness of the risks and how to minimise them.

Prior to making an appointment with someone you do not know, obtain as much information as possible about the person you are meeting. Always ring back the telephone number you have been given to confirm that it is legitimate. If a mobile number is given you should always ask for an alternative fixed line number.

If visiting, let your peers know where you are going, with whom and what time you are expecting to return. If you think that you are going to run over your original timescales, let your peers know.

## 11. Assessment

### 1. Methods of Assessments:

There are two main methods of assessment: formative and summative. Students must successfully complete all Summative Assessments in order to gain the qualification:

#### Formative Assessments

A variety of informal formative assessments are used to enable students and lecturers to monitor progress. Formative assessments are not used to determine student grade. Formative assessments may include:

- ❖ Verbal testing on work covered
- ❖ Lecturer observation and feedback of your performance in class
- ❖ Short written tests
- ❖ Observation and evaluation of your skills by other students (peer evaluation)

#### Summative Assessments

Summative assessments are the theoretical and practical assessments of student performance. They measure your achievement and are used to determine your final result. They include:

- ❖ Written assignments
- ❖ Oral presentations
- ❖ Observation of your practical skills and work
- ❖ Written Examinations

### 2. General Assessment Regulations:

- ❖ To pass each paper you must, receive a final mark of at least 50% of the total possible marks for the paper.
- ❖ The method of assessment varies for each paper. Full details are contained in the study

instructions given to each student at the commencement of the paper.

**Assignment completion (due) dates:**

- ❖ Every written assignment that you are given will have a due date. All assignments are to be handed in to your lecturer by the beginning of the lecture on their due date.

**Late Assignments and Extensions:**

- ❖ You need to note when assignments are due. Late assignments will incur a 10% deduction off the final mark for the first week that they are overdue. No assignment will be accepted one week after the due date.
- ❖ Extensions may be granted for medical or bereavement reasons. If you require an extension you must gain approval from the Programme Leader before the due date.

**Presentation of Written Work:**

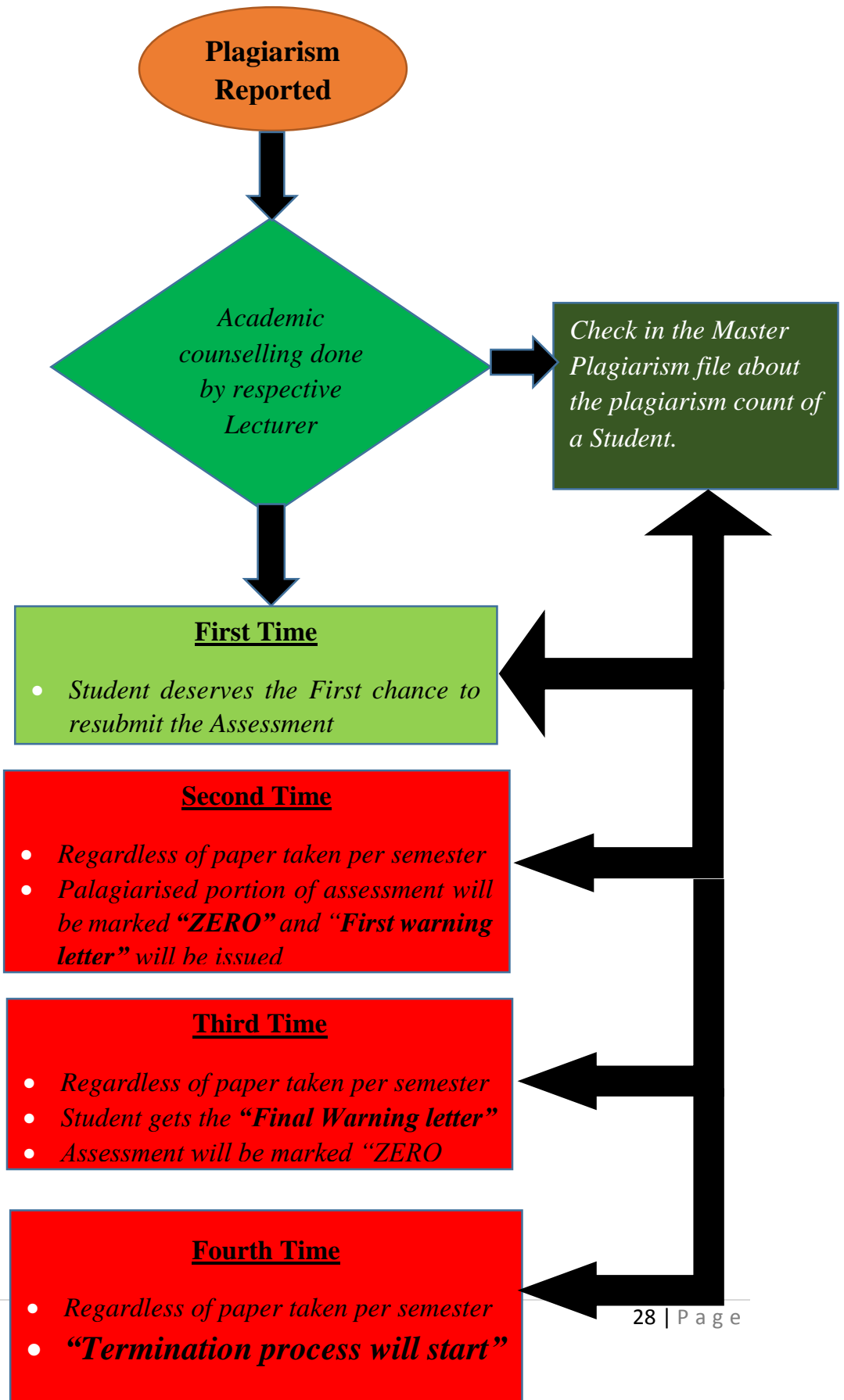
- ❖ All assignments must be word processed, neatly presented and legible.
- ❖ Spelling, grammar and punctuation must be correct.
- ❖ APA style referencing is to be used.
- ❖ Every assignment must include a KITE Cover Page. See Appendix.
- ❖ Students must include:
  - paper number and name,
  - your full name, Student ID number, and
  - assignment number, due date and lecturer's name
  - signed declaration that this is your own work
- ❖ Students must use a standard formatting style (e.g. Times New Roman / Arial), font size 12, 1.5 line spacing, left alignment with 3cm left margin
- ❖ On each page of the assignment, the header must include student full name, Student ID, The paper's identification number and assignment number (e.g. Paper 550, Assignment 1).
- ❖ Only hard copies of assignments will be accepted; submission by email is not acceptable. For computer courses, students need to hand in both hard copy and soft copy of assignments.

**Plagiarism and collusion:**

- ❖ Plagiarism constitutes using the work of another without indicating by referencing that the ideas expressed are not your own.
- ❖ Collusion [or unauthorised collaboration] constitutes joint effort between students or others, in preparing material submitted for assessment, except where this has been approved by the Tutor.
- ❖ KITE regards most seriously any acts of dishonesty in assessment, such as plagiarism, collusion, and re-submission of previously marked work in different Modules; examination misconduct, and theft of other students' work.
- ❖ These acts could result in penalties including failure in the unit and possible exclusion from KITE.

## Plagiarism policy:

Last year, KITE purchased a new plagiarism detecting software, 'Turn-it-in'. All assignments are to be uploaded by students using this now. A minimum percentage of 23% has been kept as a cut-off. Anything over this will be considered plagiarised and following steps will be undertaken:



### **Dishonesty in assessment:**

- ❖ KITE regards most seriously any acts of dishonesty relating to assessment. Cheating includes plagiarism, unauthorised collaboration, examination misconduct, and theft of other students' work.
  
- ❖ Plagiarism and collusion are defined as including any of the following five types of behaviour, and apply to work in any medium [for example, written or audio text, film production, computer programs]:
  - Inappropriate/ inadequate acknowledgement - material copied word for word, which is acknowledged as paraphrased, but should have been in quotation marks, or material paraphrased, without appropriate acknowledgement of its source.
  - Collusion - material copied from another student's assignment with her or his knowledge.
  - Verbatim copying - material copied word for word or exactly duplicated without any acknowledgement of the source.
  - Ghost writing - assignment written by third party and represented by student as her or his own work.
  - Purloining - material copied from another student's assignment or work without that person's knowledge.
  
- ❖ Acting dishonestly in assessment is defined as misconduct under the Student Discipline Statute. Depending on the seriousness of the case, it can lead to a requirement to undertake additional work, failure in a unit or in a part of it, suspension from KITE or even permanent expulsion from KITE.
  
- ❖ KITE regards any form of cheating as a serious matter of academic dishonesty, which threatens the integrity of the assessment processes and awards of KITE, to the detriment of all other students and graduates of the KITE. If you are unsure as to what constitutes plagiarism or collusion, please check with your lecturer.
  
- ❖ In the first event of Academic Dishonesty or Plagiarism, a compulsory academic counselling would be arranged by the lecturer to the student, resubmission of their assessment is allowed. For the second event of Academic Dishonesty or Plagiarism, the assessment will be marked as failed and a Final written warning will be issued to the student. The student will be required (if necessary) to resit or resubmit the assessment paying the nominated fees as per KITE resit or resubmission policies. If the student is found resorting to Academic Dishonesty or Plagiarism after being issued a written warning, "The Academic Director" can terminate the student's enrollment at KITE.

### **Non-discriminatory language:**

- ❖ KITE is committed to the use of non-discriminatory language in all forms of communication. Students and staff should avoid the use of discriminatory language in Modules and in all other activities within KITE. This applies to both oral and written communication.
  
- ❖ Discriminatory language is that which refers in abusive terms to gender, race, age, sexual

orientation, citizenship, or nationality, ethnic or language background, physical or mental ability, or political or religious views, or which stereotypes groups in an adverse manner.

- ❖ This is not meant to preclude or inhibit legitimate academic debate on any issue; however, the language used in such debate should be non-discriminatory and sensitive to these matters.
- ❖ It is important to avoid the use of discriminatory language in your written work.
- ❖ The most common form of discriminatory language in academic work tends to be in the area of gender inclusiveness. You are therefore requested to check your work for this, and to ensure it is non-discriminatory in all respects.

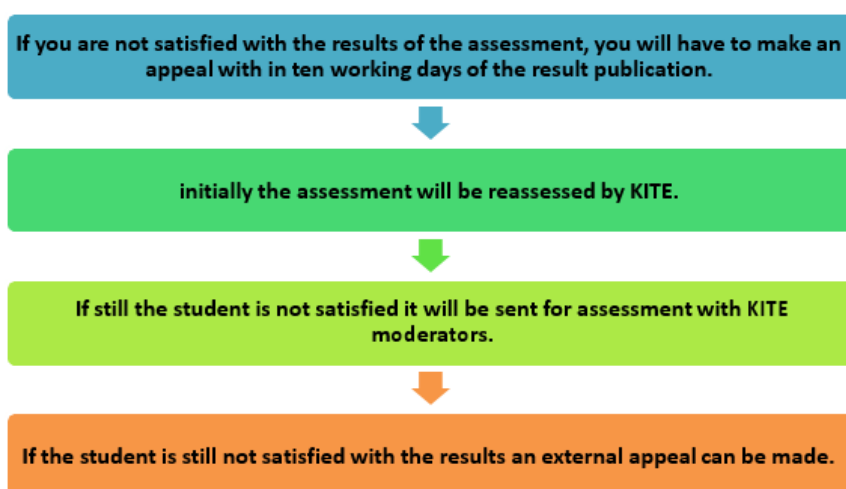
### 3. Assessment Feedback and Appeals:

#### Assessment Feedback:

- ❖ Whenever possible there will be a 10 working day turn-around-time on the marking of all assessments, handed in on time. If this is not possible, the lecturer will advise of any delay prior to the due date.
- ❖ All your assessments will be returned to you to review after marking and you are allowed to appeal if you feel that your work is wrongly marked. For detailed procedure, please refer to Academic Appeals.
- ❖ Lecturers will be available, by mutual arrangement, to discuss your progress.
- ❖ Make a photocopy, or keep the computer file, of all your assignments for your reference and safekeeping, before you hand them in for marking.

#### Assessment Appeals:

To make an appeal, you must apply in writing to the Programme Leader within 5 working days of receiving your marked assessment back. You must state the reason for your appeal. If a student under any circumstances is not satisfied with the results of the assessment a provision is provided by KITE to make an appeal against it. The process is outlined below:



We would try our best to solve all appeals internally but to ensure that there is fairness, we will assist the student to approach external agencies for an appeal.

The final source of appeal in assessment matters is:

**The Academic Director  
Kiwi Institute of Training and Education Limited**

Students will have opportunities on regular basis to provide feedback on tutors and also on the course schedule.

#### **4. Resubmission and resit policy:**

##### **Assignment resubmission and Examination resit policy:\***

The students can apply to resubmit a failed assignment or examination once per prescription if:

- ❖ the resubmission or resit would be the second attempt for that prescription
- ❖ they have 80% attendance rate
- ❖ the application is received within 5 working days of the failed result and the fees of \$150.00 per exam or assignment is Paid

The resit needs to be applied for within 5 working days of result publication.

Only one resit or resubmission is allowed per paper, if a student fails a resit or resubmitted assessment the entire paper or prescription will have to be repeated at their own cost.

\*In exceptional circumstances, such as illness or bereavement, the policies for deferred assessment and special consideration may apply.

##### **Deferred assessment and special consideration:**

- ❖ Deferred assessment for the final examination may be granted in extenuating circumstances, such as serious personal illness or bereavement.
- ❖ There will be no deferred class tests. Instead, the percentage for the final examination will be adjusted to compensate for the missed test.
- ❖ In the case of illness or bereavement, students should contact the Academic Director at the earliest possible instance. They may be permitted to hand in on course assessments (other than tests) later than the class deadline, provided that they have gained the permission of the Academic Director in writing.
- ❖ No resit or resubmission fees will be charged for assessments under special consideration.
- ❖ Deferred assessment and special consideration requests are decided on a case by case basis and are entirely at the discretion of the Academic Director in consultation with the Management Team. Proof of illness or extenuating circumstances may be requested.
- ❖ Students whose attendance or academic achievement prior to the illness or extenuating circumstances was unsatisfactory are unlikely to receive special consideration.



## 5. Recognition of Prior Learning (RPL) procedures

At the time of enrollment if necessary KITE will assess you for Recognition of Previous Learning (RPL). These processes will actually assess your previous qualifications and experiences and determine if any of the skills possessed by you can gain credits for any modules in the course you enroll.

To apply for RPL you need to provide:

- A copy of your CV
- Certified copy of your academic record
- Certified copies of a portfolio you have compiled

The copy of your CV will provide basic details to the assessor to identify if the skills are acquired in a comparable labour market. Once this is established the assessor might request for attested copies of Job Description and other related evidence to further assess the application.

Academic records will be requested for skills gained in non tertiary form of education (for example: if you have a high school certificate in computing which you would like to apply for credits for a specific learning outcome) However you will still need to take a challenge test to gain credits.

Work experience gained in comparable labour market will only be considered for RPL. Once the documentation is assessed you will be required to take a challenge test and perform satisfactorily to gain credits.

Please note that for prescription Applied Management (636) only New Zealand work experience or New Zealand qualification will only be considered for RPL.

Please note that a maximum of 60 credits are allowed in any form towards NZIM Diploma in Management.

All RPL Applications must be made at least 4 weeks prior to the delivery of the prescription for which credits are being applied.

**For any overseas qualifications, an evaluation by NZQA is required (for this you must pay a fees to NZQA).**

You can find the RPL application form in the appendices.

## 6. Cross-Crediting and Credit Transfer

- ❖ KITE will recognize and accept credits gained by the student in any other recognized institution in NZ or internationally\*.
- ❖ Credits will be directly transferred to KITE for courses which already exist on the New Zealand National Framework.
- ❖ Credit transfers from incomplete qualifications will be transferred only at discretion of the management.
- ❖ Please note that a maximum of 80 credits are allowed in any form towards the New Zealand Diploma in Business

- ❖ **In case of overseas qualifications an evaluation by NZQA of your overseas qualification/s will be required (for this you must pay a fee to NZQA)**

\*Please note for prescription Applied Management (636) credits will not be issued unless the qualification is gained in New Zealand.

### **Policy:**

Definitions of the following terms are essential to understand the process of credit recognition:

- ❖ **Credit Transfer** is the process where credits already achieved for an incomplete qualification at a quality assured tertiary institution is recognised towards another qualification. It involves the evaluation of a student's transcript, course outlines and other information relevant to the application.
- ❖ **Specified credit** is the process of transferring credits to a specified course within a different programme of study.
- ❖ **Unspecified credit** is the process of transferring credits for courses which are not part of the schedule of a qualification but which are judged to be relevant to the objectives of that qualification as a whole.
- ❖ **Recognition of prior learning (RPL)** is the process of assessing the credit value of non- formal learning acquired through work/life experiences.
- ❖ **Cross crediting** is where credit is shared between qualifications, rather than credits which are transferred from one qualification to another.

KITE process of credit transfer will ensure that:

- ❖ Credit will be granted for recorded success, whether or not it forms part or all of a complete qualification.
- ❖ Credit will be granted at the highest level consistent with the learner's demonstrated level of competence.
- ❖ Credit transfer arrangements will recognise the distinctive characteristics of qualifications.
- ❖ Where credit is not granted, KITE will provide clear reasons for the decision.
- ❖ The procedures in place will enable learners to seek a review of initial decisions on credit transfer matters.
- ❖ Information about credit transfer arrangements will be readily available to all learners.

## Process/Procedures:

When a student applies for Credit Recognition, first the student eligibility to admission should be verified.

If the student is eligible for admission the credit recognition process will be initiated only after the student receives conditional offer of place and pays the necessary fee for Credit Recognition.

KITE Academic Director or the delegated authority can only issue credit recognition.

As soon as the student application is received the student should be advised of the process involved. (Note: student will have access to general information of credit recognition process in the student handbook but staff are advised student all procedures in regards to the application before collecting the fees)

Students should be clearly advised before starting the procedure on the maximum credits that can be awarded, any regulations in regards to time lapse since previous study, levels at which credit may be granted etc.

### Example of general steps in the process

- Student will fill "Cross Credit" Application form
- Student will submit relevant qualification and transcript copies
- Academic Director or delegated authority will verify the documents for consistencies with course learning outcomes

Once the application is received the result should be issued at least one week before the commencement of related education/semester/course.

An application will not be accepted three weeks after subject commencement date for which the credits are sought, if application is accepted student will have to attend the classes till a decision is made on the application.

The application acceptance or rejection should be documented with clear reasons on the decision taken and learner should be provided with the reasons for decision.

The applicant should be informed clearly about the pathways to follow after the credit is transferred.

The credits awarded should be documented and reported on the necessary systems as applicable.

If the credit is not awarded the student should be advised in writing the right of appeal and process to be followed for appeals.

All credit decisions should be made following these guidelines:

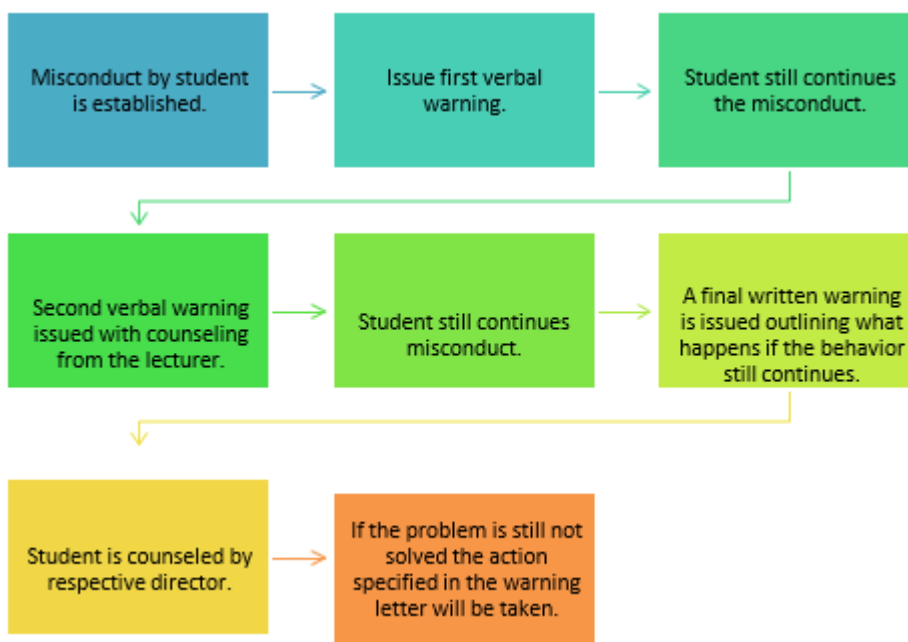
- Credit transfer decisions should be fair and recognise learning in an appropriate way.
- Credit transfer decisions should be defensible, consistent and open to scrutiny.
- Credit transfer decisions should be timely so that a learner's ability to access programmes is not unnecessarily inhibited.
- Credit transfer processes should facilitate access and promote new learning opportunities without compromising the quality or standards of qualifications.
- Credit transfer decision should follow guidelines issued to the independent course.

Detailed Credit Transfer guidelines for students will be available in the Course Learners Guide. As the guidelines might differ from course to course; General credit transfer information and process details are outlined here.

**You can find the cross credits or credit transfer application form in the appendices.**

## 12. Disciplinary procedures

- ❖ At KITE we expect all students to follow basic rules and regulations, we also advise students to have a common sensible approach when they are conducting themselves at KITE.
- ❖ A general disciplinary procedure is outlined here but as described in the student handbook serious misconduct like sexual harassment, possession of drugs in the premises, breaking New Zealand law etc can initiate direct expulsion from institute.
- ❖ If a complaint is received we will supply you with a summary of the complaint and also clearly mention if it is considered as serious misconduct, all students will have an option to appeal through an external agency details of this can be obtained from the administration when applicable



## 13. Complaints Procedures

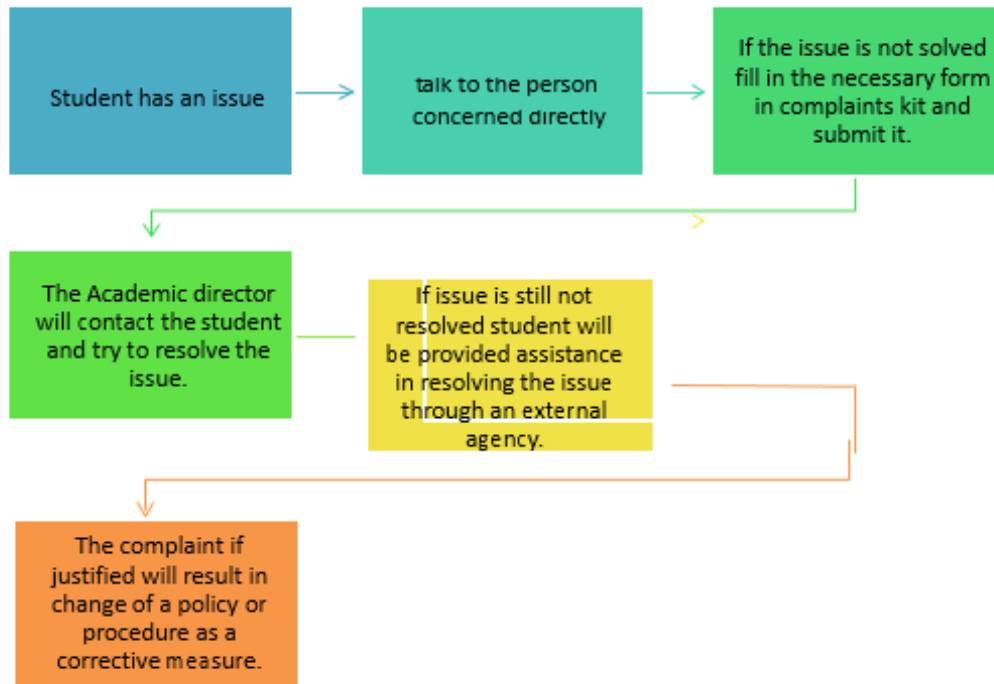
At KITE care is taken at every step to ensure students have outstanding quality in everything however we understand that problems do arise.

In case there is a problem we advise you to talk to the person related directly, there is a complaints kit available in the appendices section of the handbook.

We wish to solve all the complaints internally first but students will be provided provisions to take the issue to an external agency if the problem is not resolved internally.

KITE will assist the student with the external grievance procedure and supply the external authority with all the information required.

The procedure for complaints is outlined below.



The following authorities deal with student problems:

**Quality Assurance Division  
New Zealand Qualifications Authority  
PO Box 160  
Wellington 6140  
Phone 0800 697 296**

---

**International Education Appeal Authority  
Ministry of Education  
PO Box 32001  
Panama Street  
Wellington  
Phone: + 64 4 462 6660  
Fax: + 64 4 462 6686  
Email: [ieaa@justice.govt.nz](mailto:ieaa@justice.govt.nz)**

## **14. Privacy and Intellectual Property Statements**

Kiwi Institute of Training and Education (KITE) will follow Privacy Act 1993 when dealing with any student information.

### **The Privacy Act**

KITE acknowledges that the personal information of the Student collected by Kiwi Institute of Training and Education (KITE) and may be held, used and disclosed to third parties to enable Kiwi Institute of Training and Education (KITE) to:

- Process the application for tuition
- Provide tuition to the Student
- Provide the Student with advice or information concerning products and services Kiwi Institute of Training and Education (KITE) believes may be of interest to the Student; and
- To enable Kiwi Institute of Training and Education (KITE) to communicate with the Student and/or Applicant for any purpose.
- All personal information provided to the School will be held by the School at Kiwi Institute of Training and Education (KITE).
- Failure to provide any information in the application for tuition may mean the School is unable to process the application.
- The Student/applicant has the right under the Privacy Act 1993 to obtain access to and request corrections of any personal information held by Kiwi Institute of Training and Education (KITE) concerning them.

Unless otherwise agreed in writing, all intellectual property rights arising out of the activities of Kiwi Institute of Training and Education (KITE) shall vest in the Kiwi Institute of Training and Education (KITE).

## **15. Appendices**

### **1. Summary Code of Practice for the Pastoral Care of International Students**

#### **Introduction**

When students from other countries come to study in New Zealand, it is important that those students are well informed, safe, and properly cared for.

New Zealand educational providers have an important responsibility for international students' welfare.

This pamphlet provides an overview of the "Code of Practice for the Pastoral Care of International Students" (the Code), and provides a procedure that students can follow if they have concerns about their treatment by a New Zealand educational provider or agent of a provider.

#### **What is the Code?**

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. The Code sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. The Code applies to pastoral care and provision of information only, and not to academic standards.

#### **Who does the Code apply to?**

The Code applies to all education providers in New Zealand with international students enrolled. The Code is mandatory to these providers and must be signed by them.

#### **What is an "international student"?**

An "international student" is a foreign student studying in New Zealand.

#### **How can I get a copy of the Code?**

You can request a copy of the Code from your New Zealand education provider. The Code is also available online from [www.minedu.govt.nz](http://www.minedu.govt.nz).

#### **How do I know if an education provider has signed the Code?**

The New Zealand Ministry of Education maintains a register of all signatories to the Code. This is available online from [www.minedu.govt.nz](http://www.minedu.govt.nz). If the education provider that you are seeking to enroll with is not a signatory to the Code, you will not be granted a permit from the New Zealand Immigration Service and you will not be able to study at that institution. **What do I do if something goes wrong?**

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the principal, the international student director, or another person who has been identified to you as someone that you can approach about complaints at your institution. The Code requires all institutions to have fair and equitable internal grievance procedures for students and you need to go through these internal processes before you can take the complaint any further.

**If your concerns are not resolved by the internal grievance procedures, you can contact the International Education Appeal Authority (IEAA).**

#### **What is the International Education Appeal Authority (IEAA)?**

The IEAA is an independent body established to deal with complaints from international students about pastoral care aspects of advice and services received from their education provider or the provider's agents. The IEAA enforces the standards in the Code of Practice.



## How can I contact the IEAA?

### Tribunals Unit

Level 1, 86 Custom House Quay

Private Bag 32001, Panama Street Wellington

NEW ZEALAND

Phone: + 64 4 462 6660

Fax: + 64 4 462 6686

Email: [ieaa@justice.govt.nz](mailto:ieaa@justice.govt.nz) Website: [www.minedu.govt.nz](http://www.minedu.govt.nz)

### What will the IEAA do?

The purpose of the IEAA is to adjudicate on complaints from international students. The IEAA will investigate complaints and determine if there has been a breach of the Code. The IEAA has the power to impose sanctions on education providers who have committed a breach of the Code that is not a serious breach. These sanctions include an order for restitution, publication of the breach, and / or requiring that remedial action be undertaken. The IEAA will refer complaints that are not about pastoral care to another regulatory body if appropriate.

The education provider will be given a reasonable time to remedy the breach. If the breach is not remedied within that time, the IEAA may refer the complaint to the Review Panel. The IEAA can determine if it considers that a breach of the Code is a serious breach. If the breach is a serious breach, the IEAA will refer the complaint to the Review Panel.

### What can the Review Panel do?

The Review Panel can remove or suspend an education provider as a signatory to the Code, meaning that the provider would be prevented from taking any more international students. Only the IEAA can refer complaints to the Review Panel.

### A summary of the Code of Practice for the Pastoral Care of International Students

The Code sets standards for education providers to ensure that:

- High professional standards are maintained
- The recruitment of international students is undertaken in an ethical and responsible manner
- Information supplied to international students is comprehensive, accurate, and up-to-date
- Students are provided with information prior to entering into any commitments
- Contractual dealings with international students are conducted in an ethical and responsible manner
- The particular needs of international students are recognized
- International students are in safe accommodation
- All providers have fair and equitable internal procedures for the resolution of international student grievances

The Code also establishes the IEAA and the Review Panel to receive and adjudicate on student complaints.

## 2. Complaints Kit

### Complaints form for Kiwi Institute of Training and Education (KITE)

<b>Name:</b>	
<b>Student ID number:</b>	<b>Contact no:</b>
<b>Address:</b>	
<b>Email:</b>	

<b>Nature of Complaint:</b>	
<b>Person first contacted:</b>	
<b>Description of the compla</b>	
<b>Your suggested solution:</b>	
<b>Signed:</b>	
<b>Date:</b>	

### 3. External Authority Referral Form

<b>Name:</b>	
<b>Student ID number:</b>	<b>Contact no:</b>
<b>Address:</b>	
<b>Email:</b>	

<b>Nature of Complaint:</b>	
<b>Description of the complaint:</b>	
<b>Action taken by KITE:</b>	
<b>External authority being referred to:</b>	
<b>Signed:</b>	
<b>Date:</b>	

## 4. Recognition of prior learning - cross credit and assessment of prior learning

### Part A: Student to complete these details

#### Section 1 – Personal/Application Details

Family Name:

First Name(s):

--	--

Telephone number:

Mobile number:

Student ID:

--	--	--

Course/Qualification enrolled for:

--

Name of the courses/papers for which Cross Credit/RPL is requested:

--

#### Section 2 – Cross Credit

**(Only complete this section if you are applying for a Cross Credit)**

Please ensure at least one of the following attached:

NZQA – Recording of Learning       Academic Records or Certificates

#### Section 3 – Assessment of Prior Learning

**(Only complete this section if you are applying for a Assessment of Prior Learning)**

The method used for this assessment is Challenge Assessment of:

<input type="checkbox"/>	550 – Business Computing	<input type="checkbox"/>	560 – Business Communication	<input type="checkbox"/>	Other _____
--------------------------	--------------------------	--------------------------	------------------------------	--------------------------	-------------

#### Section 4 – Student Declaration

**The student must sign this declaration before any RPL can be processed**

I certify that the information provided is correct. I understand that I must complete the course requirements I am applying to have credited until the outcome of this application is decided by KITE.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Part B: To be KITE – approval/decline details**

**Section 5 – Cross Credit: Programme Leaders Decision**

\_\_\_ Cross Credit Approved

\_\_\_ Cross Credit Declined

Outline here the exact credit awarded or reason for decline

---

---

---

Programme Leaders Signature:

Day Month Year

	___/___/___
--	-------------

**Section 6 – Assessment of Prior Learning: Programme Leaders Decision**

\_\_\_ Assessment of Prior Learning Approved

\_\_\_ Assessment of Prior Learning Declined

Programme Leaders Signature:

Day Month Year

	___/___/___
--	-------------

## 5. Floor Plan, 155 Queen Street

# EMERGENCY PROCEDURES

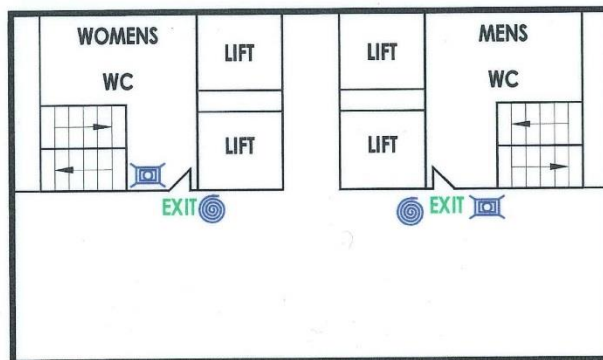


### IF YOU DISCOVER FIRE:

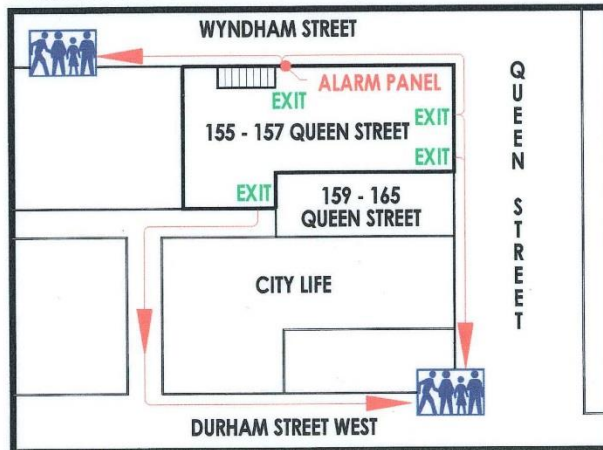
- Activate nearest fire alarm Phone Fire Brigade – dial (outside line) **111**
- Evacuate Building using the nearest **FIRE EXIT** and proceed to an assembly area
- Use fire fighting equipment only if no danger is involved



### FLOOR PLAN: 155 QUEEN STREET



### ASSEMBLY AREA: 155 QUEEN STREET



### IF THE ALARM RINGS:

- Evacuate Building using the nearest **FIRE EXIT** and proceed to an assembly area
  - Help disabled people to a safe area
  - Follow all instructions given by wardens
- DO NOT:** ● Use Lifts ● Run ● Pass others on stairs

## 6. Important Information

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

**ELIGIBILITY FOR HEALTH SERVICES:** Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly-funded health services are available through the N=Ministry of Health, and can be viewed on their website at <http://www.moh.govt.nz>.

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

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

### Execution

- ❖ I have read and understood that terms set out in this agreement, including the attached schedule and agree to them.
- ❖ I acknowledge that the provision of false information or the withholding of relevant information may result in the termination of enrolment.

**Signature of applicant:** \_\_\_\_\_ **(Student)**

**Signature for KITE** : \_\_\_\_\_  
**(Provider)**

**Designation** : \_\_\_\_\_

**Date** : \_\_\_\_\_







**KIWI INSTITUTE OF  
TRAINING & EDUCATION**

[www.kite.ac.nz](http://www.kite.ac.nz)







2016 Version 4

**STUDENT  
HANDBOOK**

**Address:** Level 11, 155 Queen Street, Auckland, New Zealand

**Telephone:** 0064 09 3771786

**Facsimile:** 0064 9 3771787

**Email:** [info@kite.ac.nz](mailto:info@kite.ac.nz)

**Web:** [www.kite.ac.nz](http://www.kite.ac.nz)