



Student Handbook 2020

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1 Useful Contact Information

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Website	www.acupuncture.ac.nz

2 Mission Statement

To train students as competent primary healthcare professionals who use traditional Chinese medicine to treat patients.

3 Student Charter

3.1 Student Rights

Education provision reflects best practice for NZ legislation inclusive of NZ Health and Disability Act. Education is delivered in a safe and supportive environment. Students have the right to raise concerns and complaints to senior management.

- 3.1.1 To be treated with respect and dignity
- 3.1.2 To be treated equally regardless of age, sex, race, culture or ethnic origin
- 3.1.3 To be free from any form of harassment
- 3.1.4 To access, and request the correction of, any readily retrievable information about the student held by the School
- 3.1.5 To receive competent teaching of a well-planned and coordinated course
- 3.1.6 To have assessments returned with marking schedule within a set period
- 3.1.7 To have access to necessary information and resources required for completion of the course
- 3.1.8 To have access to student support services, including academic and personal counselling
- 3.1.9 To participate in the regular evaluation of teaching and support services.

3.2 Student Responsibilities

Students immediately report any safety risk, incident or accident to senior staff. Students respect School protocols to maintain confidentiality and privacy of all School documentation and activities. Students use the School concerns and complaints process.

- 3.2.1 To show respect and consideration for all the staff, students and other stakeholders of the School
- 3.2.2 To show respect and consideration for all the people the student deals with at the School
- 3.2.3 To respect the environment and property of the School
- 3.2.4 To actively participate in the learning process and take responsibility for the student's own learning
- 3.2.5 To abide by the rules and regulations governing the conduct of students
- 3.2.6 To notify a staff member if the student's rights have been breached
- 3.2.7 To deal with conflicts by following relevant procedures of the School
- 3.2.8 To ask for assistance when needed.

4 General Rules and Regulations

4.1 Class Attendance

- 4.1.1 Students are expected to attend all sessions, including blended learning, online and directed study on Moodle, as scheduled for the academic year
- 4.1.2 Learning support as arranged by individual teachers is optional, but students are strongly encouraged to attend
- 4.1.3 Students are to attend only those classes they have enrolled in and are listed on their offer of place
- 4.1.4 For detailed policies on class attendance, please refer to clause "8.0 Class Attendance"

- 4.1.5 All international students must comply with Immigration NZ's attendance rule which requires "100% attendance at all times with the exception on grounds of medical and emergency circumstances".

4.2 Library

4.2.1 Borrowing basics

- All part-time and full-time students are eligible to borrow books from the School library
- The School library opens from 9am to 5pm, Monday to Friday
- Students who would like to borrow books can request the Operations Officer or an administration staff to open the bookshelves to browse through and select the items to borrow
- To complete the borrowing process, students fill in the library logbook with details of the student's name, year of study, the book title, and date of borrowing
- All borrowed books must be return to the Operations Officer or an administration staff by the due date
- Students can renew their borrowing by sending an email to the Operations Officer.

4.2.2 Loan period

- All books on the current book list including required and recommended textbooks can be borrowed for one week only
- Other books can be borrowed for two weeks and renewed only once
- Students are allowed to borrow a maximum of five books at any one time.

4.2.3 Students' responsibilities

- Students have to return or renew borrowed books by the due date
- Students have to pay for replacement charges for lost or damaged books and associated administration charges
- Should library books not be returned, or fines remain unpaid, documents, results and certificates will be withheld from the said student until remedied.

4.3 Clothing and Property

4.3.1 Students are expected to be appropriately dressed, and shoes must be worn at all times, while attending classes at the School and completing clinical experience or off-campus practice

4.3.2 Students must wear closed-toed shoes in all practical/clinical courses. Please refer to clauses 8.1.9.4 and 8.1.9.5 for the list of practical and clinical courses

4.3.3 The School accepts no responsibility for loss or damage to student's property arising from the use of the School's building and facilities. Lockers are available for secure storage of student's belongings/valuables.

4.4 Health and Safety

4.4.1 Students are required to take all reasonable steps during their time at the School to ensure their safety and the safety of others

4.4.2 Students are expected to familiarise themselves with the health and safety regulations of the School and take part in evacuation exercises

4.4.3 While on off-campus learning activities, students are required to follow the health and safety regulations as directed by the staff responsible for the activities, including wearing appropriate clothing and footwear.

4.4.4 Concern is a situation that has potential to cause an accident or incident:

- All situations that have caused or may have caused concern to staff, students or other people in areas under the School's control are to be recorded on *the health and safety concern report form* – with the exception of incidents occurring in the course of operating the student clinics (these are recorded on *clinic incident report form*). These forms are available from the policy manual
- The person raising the concern or a designated person will be responsible for completing the *health and safety concern report form*

- All health and safety concern report forms must go to the Operations Officer
 - All reported concerns will be investigated by the Operations Officer and a health and safety concern investigation form is kept as a record of the findings and actions taken. These forms are available from the policy manual
 - Copies of the health and safety concern report forms and the associated health and safety concern investigation forms are filed in the accident register, which is kept by the Operations Officer.
- 4.4.5 Definition of Incident/Accident: Incident is an event that has happened and may cause harm or could have caused harm. Accident is an event that has caused harm.
- All accidents that have caused, or incidents that may have caused harm to staff, students or other persons in the work areas under the School's control, must be recorded on the *incident/accident report form* available from the main reception or the Operations Officer
 - The person harmed or possibly harmed is to fill out the *incident/accident report form*
 - The Operations Officer is to be advised within 24 hours of the incident/accident
 - All reported incidents/accidents will be investigated promptly by the Operations Officer and appropriate actions taken following consultation with the CEO
 - All persons sustaining an injury as a result of an accident/incident occurring in the School's premises must be seen by a doctor within 24 working hours of the incident/accident.

4.5 Smoking, Drinking, Use of Drugs, and/or Carrying of Lethal Weapon(s)

- 4.1.1. Smoking, consumption of alcohol, use of illicit or prohibited drugs, and/or carrying of lethal weapon(s) on the School premises are strictly forbidden.
- 4.1.2 Not to arrive at premises or work under the influence of drink, drugs or other product that would endanger themselves or others.

4.6 Contact Details

- 4.6.1 Students must notify Student Support Officer of any change of personal details such as the physical addresses, phone numbers, emails, and next-of-kin contact, so that a list of current contact details can be maintained.

5 Recognition of Prior Learning and Credit Transfer

5.1 Introduction

- 5.1.1 The purpose of recognition of prior learning (RPL) is to allow students to gain credits for *Bachelor of Health Science (Acupuncture) and/or Diploma in Chinese Herbal Medicine* by recognising relevant education and other learning outside of a formal study programme.
- 5.1.2 Definition of terms:
- Cross-credit: awarding of credits earned from another qualification, course, or programme of study within the same teaching organisation
 - Credit transfer: awarding of credits for credit already achieved within the context of formal learning delivered by another teaching organisation
 - Credit for uncertificated learning: credits awarded for informal or uncertificated learning
 - Recognition of prior learning (RPL): a global term referring to the recognition of learning through the awarding of credits via cross-credit, credit transfer, and/or credit for uncertificated learning.
- 5.1.3 Decisions on RPL applications are based solely on submitted official documents and how the applicant establishes the match between prior learning and qualification course(s)

- 5.1.4 Criteria for awarding of credits are based on learning level, intended learning outcomes, credits (learning load), and course content
- 5.1.5 Credits may be given only for those formal courses, which have been satisfactorily completed within three (3) calendar years of lodging this application. However, those formal courses, which have been completed more than three (3) calendar years from date of this application, can still be used to lodge an RPL application provided that the applicant's current occupation, practice, or profession is in line with the formal course(s), which has/have been completed (Important notes: applicant should be in that occupation or practice within the last three [3] calendar years)
- 5.1.6 Partial RPL credits for a course are not awarded.

5.2 Fees for RPL and Credit Transfer Submission

- 5.2.1 RPL administration fee is \$50 plus \$150 assessment fee per course, which is non-refundable upon formal acceptance of the submission.
- 5.2.2 Each new application entails an administration fee of \$50.
- 5.2.3 Payment method will be advised by the Operations Officer.

5.3 When to Apply

- 5.3.1 An RPL and credit transfer application will take two (2) to three (3) weeks to process
- 5.3.2 Application for RPL and credit transfer will only be available to year-one students. RPL and credit transfer submissions must be lodged one (1) month prior to the start of the students' first school term. Acceptance of a late submission is subject to the approval of the Academic/Research Leader. The School cannot guarantee that any applications lodged after this time will be evaluated in time to make the required changes to the student's enrolment.
- 5.3.3 Student's eligibility to receive a student loan may be adversely affected by a successful RPL application. Please contact Studylink to verify.

5.4 How to Apply

- 5.4.1 Student complete an RPL and credit transfer form
- 5.4.2 Student assess the minimum of 80% match between the learning outcomes of the course they have completed and the course they want to apply to cross credit to
- 5.4.3 Student submits to the Operations Officer the completed form with the attachment of the course descriptor of the course they have completed, and proof of payment of non-refundable fee (administration fee of \$50 plus \$150 assessment fee per course).

6 Academic Dishonesty

6.1 Introduction

- 6.1.1 Academic dishonesty means the student using someone else's work as his/her own work or allowing others to represent his/her work as their own. The acts of dishonesty relating to assessments include:
 - plagiarism
 - unauthorised collaboration
 - Examination misconduct.
- 6.1.2 The process of managing dishonesty and plagiarism is to have the cases formally documented and held in student file.
- 6.1.3 A student found to have committed an act of academic dishonesty will be given the opportunity to explain. In view of the sensitive nature of the matter, any discussion between the teacher and the student concerned must be conducted away from the public's view.
- 6.1.3 If the teacher is satisfied that there is no act of academic dishonesty committed, then the student will be assessed in the same way as the other students. Otherwise, the teacher has the discretion to take any of the following actions:
 - To return the assessment unmarked, or

- To allocate 0% to the assessment, or
- To re-assess the student under a controlled situation and using a different approach (e.g. oral test instead of written), or
- To re-assess by giving the student a new but similar assessment, or
- Report the incident of alleged academic dishonesty to the Academic/Research Leader.

6.2 Copyright

- 6.2.1 Students are reminded that it is a serious offence to copy other people's published original works without their permission. Infringement of copyright may result in police prosecution
- 6.2.2 Students can copy extracts from a book or magazine article, but they need to make reference to the source if they use it in assignments
- 6.2.3 Students can copy a small part of a book for their own study, but are not allowed to copy a whole book
- 6.2.4 The law on copying is The Copyright Act 1994 with the amendment in 2011 of Copyright (Infringing File Sharing) Amendment Bill. For detailed information, please check www.copyright.co.nz.

6.3 Plagiarism

- 6.3.1 Plagiarism is the student presenting someone else's ideas or work as his/her own, without acknowledging that he/she has done so.
- 6.3.2 Plagiarism includes, but not limited to:
- Direct copying of other people's work with no referencing. This work may be in writing or in electronic form
 - Simply modifying text such as changing a few words
 - Paraphrasing what someone else has written without referencing
 - Fabricating, altering or borrowing the work of someone else with or without their permission to do so
 - Submitting the same paper for more than one course or purpose, without the consent of all the teachers involved
 - Using photographs, video or audio without permission or acknowledgement.

6.4 Unauthorised Collaboration

- 6.4.1 Unauthorised collaboration is the student working with other people without identifying them and acknowledging their contribution to his/her work
- 6.4.2 It is acceptable for students to collaborate in researching and discussing ideas, and in clarifying their thinking in relation to an individual assessment task. However, when the students do their assessment, they must use their own ideas and his/her own words. Students do not swap or pass on their written work to another by computer file or share the task of writing and preparing a duplicated copy of computer file or written work
- 6.4.3 Students can only submit assessments done by them. If it is a group assessment, they may with their teacher's permission complete the assessment task with another student or students. In all other cases, the assessment will be an individual assessment. Where individual work is required, it must not be written together with another student
- 6.4.4 Once the students have written an assignment answer, they must take extreme care not to share their work with another student. If no other student has seen their work, no one can copy and present the work of others as his/her own.

6.5 Examination Misconduct

- 6.5.1 Serious academic misconduct includes, but is not limited to, the following behaviours:
- Having someone else to sit an examination
 - Talking with another student during an examination
 - Cheating during an examination
 - Submitting work that is not the student's own work
 - Any use of unauthorised assistance during examinations

- Unauthorised use of notes or textbooks during an examination
- Any unreasonable disruption of an examination that causes distraction to other students sitting the examination.

7 Standards of Behaviour

- 7.1 The School is a professional education and training establishment, which provides for all-round development of students. It is a place where people from diverse social and cultural backgrounds meet to learn new skills. Mature and responsible behaviour is expected of students at all times
- 7.2 The following constitute serious misconduct and may give rise to disciplinary action:
- Unauthorised possession of property, money or intellectual property, belonging to the School or staff and students of the School
 - Physical violence against any person on the School's premises
 - Racial, sexual, or other harassment of any staff or student
 - Being on the School's premises in a state of intoxication (drugs or alcohol)
 - Deliberate use of an authorised password in order to enter or attempt to enter a computer known to contain information to which the student is not entitled to have access
 - Interfering with safety equipment or otherwise acting in a manner that threatens safety, health, or hygiene in or about the School's premises or in a manner that hinders the safe and proper performance of staff or students
 - Persistent failure to achieve academic performance standards
 - Persistent failure to achieve minimum attendance requirements
 - Academic dishonesty
 - Use of abusive, obscene or threatening language to any staff or student
 - Acts of undesirable behaviour causing disruption to any staff from carrying out their duties or students from their learning
 - Failure to comply with the School's policy on smoking, consumption of alcohol, use of illicit or prohibited drugs, carrying of lethal weapon(s), and/or to observe safety rules
 - Any act which is likely to diminish the good reputation of the School in the community
 - Any other act or omission, which, while not specifically covered by the foregoing classes of misconduct, is of a similar nature.

8 Class Attendance

- 8.1 Requirements
- 8.1.1 Every student is required to be punctual and to attend all classes and course activities they have enrolled in, or notify the teacher or Operations Officer of any unavoidable absence
- 8.1.2 Online activity participation is expected and contributes to the student's attendance record
- 8.1.3 Specific minimum standards of attendance are set to meet both internal and external requirements. Students who have not met 80% of the attendance requirements will be deemed not to have completed course requirements. Absences caused by sickness, bereavement etc, will be accepted when supported by suitable evidence such as a doctor's certificate
- 8.1.4 Students intending to take leave of absence for an extended period of more than one week must notify their teacher in writing (preferably by email). Such leave may be granted for reasons such as sickness, bereavement or serious family matters, without any change to the conditions of the students' enrolment

- 8.1.5 International students must comply with the minimum attendance requirements set by Immigration New Zealand (100% attendance at all times with the exception on grounds of medical and emergency circumstances)
- 8.1.6 Students intending to discontinue their course must notify the Operations Officer
- 8.1.7 Where a student has prolonged absence due to sickness, withdrawal from the current course may be advisable. Such cases should be referred to Academic/Research Leader
- 8.1.8 Students are responsible for the topics covered in the class session(s) they missed
- 8.1.9 All practical and clinical courses require, at least, 80% attendance (regardless of whether absences are considered excused or unexcused).
- 8.1.10 For practical courses: any student, who fails to meet this 80% requirement, shall be required to attend special sessions, if allowed by administrative and/or time constraints. Otherwise, said student shall be given an INCOMPLETE (INC) mark and shall be required to attend such extra sessions no later than the last day of the following semester. Failure to attend this (these) session(s) shall mean a FAIL (F) mark. Fees are applicable.
- 8.1.11 For clinical courses: successful course completion may still be considered by the clinic committee for a minimum attendance rate of up to 75% (regardless of whether absences are considered excused or unexcused). In this instance, a favourable decision is contingent on overall clinical performance and satisfactory completion of other course requirements. The clinic committee has the authority to give an INCOMPLETE (INC) mark to those students who fail to meet the minimum attendance threshold, to extend their tour of clinical duty, and/or to require them to render clinical consultation and treatment to patients (note: required number of patients shall be specified by the clinic committee)
- 8.1.12 The following are classified as practical courses:
- TCMP-101: TCM Practical
 - TCMP-102: TCM Practical
 - TCMP-201: TCM Practical
 - TCMP-202: TCM Practical
 - BSC-TCMP-212: Musculoskeletal Assessment
 - BSC-TCMP-301: Musculoskeletal Treatment
 - BSC-TCMP-302: Tuina
 - BSC-TCMT-402: Chinese Medical Specialties
- 8.1.13 For clinical courses:
- CLN-201: Clinic Assistant
 - CLN-202: Clinic Assistant
 - CLN-301 Student Clinic
 - CLN-302 Student Clinic
 - CLN 401 Student Clinic
 - CLN-402 Student Clinic
- 8.1.14 Policy on tardiness and under time: students who arrive late in theoretical and/or practical class(es) for more than fifteen (15) minutes shall be considered late and those who leave more than fifteen (15) minutes prior to the end of the class session shall be considered as under time. Three (3) incidents of lateness and/or under time shall be considered as one (1) absence. Students who arrive during or later than the second half of a theoretical or practical class session shall be considered absent for that session
- 8.1.15 For policy on tardiness and under time in supervised clinics, please refer to the *Handbook of Clinical Policies and Procedures*.

9 Grading System

Overall, the school shall use three (3) grading systems:

9.1 Alpha-Numeric Grading System for Safety-Related Courses

- BSC-TCMP-101: TCM Practical
- BSC-TCMP-102: TCM Practical
- BSC-CLN-102: Introduction to Clinic
- BSC-WMS-201: Biomedical Pathology
- BSC-TCMP-212: Musculoskeletal Assessment
- BSC-WMS-202: Biomedical Pathology
- BSC-WMS-301: Applied Biomedicine
- BSC-TCMP-301: Musculoskeletal Treatment
- BSC-PROF-401: Professional Issues
- BSC-DDX-301: Differential Diagnosis
- BSC-DDX-302: Differential Diagnosis
- BSC-DDX-401: Differential Diagnosis
- BSC-DDX-402: Differential Diagnosis

9.2 Alpha-Numeric System for Non-Safety-Related Courses

- BSC-TCMT-101: TCM Theory
- BSC-WMS-101: Anatomy, Physiology
- BSC-WMS-111: Basic Microbiology
- BSC-TCMT-102: TCM Theory
- BSC-WMS-102: Anatomy, Physiology
- BSC-TCMT-201: TCM Theory
- BSC-TCMT-211: Acupuncture Point Functions
- BSC-TCMT-202: TCM Theory
- BSC-TCMT-301: Clinical Patterns
- BSC-TCMT-302: Clinical Patterns
- BSC-TCMP-302: Tuina
- BSC-WMS-302: Applied Biomedicine
- BSC-TCMT-401: Major Chinese Classics
- BSC-RES-401: Research Methods
- BSC-RES-402: Research in Practice
- BSC-TCMT-402: Chinese Medical Specialties
- BSC-SBM-402: Clinic Management

9.3 Pass-Fail Marking System

- BSC-RES-101: Academic Writing
- BSC-WMS-112: Human Development
- BSC-TCMP-201: TCM Practical
- BSC-CLN-201: Clinical Assistant
- BSC-TCMP-202: TCM Practical
- BSC-CLN-202: Clinical Assistant
- BSC-CLN-301: Student Clinic
- BSC-CLN-302: Student Clinic
- BSC-CLN-401: Student Clinic
- BSC-CLN-402: Student Clinic

The percentages or numeric weight(s) and their respective letter equivalents are as follow:

9.4 For Safety-Related Courses:

- A 100% - 96%
- A - 95% - 91%

- B+ 90% - 86%
- B 85% - 80%
- B - 79% - 76%
- C+ 75% - 70%
- **C 69% - 65%**
- D 64% - 60%
- F < 60%

9.5 For Non-Safety-Related Courses:

- A 100% - 94%
- A - 93% - 87%
- B+ 86% - 80%
- B 79% - 73%
- B - 72% - 66%
- C+ 65% - 58%
- **C 57% - 50%**
- D 49% - 45%
- F < 45%

10 Academic Performance

10.1 Expectations

- 10.1.1 The School expects students to apply themselves with diligence to their course work and to maintain high standards of achievement
- 10.1.2 Students are expected to make use of the School's online library (<https://www.ebsco.com>) for any academic requirements when completing assignments/assessments/critical analysis/case reports
- 10.1.3 Lack of progress to meet minimum standards of achievement will be managed through suitable advice, information, and assistance by teaching staff
- 10.1.4 Persistent lack of progress to meet minimum standards of achievement may be dealt with through attendance of learning support sessions, as well as, all timetabled sessions.

10.2 Submitting Assignment(s) and/or Sitting for Closed-Reference Assessment(s) in Te Reo Maori

- 10.2.1 Students who wish to submit their assignment(s) and/or to sit for or answer closed-reference assessments in Te Reo Maori are required to complete and sign a Te Reo Maori Request for Assessments form upon enrolment. There will be condition(s) applied for the request. For further details or queries, please contact the operations Officer.
- 10.2.2 Students who wish to submit their assignment(s) and/or to sit for or answer closed-reference assessments in Te Reo Maori can express their intentions to the School within the first two (2) teaching weeks of a semester.

10.3 Sitting for a Closed-Reference Assessment

In order to preserve the authenticity of closed reference assessments, the School has implemented the following policies:

- 10.3.1 Policies on closed-reference assessments
 - No electronic devices are allowed in the assessment area for the whole duration of the assessment. These electronic devices include but not limited to: mobile phones, laptops, notebooks, tablets, and electronic dictionaries
 - Only writing instruments and other materials authorised by the proctor shall be allowed in the immediate accessible area(s) of the candidate(s)
 - If a physical dictionary needs to be used by the student, this needs to be surrendered to the Operations Officer no later than two (2) calendar days prior to

the assessment day for inspection. This dictionary shall be returned to the student on the day of and immediately before the assessment.

10.3.2 Duty of the proctor - the tasks below shall be performed with a minimum of disturbance to the candidates and to the assessment proceedings:

- The proctor shall announce the “policies on closed-reference assessments” to the candidates prior to the start of the assessment
- All candidates shall be asked by the proctor to attend to the former’s needs (especially toilet needs) prior to the commencement of the assessment. If the student(s) still needs to attend to his/her/their toilet needs during the assessment period, the following procedure shall be followed:
 - The student shall be required to roll up his/her sleeves and pants to the level just below the elbows and knees for inspection
 - The student shall be requested to empty his/her pockets
 - If a bag needs to be brought along, then the student shall be asked to empty the bag; and
 - The student shall be allowed to go to the toilet once and only for a maximum of five (5) minutes.

10.3.3 Before assessment starts, the proctor:

- Shall require all things to be placed in an area of the assessment room away from the candidates; and
- Shall determine the seating arrangement (in relation to this, no change in seating arrangement or position shall be allowed without the approval of the proctor)
- Only writing instruments and other materials authorised by the proctor shall be allowed in the immediate accessible area(s) of the candidate(s).

10.3.4 The proctor should ensure that student(s) does/do not: consult with classmates, refer to notes or unauthorised electronic devices, and/or consult with books and other literature for the whole duration of the assessment. In executing these functions, the proctor:

- Should maintain a quiet watch over all students – and in relation to this, can change position and/or walk around the room
- Can initiate an inspection of student(s) if there is reasonable suspicion that cheating is occurring or has occurred
- If physical evidence shall be found:
 - to confiscate and secure that evidence
 - to collect the assessment questionnaire and answer sheets (including any related extra sheets); and
 - to request the concerned student to quietly leave the assessment area.

10.3.5 If a student has been observed to be consulting with another student and/or looking over the latter’s paper(s), to issue one (1) verbal warning to both students. With a repeat of the offence, to collect the assessment questionnaire and answer sheets (including any related extra sheets) of all involved students, request the involved parties to quietly leave the assessment area, document events, and report to the Academic/Research Leader.

10.4 Failing a Course

10.4.1 A student is considered to have failed a course when they do not meet all or any of the requirements stated in the course outline(s) of the study programme. Students will be given a chance to repeat courses that they failed.

10.4.2 A maximum of 2 chances will be allowed. Students who have failed the course twice will not be allowed to continue with the programme.

10.4.3 For student who failed their course, the Academic/Research Leader will meet with the student, to agree on a study plan as a condition for re-enrolment in the course. The study plan is signed by both the Academic/Research Leader and the student, and a copy is filed in the student’s folder. The teacher of the course will be informed. The Operations Officer will provide the student monthly academic

progress report, and the Academic/Research Leader will follow up with the student and the teacher if intervention is required to assist the student, including providing learning support.

11 Missed and Failed Assessments

- 11.1 Students must satisfactorily complete the required assessment tasks each year to progress to the next level of learning.
- 11.2 Students are expected to sit for their examinations or assessments during the scheduled times. There is no provision to sit for these ahead of schedule.
- 11.3 There are two types of missed assessments:
 - Missed assessments due to serious illness or injury, personal bereavement, critical personal circumstance involving wellbeing of family, legal issues, and/or other exceptional circumstance beyond the student's control, provided that this is supported by documented evidence (from a registered health professional [in case of illness], certificate from professional therapist[s]/counselor[s] [in case of relationship problems], letter from solicitor [in case of legal issues], and/or a memorial service document [in case of bereavement of a relative]). A new special assessment shall be finalised once the Operations Officer is notified by the course teacher of the student who missed assessments with the above excused absences. The special assessment of a particular term shall be scheduled no later than the nearest re-sit dates for that term. Students who are unable to take the special assessment by the agreed-upon/scheduled dates in the academic calendar will be granted a "fail" unless an appeal with relevant evidence (e.g. medical certificate, police report certificate) is made within three (3) working days from the special assessment date to the Academic Committee. Special assessments shall be marked without penalty and shall be exempt from an administrative fee
 - Missed assessments due to reasons other than those specified above. Missed assessments that fall under this category shall be considered as re-sits.
- 11.4 Students are entitled to only one (1) re-sit resulting from each failed assessment. Re-sits resulting from this shall be charged an administrative fee of \$50 plus an assessment fee of \$50 per assessment paper. The maximum mark that can be awarded is a "pass" or equivalent. Students who are unable to take the re-sit on the scheduled dates will be granted a "fail" unless an appeal with relevant evidence (e.g. medical certificate, police report certificate) is made within three (3) working days from the re-sit date to the Academic Committee. Eligibility for a re-scheduled re-sit is subject to the approval of the Academic Committee and will incur an additional administrative fee of \$50 and an assessment fee of \$50 per assessment paper missed.
- 11.5 Students are entitled to one (1) re-submission resulting from each failed assignment. Re-submission resulting from this shall be charged an administrative fee of \$50 and an assignment-marking fee of \$50 per assignment paper. The maximum mark that can be awarded is a "pass" or equivalent. Once notified of the failed assignment, students are provided with two (2) calendar weeks to re-submit their assignment. No reasons will be accepted for the students' inability to re-submit during the stipulated resubmission deadline.
- 11.6 For rules governing resubmissions of critical analysis reports and written case reports, refer to guidelines for critical analysis of cases and case report.
- 11.7 For practical, oral, or clinical assessments, a one-time administrative fee of \$50 and an assessor fee of \$50 shall be charged
- 11.8 At the discretion of the Academic Committee, a remedial class of no more than four (4) sessions may be offered to students who had failed the re-sit and with, at least, a score of "D" or equivalent.
- 11.9 After the remedial classes, students will re-sit the assessment that they have failed. Administration fees apply. The highest mark that can be attained shall be a "pass" or equivalent. The fee must be paid before the student can take the re-sit or remedial classes.

12 Extension of Submission Deadline

- 12.1 Assignment not handed in on time shall incur penalties unless there is reasonable excuse for late submission. Reasonable excuse is defined in the School's policies.
- 12.2 Student who cannot comply with the submission deadline(s), shall be required to complete and submit an *Application for Extension of Submission Deadline* to their course teacher. The decision of the course teacher pertaining to the outcome of the application is final.
- 12.3 In the alpha grading system, unexcused late submission means a mark of "C" or equivalent as the highest mark and no feedback may be issued.
- 12.4 Failure to submit by the agreed new deadline means no acceptance – the student gets an "F" and does not qualify for a resubmission.
- 12.5 The student is entitled to an appeal, in accordance to the appeal procedures of the School.

13 Aegrotat Pass

- 13.1 Aegrotats are not awarded on compassionate grounds alone. Students must have completed sufficient coursework to a standard where the Academic/Research Leader is confident that the student can pass the course if they had attempted the missed assessment.
- 13.2 Aegrotat is not the student's right and student applies for aegrotat pass as a last resort.
- 13.3 Aegrotats can be used only when a student's preparation or performance in an examination or assessment was impaired or when student has been prevented from attending an examination or completing an assessment because of:
 - serious illness or injury
 - personal bereavement
 - critical personal circumstance involving wellbeing of family
 - other exceptional circumstance beyond the student's control which occurred in the last two weeks.
- 13.4 In awarding aegrotats, the overall performance of the student on the course is taken into consideration, including attendance.
- 13.5 Aegrotats cannot be applied for practical (including clinical) assessments. Student can apply for postponement of practical assessments.
- 13.6 Aegrotat consideration is not available where results have been affected by impairment to a student's ability to learn the material for the course concerned. The aegrotat provisions are intended to assist students who have covered the work of a course but have been prevented by illness or other critical circumstances from demonstrating their mastery of the material or skills at the time of assessment.
- 13.7 For written assignments and reports, student can apply for an extension as the first option.
- 13.8 Application for aegrotat pass must be lodged with the Academic/Research Leader as soon as possible and within seven (7) calendar days from the assessment. Application must be addressed to the Academic Committee.
- 13.9 Documented evidence to be attached to the application is required from a registered health professional (in case of illness), certificate from professional therapist/counsellor (in case of relationship problems), and/or a memorial service document (in case of bereavement of a relative).
- 13.10 Once approved, the student will receive a mark of "C" or equivalent for that assessment.

14 Public Safety Policy

- 14.1 Students have no moral or ethical right to practise acupuncture or tuina independently without having first completed the coursework and passed the final assessment of the professional examination, assuring competency in this health domain.

- 14.2 No student is permitted to treat people with acupuncture, including all forms of TCM treatment such as needling, cupping, moxibustion and tuina on or off the School premises without supervision or permission from the Clinical Coordinator.
- 14.3 When permission is granted, it will be in writing with terms and conditions clearly defined.
- 14.4 Students are not permitted to accept a fee for their services, or to offer their services for a fee.
- 14.5 Students must sign and return the public safety declaration form following the orientation. The consequences of ignoring this policy are immediate suspension from the School.

15 Disciplinary Procedure

- 15.1 The following may constitute grounds for disciplinary action resulting in cancellation of a student's enrolment:
 - wilful damage to property, including building and facilities of the School
 - continuing disregard for the School's rules and regulations
 - academic dishonesty
 - any action at the School which is in breach of the New Zealand law
 - Continuing failure to meet minimum course requirements.
- 15.2 Formally cancelling a student's enrolment at the School should not be confused with asking a student to leave a class.
- 15.3 The power to enforce cancellation of enrolment is vested in the Chief Executive Officer. Any decision to cancel enrolment is based on consultation with the Academic/Research Leader and
 - support staff for matters concerning student conduct and behaviour, and/or
 - teachers for matters concerning non-achievement of academic requirements.
- 15.4 Cancelling a student's enrolment represents the ultimate sanction against a student. In considering such matters, the Chief Executive Officer wishes to ensure that:
 - such matters should be resolved as quickly as possible
 - every effort has been made to help the student overcome deficiencies and that there is documented and witnessed evidence that the student has been given every opportunity to remedy problem areas
 - the student has been given every opportunity to be assisted by the various agencies within the School as appropriate
 - all relevant evidence has been fully documented as it accumulates.
- 15.5 Accordingly, when it is necessary to consider disciplinary action, the procedure in prescribed order must be applied, and meetings held if necessary, until the matter is satisfactorily resolved:
 - **Step 1**
 - The Academic/Research Leader or person with delegated authority discusses the problem with the student concerned. It is important to clearly specify the changes in behaviour required, the assistance the student may receive to make those changes, the consequences of not changing that behaviour, and the date when progress will be reviewed.
 - **Step 2**
 - The student's attention must be drawn to these regulations and to the disciplinary procedures being invoked. A letter will be prepared and signed by the student and the Academic/Research Leader or person with delegated authority, to confirm the discussion/outcome of the meeting. The student has the discretion to bring a support person to the meeting. A review date will be set.
 - **Step 3**
 - At the review date, if the required changes in behaviour have occurred, the Academic/Research Leader or person with delegated authority issues a letter to the student confirming a resolution has been achieved and the matter is drawn to a close. If the required changes in behaviour have not occurred, the Academic/Research Leader or

person with delegated authority issues the 1st warning letter of the consequences of continued failure to meet required standards. A 2nd review date will be set.

➤ **Step 4**

- At that 2nd review date, if the required changes in behaviour have occurred, the Academic/Research Leader or person with delegated authority issues a letter to the student confirming a resolution has been achieved and the matter is drawn to a close. If the required changes in behaviour have not occurred, the Academic/Research Leader or person with delegated authority issues the 2nd warning letter, specifying the areas of unacceptable behaviour and set out the consequences of failure to meet required standards by a 3rd review date.

➤ **Step 5**

- At the 3rd review date, if the required changes in behaviour have occurred, the Academic/Research Leader or person with delegated authority issues a letter to the student confirming a resolution has been achieved and the matter is drawn to a close. If the required changes have not occurred, the student concerned will be interviewed by the Chief Executive Officer and this may lead to the cancellation of the student's enrolment.

➤ **Step 6**

- The student may appeal against the Chief Executive Officer's decision within five (5) working days of that decision, by lodging an appeal in writing with the Chief Executive Officer.

➤ **Step 7**

- The student will then be given five (5) working days' notice in writing of the time, date and place of the meeting of a committee (which may comprise members of the Academic Committee) at which the appeal will be considered, together with copies of the relevant documents to be presented to that committee, to enable the student affected to have an opportunity to present written submissions or representations on their behalf
- The Chief Executive Officer will present to the committee, the staff's case in respect of this student and supporting the cancellation of their enrolment
- The student will be given the opportunity to present their reply to the Chief Executive Officer's case either in person or through a "friend", who may be, but need not be, a legal adviser
- Members of the committee may ask either the Chief Executive Officer or the student whatever questions the members may consider appropriate
- The committee shall decide if the enrolment cancellation shall be upheld
- The decision of the committee on such matters shall be final.

➤ **Step 8**

- If the student is not satisfied with the outcome, they can contact New Zealand Qualifications Authority (NZQA).

- 15.6 Exceptions to the procedures - Notwithstanding the summary of the foregoing procedures, the Chief Executive Officer shall have the right, in the event of a breach or breaches of discipline of sufficient gravity, to dispense with the procedures set out above and take immediate steps to formally cancel a student's enrolment.

16 Student Complaint Procedure

- 16.1 Students have their rights as stipulated in the student charter. It is the intention of the School to provide a safe environment conducive to learning, as well as the communication channels that enable students' voices to be heard.
- 16.2 The support staff, Academic/Research Leader, Clinical Coordinator and the Chief Executive Officer have an open-door policy for students to see them and discuss issues of concern.
- 16.3 Where students have issues of concern that they perceive as a high degree of seriousness, they have a right to invoke the following formal complaint procedure, and meetings held if necessary.
- 16.4 For concern about academic assessment, the assessment appeal procedure in section 17 of this handbook applies.

16.5 Student complaint procedure:

➤ **Step 1**

- Student meets with the Academic/Research Leader or person with delegated authority, if the problem is related to teaching and learning or non-academic issues. The student has the discretion to bring a support person to the meeting
- The meeting will agree on an action plan and set a date in the following week to review the satisfactory execution of the plan. The action plan may include consultation with other parties or conducting some investigations.

➤ **Step 2**

- At the review date, if the agreed action plan has been executed to the student's satisfaction, the Academic/Research Leader or person with delegated authority issues a letter to the student confirming a resolution has been achieved and the matter is drawn to a close. Or else, the Academic/Research Leader or person with delegated authority will put forward reasons for not meeting the goals of the agreed action plan. Both parties may then explore an alternative action plan and set a date for a 2nd review meeting.

➤ **Step 3**

- At that 2nd review date, the student will be given the opportunity to present their case either in person or through a "friend", who may be, but need not be, a legal adviser
- If the required changes as stipulated in the agreed action plan have occurred, the Academic/Research Leader or person with delegated authority will prepare a summary report confirming the outcome of the meetings thus far. The report is to be signed by both the student and the Academic/Research Leader or person with delegated authority, and a copy kept by each party
- The Academic/Research Leader or person with delegated authority will keep the Chief Executive Officer informed.

➤ **Step 4**

- If the student is not satisfied with the outcome, they can contact New Zealand Qualifications Authority (NZQA).

16.6 In considering matters of concern brought forward by a student, the Academic/Research Leader or person with delegated authority may wish to ensure that:

- such matters should be resolved as quickly as possible
- that every effort has been made to help the student address their concerns and that there is documented and witnessed evidence that the School has been given every opportunity to remedy problem areas
- the student has been given every opportunity to be assisted by the various agencies within the School as appropriate
- all relevant evidence has been fully documented as it accumulates
- The Chief Executive Officer may be involved at the early stage of the student complaint procedure if the students' concern warrants an urgent and satisfactory resolution.

17 Assessment Appeal Procedure

17.1 Students have their rights as stipulated in the student charter. It is the intention of the School to provide a safe environment conducive to learning, as well as the communication channels that enable students' voices to be heard.

17.2 The teaching staff, Academic/Research Leader, Clinical Coordinator and the Chief Executive Officer have an open-door policy for students to see them and discuss issues of concern.

17.3 Where students have issues of concern about their academic assessments, they have the rights to invoke a formal assessment appeal procedure.

17.4 The concerns are, but not limited to:

- Assessment- type, appropriateness, relevance, clarity, degree of difficulty, time allocated, number of questions
- Marking - clarity of marking schedule, fairness and correctness in marking, relativity of mark allocations.

- 17.5 The first resort is for the student to discuss their concern with the course teacher.
- 17.6 If the student is not satisfied that their concern has been addressed, they can then lodge an assessment appeal to the Academic/Research Leader within three (3) working days upon receiving their marks. Any appeal submissions later than three (3) working days are subject to the approval of the Academic/Research Leader. The procedure is to be fair and transparent, and meetings held if necessary, serving the best interest of the student's needs.
- 17.7 In considering an academic appeal by a student, the Academic/Research Leader may wish to ensure that:
- such matters should be resolved as quickly as possible
 - that every effort has been made to help the student address their concern and that there is documented and witnessed evidence that the School has been given every opportunity to remedy problem areas
 - the student has been given every opportunity to be assisted by the various agencies within the School as appropriate
 - All relevant evidence has been fully documented as it accumulates.
- 17.8 The assessment appeal procedure:
- **Step 1**
 - Student meets with their teacher to discuss their academic assessment concerns. The student has the discretion to bring a support person to the meeting
 - The meeting will agree on an action plan and set a date in the following week to review the satisfactory execution of the plan. The action plan may include consultation with other parties or conducting some investigations.
 - **Step 2**
 - At the review date, if the agreed action plan has been executed to the student's satisfaction which may involve an adjustment to the assessment grades, then the Academic/Research Leader or person with delegated authority issues a letter to the student confirming a resolution has been achieved and the matter is drawn to a close. Otherwise, the teacher will put forward reasons for not meeting the goals of the agreed action plan. The matter will then be referred to the Academic/Research Leader or person with delegated authority and a date for a 2nd review meeting will be set.
 - **Step 3**
 - At that 2nd review date, the student will be given the opportunity to present their case either in person or through a "friend", who may be, but need not be, a legal adviser.
 - If an agreed action plan has occurred, the Academic/Research Leader or person with delegated authority will prepare a summary report confirming the outcome of the meetings thus far. The report is to be signed by both the student and the Academic/Research Leader or person with delegated authority, and a copy kept by each party
 - The Academic/Research Leader or person with delegated authority will keep the Chief Executive Officer informed.
 - **Step 4**
 - If the student is not satisfied with the outcome, they can contact New Zealand Qualifications Authority (NZQA).
- 17.9 In considering matters of concern brought forward by a student, the Academic/Research Leader or person with delegated authority may wish to ensure that:
- such matters should be resolved as quickly as possible
 - that every effort has been made to help the student address their concerns and that there is documented and witnessed evidence that the School has been given every opportunity to remedy problem areas
 - the student has been given every opportunity to be assisted by the various agencies within the School as appropriate
 - all relevant evidence has been fully documented as it accumulates
 - The Chief Executive Officer may be involved at the early stage of the student complaint procedure if the students' concern warrants an urgent and satisfactory resolution.

18 Conditions of Enrolment

18.1 Payment of Tuition Fees

- 18.1.1 Tuition fees are paid at the time of enrolment. The payment of tuition fees is due in the period from the time of acceptance to the first day of the course. After that, a 10% penalty payment may be added for any outstanding fees.
- 18.1.2 Attendance at classes may be permitted if the student is waiting for a student loan.
- 18.1.3 The student's record of learning for awarding a qualification will be withheld if there are monies owing to the School.
- 18.1.4 The tuition fees do not include the following:
- Additional private clinic placement costs
 - Hospital clinic placement costs
 - Clinical practice jacket and some equipment
 - Herbal medicine samples
 - ID cards
 - RPL or re-sit application fees.
- 18.1.5 No compensation is given for public holidays when the School is closed.
- 18.1.6 The School reserves the right to change its fees without notice, alter the programme or cancel courses that do not have a sufficient number of applicants.

18.2 Cancellation and Refunds

- 18.2.1 In the event of the School cancelling a course before the student's course commences, due to reasons such as insufficient enrolment number, the School will refund all payments made for tuition and homestay, as well as the enrolment fee and airport pickup fee which are applicable to international students only. The School does not refund the homestay placement fee.
- 18.2.2 In the event of cancellation within eight (8) days of the course commencement for domestic students or ten (10) working days for international students, the School will refund:
- For domestic students: all payments for tuition fee and enrolment fee, minus NZ\$500.00 or 10% of these fees, whichever is the lesser
 - For international students: less up to 25% of the fees paid, based on actual costs incurred. The School does not refund the homestay placement fee and airport pickup fee. The refund of the student's homestay fee will be calculated on a per-day basis.
- 18.2.3 The refund is paid back to the person or authority that paid the fees in the first place. If payment was made by means of:
- student loan: the money goes back to Studylink
 - personal funds: the money is refunded to the student
 - trust account, the money is refunded to the trust.
- 18.2.4 Fees from the refund are not transferable to other institutions or students.
- 18.2.5 After eight (8) days for domestic, or ten (10) working days for international students of the course commencement, the School will not refund any payments made for tuition, nor the registration fee, course material fee, homestay placement fee, airport pickup fee and travel/medical insurance (note: some fees are applicable to international students only). Specifically, no refunds will be made where:
- The student takes time off during their course, except under our holiday policy (below)
 - The student is asked to leave the School because of misbehaviour, poor attendance or a breach of general rules and regulations as detailed in the Student Handbook
 - The student leaves or wishes to transfer to another educational institution before completion of their course at the School.
- 18.2.5 All applications for refund must be made in writing. Decisions on refund after eight (8) days for domestic students or ten (10) working days for international students after the course commencement are at the discretion of the Chief Executive Officer.
- 18.2.6 No refund will be made if the student provides the School with false or misleading information or documents.

18.3 Holiday Policy

18.3.1 The School is closed for all New Zealand public holidays.

18.3.2 A timetable showing class attendance times will be available to the student before the commencement of the course start date.

18.4 Break between Study

18.4.1 Credits earned from this School (NZSATCM) remain valid only for three (3) calendar years (calculated from the official end of the course[s] to the official date of enrolment) and, hence, can be used as prerequisite(s) for the applicant's enrolment.

18.5 Homestay Policy (for international students only)

18.5.1 The School will endeavour to arrange and place students in appropriate homestay in accordance with the information provided by the student on the application form.

18.5.2 All students must pay two (2) weeks' homestay fee in advance before moving in with a homestay family.

18.5.3 A new student will stay with the homestay arranged by the School for a minimum of four (4) weeks. There is no refund if they move out before four (4) weeks, unless they are qualified for a refund under the cancellation and refunds policy as above. If the student wishes to move out after four (4) weeks, they must give the homestay two (2) weeks' notice of their intention to leave.

18.5.4 If the student changes their place of accommodation, they must advise the School of the new address and phone number.

18.6 Attendance Policy

18.6.1 The student is expected to attend all sessions and be on time. Poor and unexplained attendance may lead to disciplinary action from the School.

18.6.2 In all acupuncture practical technique courses and other designated courses, no absences are allowed. Where there is a required attendance, the student must make up missed classes.

18.6.3 International students must comply with the conditions of their permit to stay in New Zealand.

18.7 New Zealand Law (for international students only)

18.7.1 The School reserves the right to expel any student who is convicted of breaking New Zealand laws.

18.7.2 Students must possess a valid New Zealand driver license before they can drive legally on New Zealand roads.

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

18.8 Liability (for international students only)

18.8.1 Most international students are not entitled to publicly-funded health services while in New Zealand. If the student receives medical treatment during their visit, they 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>.

18.8.2 The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but the student 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>.

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

18.8.4 The School cannot be held responsible for any sickness, injury, damage or loss incurred within the School or on the School's activities and tours, or in the student's place of accommodation. 18.8.5 On the students' first day at the School, they will be asked to sign a form releasing the School from all liability.

18.8.6 The School shall not be liable if the services it states it offers cannot be provided for reasons beyond the School's control.

18.9 NZQA

18.9.1 NZQA has removed the charge for the "hook-on" fee but the charge for reporting credits still remains.

18.10 Code of Practice (for international students only)

18.10.1 The School (NZSATCM) has agreed to observe and be bound by the Code of Practice for the Pastoral Care of international Students published by the Ministry of Education. Copies of the Code are available on request from the School or from the New Zealand Ministry of Education website at: www.nzqa.govt.nz.

18.11 Translation

18.11.1 Where there is a difference in meaning or interpretation in any translations of the School's information or conditions, the School's version shall apply.

19 Fees Protection

19.1 Students need to complete an application to set up a Public Trust account preferably during their first week with the School. The School arranges fee protection by lodging the fees with Public Trust. Fees protected by the Public Trust are held in the Public Trust's Common Funds which has a capital guarantee from the New Zealand Government.

19.2 The New Zealand Government requires that all New Zealand Qualifications Authority (NZQA) registered private training establishments (education providers) must protect all student fees paid to them in advance. This means that in the unlikely event of the education provider closing before the completion of the student's course, the remainder of the student fees will be protected.

19.3 Fees protected within a Trust Account enables the student to have the choice to have remaining fees returned or have them paid directly to an alternative education provider.

19.4 For details of fee protection with Public Trust, please see: www.publictrust.co.nz.

20 Code of Practice for Pastoral Care of International Students

The Code of Practice for the Pastoral Care of International Students is established under section 238F of the Education Act 1989. 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.

20.1 Code

20.1.1 The School has agreed to observe and be bound by the Code of Practice for the Pastoral Care of international Students. Copies of the Code are available from the NZQA website at www.nzqa.govt.nz.

20.2 Immigration

20.2.1 Full details of immigration requirements on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz.

20.3 Eligibility for Health Services

20.3.1 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 cost 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 www.moh.govt.nz.

20.4 Accident Insurance

20.4.1 The Accident Compensation Corporation (ACC) 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 www.acc.co.nz.

20.5 Student Concerns

20.5.1 If the student has concerns about their treatment by the educational provider or by an agent of the provider, the first thing they must do is contact the Academic/Research Leader, or the Chief Executive Officer, or a staff member who designated as the support person that the student can approach for support and complaints. The Code requires all institutions to have fair and equitable internal grievance procedures for students and they need to go through these internal processes before they can take the complaint any further.

20.5.2 International Student Contract Dispute Resolution Scheme: The International Student Contract Dispute Resolution Scheme (DRS) is established to resolve contractual and financial disputes between international students and education providers in order to better support and care for international students in New Zealand. Students will be able to make a claim under the scheme free of charge. Further information regarding the processes of initiating a dispute can be viewed at

<http://legislation.govt.nz/regulation/public/2016/0042/latest/whole.html#DLM6748758>.

20.5.3 If student's concerns are not resolved by the internal grievance processes, they can contact iStudent Complaints

Phone Number: 0800 00 66 75

Email: complaints@istudent.org.nz

20.6 Changes in Place of Accommodation

20.6.1 If the student changes place of accommodation, they must inform Administration/Student Support staff with the new address and phone number.

21 Medical Insurance

21.1 International students are not entitled to publicly-funded health services while in New Zealand unless they are a resident or citizen of Australia, or a national of the United Kingdom in New Zealand, or the holder of a temporary permit that is valid for two years or more. If the student does not belong to one of these categories and they receive medical treatment during their visit, they will be liable for the full costs of that treatment.

21.2 The School cannot be held responsible for any sickness, injury, damage or loss incurred by the student within the School or on the School's activities or tours, or in their place of accommodation.

21.3 Insurance is compulsory by law for all international students.

21.4 The School or its appointed agent can arrange travel/medical insurance for students prior to their arrival in New Zealand. This gives them insurance cover for their travel to New Zealand, the cost of medical treatment in New Zealand for the duration of their study at the School, as well as refund of the unexpired portion of the tuition fees in the unlikely event of the School not being able to carry out its tuition obligations.

21.5 For the School to arrange insurance on the student's behalf, the student is expected to remit sufficient amount to cover the first payment of their insurance premiums. The annual premium per insured person varies, and the School will advise the student prior to making the arrangement.

21.6 Depending on their illness, their medical history and policy type, they may receive refund of all or most of their medical costs from the insurance organisation.

22 Driving in New Zealand

- 22.1 The road terrains and driving conditions in New Zealand may be quite different to what an international student is accustomed to. Students are therefore strongly urged to familiarise themselves with the New Zealand road code and take practical driving lessons in New Zealand before buying cars or driving on the road.
- 22.2 The student must be at least sixteen (16) years old before they can apply for a car driver licence. The licensing system has 3 stages: (1) Learner licence, (2) Restricted licence, (3) Full licence.
- 22.3 Driving without a licence is an offence. The penalty is a fine and/or demerit points. Their vehicle may also be impounded. If they have an accident, they may not be covered by insurance. They will also be forbidden to drive by the police until they obtain a driver licence.
- 22.4 If they are caught driving unlicensed on another occasion, they will be fined again, and the police may impound their vehicle for twenty-eight (28) days.
- 22.5 They must carry their driver licence at all times when they drive.
- 22.6 The Land Transport Safety Authority has a copy of the road code on its website and it is free for the student to access. If the student owns a vehicle, they are strongly recommended to take up motor vehicle insurance. The website is: www.ltsa.govt.nz.

23 Code of Practice for Pastoral Care of Domestic Students

The Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019 comes into forces on 1 January 2020. Though a code of practice for domestic tertiary students is still pending, the School is ready to abide by the code.

The purpose of this code is to ensure, as far as is practicable, that domestic tertiary students can succeed academically in a safe, healthy and supportive learning environment, where they are accepted and respected; and receive an education that values that identity, language and culture, and those of their family and whanau.

23.1 A safe and supportive learning environment

- 23.1.1 The property management and maintenance contractors conduct regular inspection of the school premises and necessary repairs to ensure safety of the building. If you spot any dangers and damages in the school premises, please report to the administration office.
- 23.1.2 Lunchtime forums or social activities are held regularly for students to build relationships among themselves and meet external professionals such as acupuncture practitioners.

23.2 Assistance for students to meet their basic needs

- 23.2.1 If you need help in applying for student loans and allowances, please contact the Student Support Officer.
- 23.2.2 If you need information on available parking space around the school campus, please contact the administration office.
- 23.2.3 Each student will be given a locker at the student lounge for storage of personal stuff.

23.3 Physical and mental health of students

- 23.3.1 Free counselling services from an external counsellor are available on every Wednesdays. All sessions are confidential.
- 23.3.2 Students are welcome to join extracurricular classes including Qigong and Taiji to help improve physical or mental health and wellbeing.
- 23.3.3 Students with health issues can discuss with teachers who are professional acupuncturists or/and make a booking on acupuncture treatment in the student clinics.

23.4 Progress and personal development of students

- 23.4.1 Learning support is provided by our academic staff. Please contact the teacher if you need support.

23.4.2 A monthly academic progress report will be sent to you for you to keep track on your progress of study for improvement.

23.5 Student voice

23.5.1 You are most welcome to discuss your concerns regarding practices that influence your study, learning environment, and pastoral care with our Student Support Officer, Academic Leader or Chief Executive Officer.

23.5.2 You will be asked to evaluate the courses close to the end of each semester on course content, workload, assessment, quality of teaching and so on in filling in a course evaluation form. Results will be passed to the teachers, Academic Leader, and Chief Executive Officer for improvement.

23.5.3 A student representative sits on Health and Safety Committee and External Advisory Committee to provide opinions on school policies and other matters from the perspective of the students.