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KIWI INSTITUTE OF
TRAINING & EDUCATION

STUDENT HANDBOOK

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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

Physical Address	10 Turner Street, Auckland, New Zealand – 1010
Website	www.kite.ac.nz
Email	info@kite.ac.nz
Telephone	0064 9 3771786
Emergency	In case of emergency after office hours you can contact mobile phone number: 0064212978574 (Dominique Kaivers)

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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.

Orientation

KITE organizes a comprehensive orientation on your first day of studies. You'll get an orientation kit which includes your timetable, this student handbook and other important information about living in New Zealand and your rights under the Code of Practice for International students.

Different workshops will be held to familiarize you with academic and other policies that you need to be aware of in order to succeed.

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 is currently a **category 2 provider** which means that it is confident in its educational performance and its capability in self-assessment.

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, a lunch room and internet connected computer labs. Students have access to a e-library for their research needs and will be connected to Moodle, which is a online learning platform

4. Living in New Zealand¹

1. Life in New Zealand²

New Zealand is a multicultural society, its beauty is impeccable. When arriving in a new country many aspects are to be considered, during orientation 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 2016 Mercer Quality of Living Survey ranked Auckland 3rd 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 \$15.75 per hour (as of April 1st 2017). 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 orientation 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.

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

² <https://www.newzealandnow.govt.nz/> , has a lot of useful information about living in NZ

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. Please consult the Auckland Transport agency³ for up-to-date pricing. The most convenient way to get around is to use the AT HOP card, KITE can assist you to apply for your student discount

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.

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 be opened for you at the beginning of your studies. Printing costs are 10 cents for a black and white A4 page and 1 dollar for a colored A4 page.

³ <https://at.govt.nz/bus-train-ferry/fares-discounts/>

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. Culture and slang

New Zealand is a multicultural society and you will probably meet people from all around the world during your stay.

The three official languages of New Zealand are English, Maori and NZ Sign Language. Kiwis (New Zealanders) are usually friendly, like to socialize and are helpful in nature. Kiwis tend to talk quite fast, don't be afraid to ask them to slow down or to repeat something again when you didn't understand.

When meeting new people, avoid talking about too personal things such as income, religion, politics or family status.

Kiwis don't like saying "no" and will sometimes find different ways of communicating their disagreement. This might be confusing at first but the more time you spend in this country, the more familiar you'll get with all the mannerism and etiquettes.

The dress-code is quite casual, however certain standards are expected to be adhered to at school and work.

During their free time, New Zealanders like to spend time outdoors, going to the beach or bushwalking. Having a barbecue during summer is also a popular activity.

If you get the opportunity to go on a road trip during your breaks, this is a good opportunity to discover other parts of the country and enjoy the beautiful views this place has to offer.

Always remember to drive safely and to follow the road safety instructions whilst travelling.

A lot of useful information can be found on the internet, for example from the following website <https://www.newzealandnow.govt.nz/living-in-nz/settling-in>

Maori Culture

Māori are the tangata whenua, the indigenous people, of New Zealand, who settled here

over 1000 years ago. They constitute about 15% of the population and are fundamental to New Zealand's identity.

Some common phrases in Maori you could try are:

- Kia ora - Hello
- Kia ora tātou - Hello everyone
- Tēnā koe - Greetings to you (said to one person)
- Tēnā koutou - Greetings to you (said to three or more people)
- Nau mai, haere mai - Welcome
- Kei te pēhea koe? - How's it going?
- Kei te pai - Good
- Tino pai - Really good
- Ka kite anō - See you again

If you live in New Zealand you should have a basic understanding of Māori customs and protocol. A quick search on the internet will provide you with many useful information and videos. Maori is an oral culture rich with stories and legends and traditions. There are places all over the country where you can experience Maori culture first hand. This is often a highlight for a lot of tourists.

Slang and terminology

Part of the international student experience will be mingling with locals. You might come across words that sounds unfamiliar to you. Below are some of the more common ones⁴:

- **Aotearoa** – Maori name for New Zealand meaning land of the long white cloud
- **Barbie** – barbecue
- **Big smoke** – large town or city
- **Bloke** – man
- **Bring a plate** – means bring a dish of food to share
- **Bugger** – damn!
- **Cheers** – thanks
- **Chips** – deep fried slices of potato but much thicker than a French fry
- **Cuppa** – cup of tea
- **Cuz** – cousin, family
- **De facto** – name used for a couple who are not married but are living together
- **Dodgy** – bad, unreliable, not good
- **Dunny** – toilet, bathroom, lavatory

⁴ For a comprehensive list, go to <http://www.newzealandnz.co.nz/about-new-zealand/lifestyle/new-zealand-slang/>

- **Fizzy drink** – soda pop
- **Flat** – apartment, name for rental accommodation that is shared
- **Flicks** – movies, picture theatre
- **Footie** – rugby union or league, as in “going to watch the footie”
- **Good on ya, mate!** – congratulations, well done, proud of someone
- **Hard case** – amusing, funny person
- **Hosing down** – heavy rain, raining heavily
- **Jandal** – thongs, sandals, flip-flops
- **Lolly** – candy
- **Loo** – bathroom, toilet
- **Maori** – indigenous people of New Zealand
- **Mate** – buddy
- **OE** – Overseas Experience, many students go on their OE after finishing university, see the world
- **Pakeha** – non-Maori person
- **Pav** – pavlova, dessert usually topped with kiwifruit and cream
- **Pissed off** – annoyed, angry, upset
- **Pressie** – present
- **Pudding** – dessert
- **Shout** – to treat, to buy something for someone, as in “lunch is my shout”
- **Sickie** – to take a day off work or school because you are sick
- **Sunnies** – sunglasses
- **Ta** – thanks
- **Togs** – swimsuit, bathing costume
- **Veges** – vegetables
- **Whinge** – complain, moan

6. Accommodation⁵

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.

⁵ accommodation prices are subject to change, you should also consider transport and other charges when considering an accommodation. These prices are indicative only.)

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.

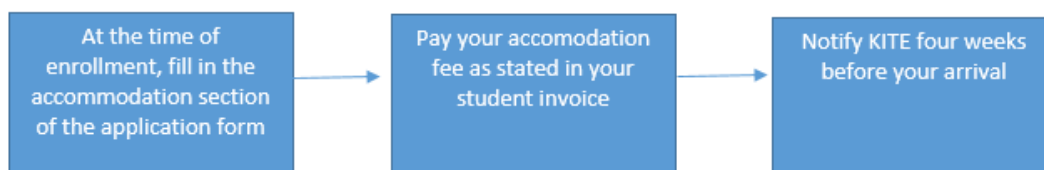
PLEASE NOTE: KITE provides accommodation assistance for all its students. However, students are required to contact KITE for four weeks before arrival if they require us to assist them finding accommodation. We will conduct a detailed inspection of the facility available and provide you a detailed report 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.

Accommodation for students under 18

International students under the age of 18 must live in a KITE approved accommodation. This can either be living with a parent, a designated caregiver or in a homestay arranged by KITE.

A designated caregiver must be a close family friend appointed by the student's parents in writing. An indemnity form needs to be filled in for this purpose.

7. 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 before the arrival date.

8. 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.

9. Driving and travelling in New Zealand⁶

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.

⁶ 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 before travelling 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

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.

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.

10. Working in New Zealand on a student visa

Your student visa in New Zealand may entitle you to work part-time, up to 20 hours a week, and full time during scheduled vacations. Full information on your right can be found here

<https://www.immigration.govt.nz/new-zealand-visas/options/study/working-during-after-your-study/working-on-a-student-visa>.

Your visa will clearly state if and when you are allowed to work.

As mentioned previously, the minimum wage is \$15.25 per hour (as of April 1st 2016). In New Zealand, it is illegal for your employer to pay you less than the minimum wage. If you are facing this situation you can anonymously report your employer to www.crimestoppers-nz.org. You do not need to be scared to do so, it is your right to get paid correctly.

For details about your minimum employment rights you can consult

<http://employment.govt.nz/er/publications/Minimum-employment-rights-obligations.pdf>

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.
- KITE does not tolerate any kind of bullying or harassment, be it of verbal, physical or sexual nature.



- Harassment is any unwelcome comment, conduct or gesture, that is insulting, intimidating, humiliating, malicious, degrading or offensive. It can include physical, degrading or threatening behavior, abuse of power, isolation, discrimination, sexual and/or racial harassment and adversely affect someone's performance, contribution or work environment.
- If you feel harassed or bullied, don't keep quiet. Talk to your lecturer or student services who can give you advice on what to do next.

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 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.

Entering the campus intoxicated is also strictly prohibited. Disciplinary measure will be taken immediately against any offender.

7. Course schedule

A detailed course timetable will be provided to you in your orientation kit at the time of induction. You will be advised on all assessments, assignments, times, venues and dates by your lectures.

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.

Extended leaves exceeding 2 weeks will need to be applied directly through the Programme manager. The approval of leave is subject to the discussion of the Programme Manager with the student pertaining the duration of leave, the valid reasons and the time of leave (start, middle or end of semester/term).

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

The holidays for your entire course will be mentioned on your offer letter. You can also consult the academic calendar on the student noticeboard which clearly indicates your term breaks and summer vacations.

The institute will generally be closed during public 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 harassment⁷ 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 General Manager (randy@kite.ac.nz).

11. Personal belongings

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

⁷ 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.)

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. 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 lobby area, there are designated areas in the campus where you can gather and talk to your friends.
- 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 ; loitering, damaging property, playing around and causing disturbance will attract warnings and can initiate disciplinary procedures. Students who repeatedly cause inconvenience might be disciplined or even expelled from KITE.



6. Recruitment and Enrollment Information

1. Entry and selection criteria⁸

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

- **New Zealand Diploma in Business – Leadership and Management Strand**

Level 5

Applicant must meet the following entry criteria:

- Student must be aged 18 years or above
- Graduate of business qualifications Level 4 OR
- Graduates of another disciplines at level 5 or above OR
- Have completed New Zealand year 12 Secondary schooling OR
- Have completed International Equivalent of New Zealand year 12 OR
- Have at least 2 Years of relevant business experience

Applicants for whom English is not their first language must have an IELTS 5.5 (Academic) with no band less than 5.0; or PToE (Academic) Score of 42; or NZCEL Level 4 with the Academic endorsement; or equivalent as approved and set out in the NZQA Programme Approval and Accreditation Rules

Level 6

Applicant must meet the following entry criteria:

- Student must be aged 18 years or above
- Graduate of business qualifications Level 5 or above OR
- Graduates of another disciplines at Level 6 or above OR
- Have completed New Zealand year 13 Secondary schooling OR
- Have completed the International Equivalent to New Zealand year 13 OR
- Have at least 2 Years of relevant business experience

Applicants for whom English is not their first language must have an IELTS 6.0 (Academic) with no band less than 5.5; or PToE (Academic) Score of 50; or NZCEL Level 4 with the Academic endorsement; or equivalent as approved and set out in the NZQA Programme

⁸ Terms and conditions apply. Please visit our website or contact us for further information.

Approval and Accreditation Rules

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

- Student must be aged 18 years and over
- A level 6 qualification (or equivalent) in Business
- A degree in another discipline OR a minimum of four years relevant industry experience in a business related field requiring knowledge and skills equivalent to at least Level 6 Business qualification.

International students for whom English is not their first language, must also have an IELTS score of 6.0 (Academic) with no individual band lower than 5.5, or TOEFL score of 550, or equivalent evidence of English Language proficiency

- **Diploma in Healthcare management (Level 7)**

- Student must be aged 18 years and over
- A level 6 qualification (or equivalent) in healthcare, such as Nursing OR
- A degree in other related disciplines* OR
- A minimum of four years relevant industry experience in a healthcare related field requiring knowledge and equivalent to at least a Level 6 Healthcare qualification.

(Related Disciplines: e.g. Social Worker, community worker, midwifery, medicine, nursing, physiotherapy, dentistry, pharmacy, health, health management, health leadership, public management, business management)

International students for whom English is not their first language must also have an IELTS score of 6.0 (Academic) with no individual band less than 5.5, or TOEFL score of 550, or OET (with minimum rating of B or equivalent evidence of English Language proficiency

- **New Zealand Certificate in English Language (Academic) (Level 3)**

- have English as an additional language; and
- be a New Zealand citizen or permanent resident; or
- hold a Certificate of Refugee Status and provide evidence of eligibility to study for the duration of enrollment; or
- have a student visa.

To be admitted to this programme, all applicants must meet the following English Language requirements:

- hold a New Zealand Certificate in English Language (Level 2) or equivalent knowledge and skills; OR
- hold IELTS general or academic score of 4.5
- **New Zealand Certificate in English Language (Academic) (Level 4)**
- have English as an additional language; and
- be a New Zealand citizen or permanent resident; or
- hold a Certificate of Refugee Status and provide evidence of eligibility to study for the duration of enrolment; or
- have a student visa

To be admitted to this programme, all applicants must meet the following English Language requirements:

- hold a New Zealand Certificate in English Language (Level 3) or equivalent knowledge and skills; OR
- hold IELTS general or academic score of 5.0, with no band score lower than 4.5

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.

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 (info@kite.ac.nz). Our website (www.kite.ac.nz) will contain all course details.

3. Recruitment procedure

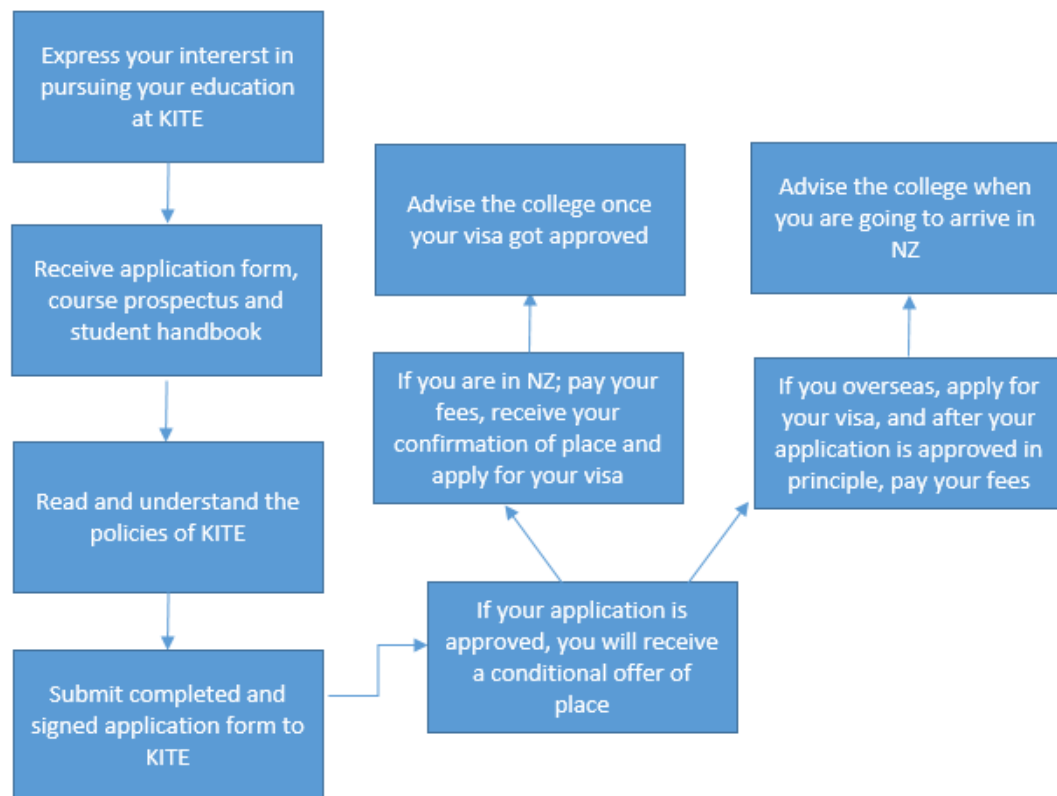
Students after understanding all policies of KITE can apply for a seat in the course; once the application is lodged it might take up to three working days for us to provide our decision.

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 Procedures⁹

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:

⁹ This policy is only applicable for the initial student visa and not the subsequent extensions to the student visa

Course Length	Policy
Courses three months or more	<ul style="list-style-type: none"> ▪ 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. ▪ No refunds 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.
Courses five weeks or more but less than three months	<ul style="list-style-type: none"> ▪ 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. ▪ No refunds 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.
Courses under five weeks	<ul style="list-style-type: none"> ▪ 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. ▪ No refund will be issued for courses of two days length ▪ No refunds 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.

**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 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

- 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.
- 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 **Registration Fee**” 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 Ministry of Education Website

<http://www.education.govt.nz/ministry-of-education/legislation/regulations-to-support-international-students/#education>

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 Student Services 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 student services and they will assist you

- **New To New Zealand**

Phone: (09) 280 4064

<http://www.new2newzealand.org.nz/index>

Free counselling and specialist advice for international students in Auckland is available through a joint initiative from the South Asian community and New Zealand Police. The initiative aims to reduce social problems among international students and help prevent them becoming victims of crime.

- **Citizens Advice Bureau**

Free phone 0800 FOR CAB (0800 367 222)

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

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 Student Contract Dispute Resolution Scheme (DRS)**

Fairview Dispute Resolutions

0800 77 44 22

- **New Zealand Transport Agency**

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

- **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

To find a GP in your area please visit

http://www.healthpoint.co.nz/doctors/?utm_source=newzealandnow.govt.nz

OR

www.yourlocaldoctor.co.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

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

f) **Lifeline**

Telephone (09) 522 2999

0800 111 777 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

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

m) **Alcoholics Anonymous**

2 Mayoral Dr, Auckland Central Telephone: 0800 229 6757

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

- **Useful links about life in New Zealand**

a) **Guide to living and working in New Zealand**

<https://www.newzealandnow.govt.nz/>

b) **New Zealand Education – Study in NZ**

<http://www.studyinnewzealand.govt.nz/>

c) **Planning a trip?**

<http://www.tourismnewzealand.com/>

d) **Safety advice**

<http://www.police.govt.nz/advice/personal-community/keeping-safe/visitors-safety-guide>

e) **Reporting a crime anonymously**

<http://www.crimestoppers-nz.org/>

f) **Finding accommodation**

Temporary accommodation <http://www.aucklandnz.com/accommodation>

Flatting: <http://www.trademe.co.nz/flatmates-wanted>

Flatting: <http://www.nzflatmates.co.nz/flats/auckland>

g) **Sun safety**

<http://sunsmart.org.nz/>

KITE Pastoral Care Officer

Name: Dominique Kaivers

Designation: Student Services Manager

Telephone: 021 297 8574

Email: 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.health.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 \$500 in New Zealand, KITE can assist you to get medical insurance.
- ❖ All accidents/ near misses are recorded as per procedures. Serious accidents will be dealt

with 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 Sherry Corominas 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:

New Zealand Diploma in Business – Leadership and Management strand (Level 5 & 6)

- ❖ To pass each paper without MPLO's you must, receive a final mark of at least 50% of the total possible marks for the paper.
- ❖ To pass each paper with MPLO's you must, receive a final mark of at least 50% in each assessment 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.

*MPLO: Minimum Passing Learning Outcome

Diploma in Business Management Level 7

- ❖ 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.

Diploma in Healthcare Management Level 7

- ❖ Requirements will be discussed with your lecturers and a programme handbook provided on orientation

NZCEL

- ❖ Requirements will be discussed with your lecturers and a programme handbook provided on orientation

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.
- ❖ 6th Edition APA style referencing is to be used.
- ❖ 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:

As a quality oriented education provider KITE's policies on academic dishonesty are thorough

and strict. Plagiarism is the practice of taking someone else's work or ideas and passing them off as one's own. KITE's academic staff is responsible for ensuring that all students' assignments comply with the rules and regulations established in its policy. Students caught in a situation of plagiarism for the first time will receive a warning and will be made aware of the negative consequences of their behavior. For a second offence students' work will be granted zero marks and the academic department will notify the student that, if committed again, formal disciplinary action will take place. Whenever plagiarism is detected lecturers are required to inform the academic department in order to keep a database of student's offences.

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.

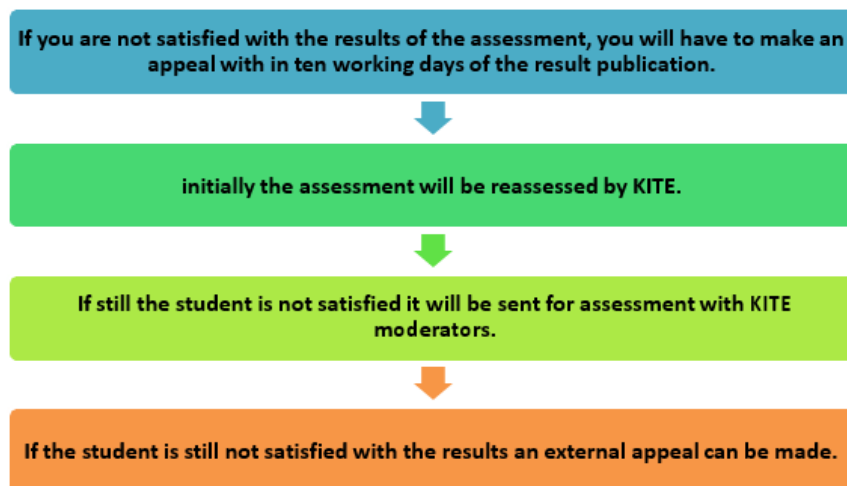
3. Assessment Feedback and Appeals:

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:

Diploma in Business Management Level 7

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

- ❖ the resubmission for 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 \$300.00 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.

New Zealand Diploma in Business – Leadership and Management Strand (Level 5&6)

1. This policy only applies to Level 5 and 6 business programmes.
2. Some courses in the Level 5 and 6 business programmes contain learning outcomes that must be achieved by students. These are called minimum pass learning outcomes (MPLO's).
3. Where a Level 5 or 6 business course does not contain any MPLO's then the standard resit/re-submission policy will apply, namely:
 - 3.1 A student who fails a course may apply for ONE resit/re-submission of any ONE assessment in that course at the end of the teaching programme for that course.
 - 3.2 A fee \$300 will be charged for the resit/resubmission.
4. Where a Level 5 or 6 business course contains one or more MPLO's and a student fails an assessment containing an MPLO(s) then the student is entitled to apply for a resit/resubmission of the assessment.
 - 4.1 Students are entitled to a maximum of TWO resit/ resubmissions per course for courses containing MPLO's.
 - 4.2 The first resit/resubmission for each course is free without extra charge. A second resits/resubmission for each course will involve an extra charge fee \$300.

NZCEL and Diploma in Healthcare management: Please refer to your programme handbook

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.

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

5. Cross-Crediting and Credit Transfer

Diploma in Business Management – Leadership and Management Strand (Level 5&6)

- Cross credits into this programme can only be granted where an applicant can produce evidence that specific graduate profile outcomes have been achieved in another programme or component of another programme leading to a qualification.
- The level and credit value of the achieved qualification or component of a qualification must not be less in equivalence to the New Zealand Diploma in Business (Leadership and Management strand) (Level 5) qualification; reference: 2459 or New Zealand Diploma in Business (Leadership and Management strand) (Level 5) qualification; reference: 2460
- Where credit is being sought for learning outcomes mapped to the Graduate Profile Outcomes within a designated course in the New Zealand Diploma in Business and the applicant has not achieved other Graduate Profile Outcomes mapped to learning outcomes in that course it shall be at the discretion of the Academic Committee as to whether assessment for those learning outcomes not achieved in the other programme can be disaggregated to exempt the applicant solely from the learning outcomes previously achieved.

Diploma in Business Management Level 7

- Cross credits into this programme can only be granted where an applicant can produce evidence that specific graduate profile outcomes have been achieved in another programme or component of another programme leading to a qualification.
- The level and credit value of the achieved qualification or component of a qualification must not be less in equivalence to the Diploma in Business Management (Level 7) qualification; reference: 2421

Process/Procedure

Cross-credits need to be applied for before the final confirmation of place is issued.

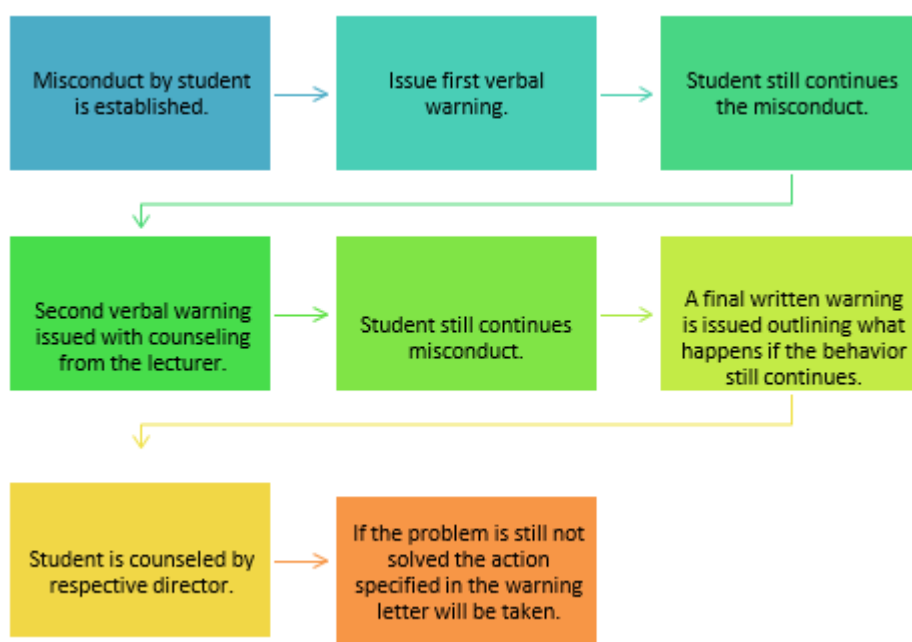
Please fill in section 5.4 on the KITE application form together with the official KITE cross-credit form before submitting it for enrolment.

A fee of 100NZD will apply per paper sought to be cross-credited.

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

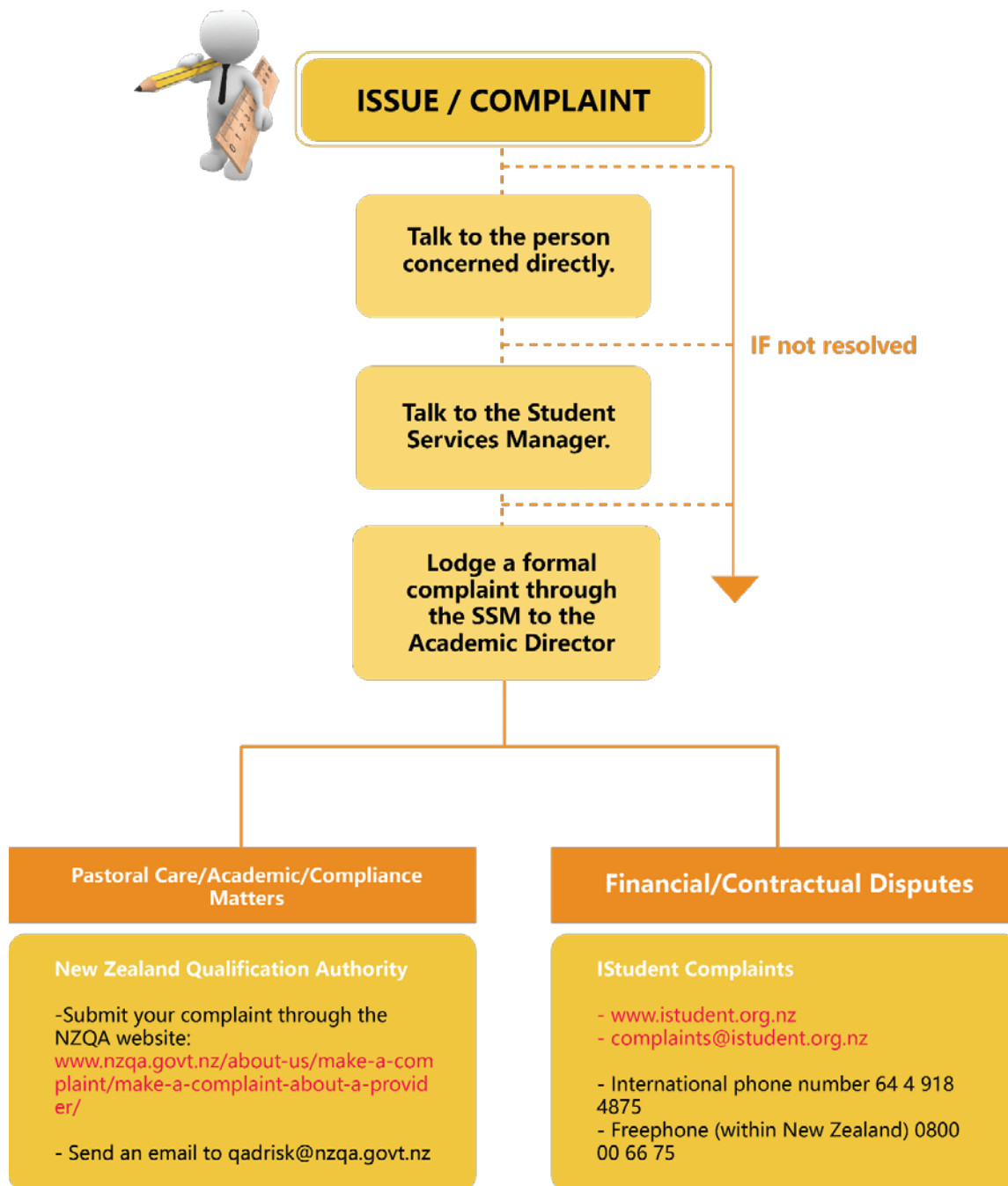
At KITE care is taken at every step to ensure students have outstanding quality in everything however we understand that problems do arise.

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:

- **New Zealand Qualifications Authority**
<http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>
Phone: 0800 697 29
Email: qadrisk@nzqa.govt.nz
- **Istudent complaints**
www.istudent.org.nz
Phone: 0800 00 66 75

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.

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. Information about the Code is also available online from the Ministry of Education website <http://www.education.govt.nz/ministry-of-education/legislation/regulations-to-support-international-students/#education>

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 <http://www.nzqa.govt.nz/providers-partners/caring-for-international-students/signatories-to-the-code-of-practice/> 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?

Please refer to the complaint procedure outlined in section 13 of this student handbook

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

2. Complaints Kit

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

Name:	
Student ID number:	Contact no:
Address:	
Email:	

Nature of Complaint:	
Person first contacted:	
Description of the complaint:	
Your suggested solution:	
Signed:	
Date:	

3. External Authority Referral Form

Name:	
Student ID number:	Contact no:
Address:	
Email:	

Nature of Complaint:	
Description of the complain	
Action taken by KITE:	
External authority be referred to:	
Signed:	
Date:	

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



KIWI INSTITUTE OF
TRAINING & EDUCATION

Application for Cross Credits from study at KITE

Complete a separate form for each qualification studied or institution attended

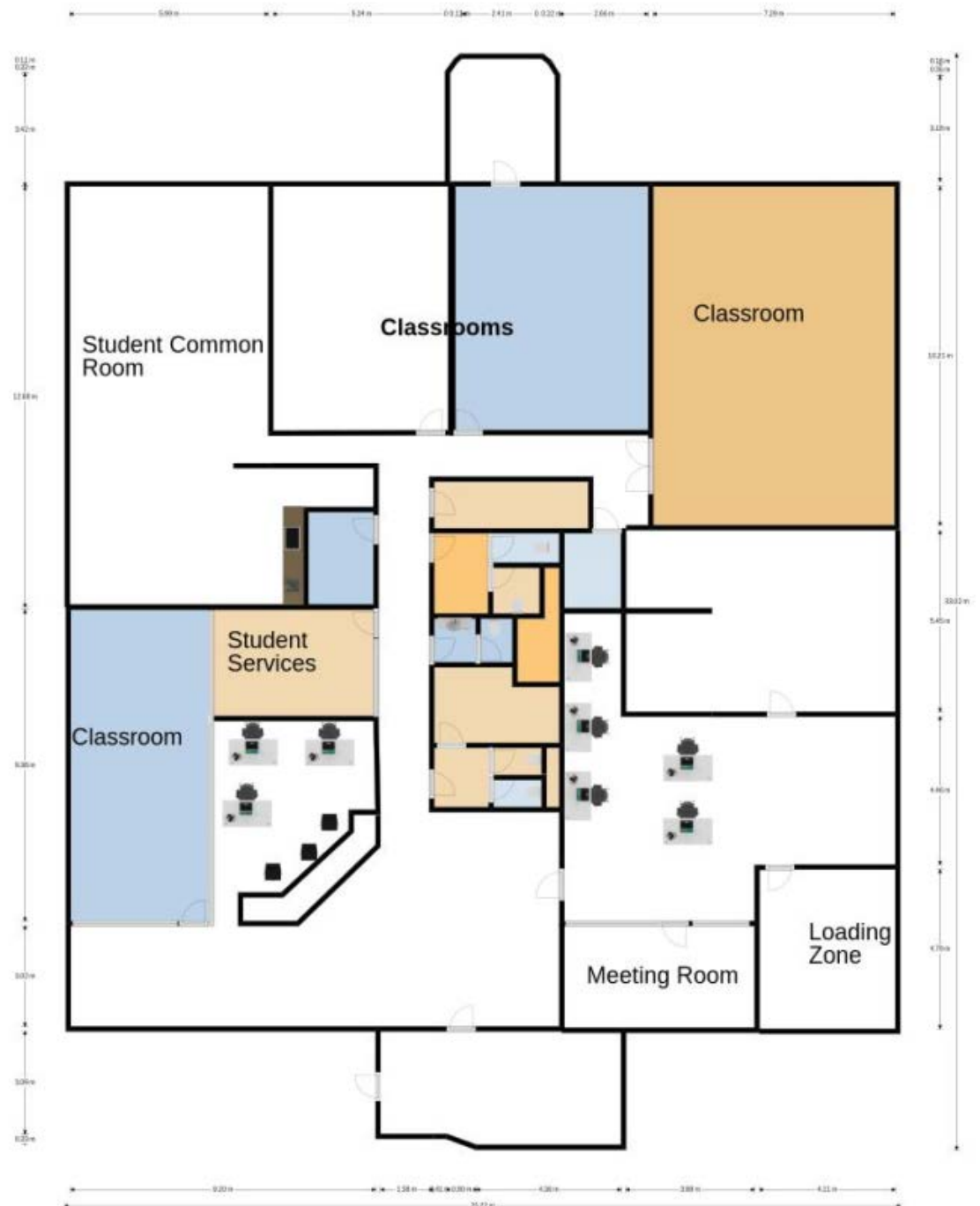
KITE programme enrolled	Semester & year you will start this programme	
Family (or last) name	First names	
Student ID (optional)	Date of Birth	Telephone number
Address		
Institution attended	Location	Qualification studied

Year Course Completed	Subject/ Paper/ Course Passed (eg if all NZQA credits, please also attach record of learning)	Grade (eg C+)	Credits/ Points (eg 12 credits)	Office		Use	Only	Payment
				Accept/ Decline		Cross Credit sought at KITE		Accountant Approved
				Accept	Decline			
				Accept	Decline			
				Accept	Decline			
				Accept	Decline			
				Accept	Decline			
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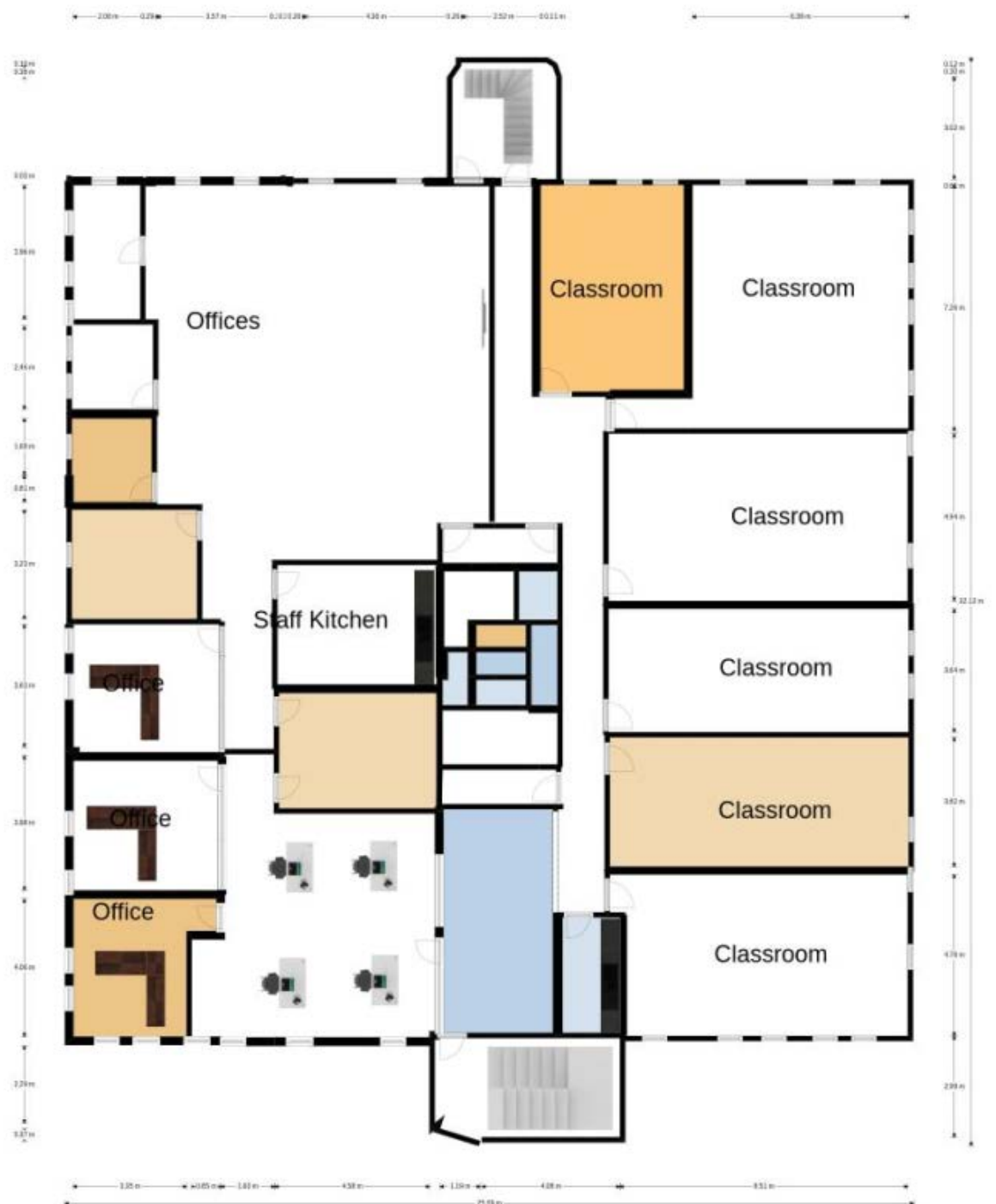
Office Use Only	Payment- Received by	Date
	Signed by Academic Director after checking the documents (page 2)	Date

5. Floor plans

Ground floor



First Floor



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 : _____



www.kite.ac.nz





STUDENT HANDBOOK

Address: 10 Turner Street, Auckland, New Zealand

Telephone: 0064 09 3771786

Facsimile: 0064 9 3771787

Email: info@kite.ac.nz

Web: www.kite.ac.nz