

## A-Z Information Guide for Students, 2022

### Contents

<b>Absences</b> .....	3
<b>Academic Learning Advisors</b> .....	3
<b>Academic Calendar</b> .....	4
<b>Academic Integrity</b> .....	4
<b>Academic Appeals</b> .....	4
<b>Academic Record: Result Notice and Academic Transcript</b> .....	4
<b>Accommodation</b> .....	4
<b>Aegrotat Pass</b> .....	5
<b>Alcohol, Drugs and Smoking</b> .....	5
<b>Animals on Campus</b> .....	5
<b>Anti-Bullying and Mediation</b> .....	5
<b>Assessments</b> .....	6
<b>Assessment in Te Reo / New Zealand Sign Language</b> .....	6
<b>Awards, Grants and Scholarships</b> .....	6
<b>Cafeteria</b> .....	6
<b>Change of Name and Address</b> .....	7
<b>Cheating / Plagiarism</b> .....	7
<b>Children on Campus</b> .....	7
<b>Classroom etiquette</b> .....	7
<b>Concerns and Complaints</b> .....	7
<b>Compulsory Student Services Fee (CSSF)</b> .....	8
<b>Computer Access and Internet</b> .....	9
<b>Copyright</b> .....	9
<b>Course / Programme Withdrawal</b> .....	10
<b>Course Transfer</b> .....	10
<b>Credit Transfer (CT)</b> .....	10
<b>Disability Support</b> .....	10
<b>Education Code of Practice</b> .....	11
<b>Emergency Evacuation Procedures</b> .....	11
<b>Enrolment – Conditions</b> .....	12
<b>Facebook</b> .....	12
<b>Fees – Programme of Study</b> .....	12
<b>Fees – Miscellaneous</b> .....	12
<b>Future Trades Campus - Client Service Centre</b> .....	13



<b>Graduation and Award Ceremonies .....</b>	<b>13</b>
<b>Grant Information .....</b>	<b>13</b>
<b>Health and Safety .....</b>	<b>13</b>
<b>Health – Te Whare Hauora, Student Health, and Wellbeing Service .....</b>	<b>14</b>
<b>Intellectual Property .....</b>	<b>14</b>
<b>International Office .....</b>	<b>14</b>
<b>Jury Service .....</b>	<b>14</b>
<b>Library Services- Te Whare Pukapuka .....</b>	<b>15</b>
<b>Mental Health &amp; Wellbeing .....</b>	<b>15</b>
<b>Messages for Students .....</b>	<b>16</b>
<b>Navigators- Student Champion Advisors.....</b>	<b>16</b>
<b>Notice Boards .....</b>	<b>16</b>
<b>Orientation and Pōwhiri .....</b>	<b>16</b>
<b>Parking.....</b>	<b>16</b>
<b>Photocopying.....</b>	<b>16</b>
<b>Plagiarism .....</b>	<b>16</b>
<b>Policies.....</b>	<b>17</b>
<b>Privacy Act .....</b>	<b>17</b>
<b>Recognition of Prior Learning (RPL).....</b>	<b>17</b>
<b>Resubmits / Re-sits.....</b>	<b>17</b>
<b>Security .....</b>	<b>17</b>
<b>Smoke-free &amp; Vape Free Campus .....</b>	<b>17</b>
<b>Spirituality, Faith, and Chaplaincy .....</b>	<b>18</b>
<b>Student .....</b>	<b>18</b>
<b>Study Space .....</b>	<b>18</b>
<b>Student Council .....</b>	<b>18</b>
<b>Student Finances .....</b>	<b>19</b>
<b>Student ID Cards.....</b>	<b>19</b>
<b>Student Survey of Programmes and Teaching .....</b>	<b>19</b>
<b>Student Voice .....</b>	<b>20</b>
<b>Te Ara Poutama - Student Support Services .....</b>	<b>20</b>
<b>Translation Services .....</b>	<b>20</b>
<b>Website.....</b>	<b>20</b>
<b>IMPORTANT COMMUNITY CONTACT INFORMATION .....</b>	<b>22</b>

## A-Z Information Guide for Students, 2022.

This guide contains some helpful definitions and information. It should be read in conjunction with the Academic Statute, Northland Polytechnic Regulations, and policies available on the NorthTec website [www.northtec.ac.nz](http://www.northtec.ac.nz); and programme handbooks.

### Absences

Students are expected to attend all lectures, tutorials, practical classes, demonstrations, assessments, and examinations required by the programme of study in which they are enrolled. Students are required to be punctual for classes and to be present for the duration of the class.

Students must comply with the programme regulations for notification of absence due to illness or other circumstances as required for each course in which they are enrolled. Students are responsible for completing any work they have missed.

If a student is absent for two consecutive teaching weeks without providing, in writing, a satisfactory explanation to the tutor or Pathway Manager, NorthTec may consider the student has withdrawn from their programme of study or course and may withdraw the student from the programme of study or course. If a student does not attend the first two weeks of a programme of study or course, the enrolment in that programme of study and/or course[s] will be cancelled unless the student enrolls after the first two weeks of the programme (i.e., late enrolment) or notifies the Polytechnic in writing that they are engaged in the programme.

### Academic Learning Advisors

Our Academic Learning Advisors can provide learning support to all students enrolled at NorthTec. You can arrange an appointment with an Advisor for yourself or a group, <https://www.northtec.ac.nz/students/student-support/study-help>. Students for whom English is not their first language may book an appointment online with the International Learning Advisor-Grant Beran.

Students who would like to access a Kaupapa Māori Learning Advisor can email, [menathan@northtec.ac.nz](mailto:menathan@northtec.ac.nz).

The type of support you might wish to access includes:

<ul style="list-style-type: none"> <li>• Study Skills</li> <li>• Making notes</li> <li>• Referencing</li> <li>• Exam preparation</li> </ul>	<ul style="list-style-type: none"> <li>• APA referencing</li> <li>• Time Management</li> <li>• Essay and report writing</li> <li>• Kaupapa Māori Academic Workshops</li> </ul>	<ul style="list-style-type: none"> <li>• Presentation skills</li> <li>• CV preparation tips</li> <li>• Academic Writing</li> <li>• Information sourcing</li> </ul>
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### Academic Calendar

The Calendar outlines the regulations and requirements for the qualifications offered by NorthTec (Northland Polytechnic Limited). Students are advised to obtain a copy of the Student Programme Handbook that relates to the specific qualification that you are studying, in order to be informed about any particular requirements that may apply.

<https://www.northtec.ac.nz/getmedia/60aa9865-1e05-4818-a052-2810660d25fe/NorthTec-Academic-Calendar.pdf>

### Academic Integrity

Refer to Northland Polytechnic Academic Regulations [Section 6 – Assessment] and policy: Academic Integrity (06.002).

Students are required to:

- Engage with learning about and actively demonstrate academic integrity as a core element of their learning and assessment process
- Use their understanding and learning of academic integrity and acceptable academic practice in completing and submitting assessment
- Seek additional assistance if in doubt about assessment expectations and academic integrity

All instances where academic misconduct is suspected will be brought to the notice of the Pathway Manager and, where proven, disciplinary procedures may follow.

### Academic Appeals

You have the right to appeal the outcome of any assessment. Details about appeal conditions and processes can be found on the NorthTec website:

- *Academic Appeals (09.002) policy*
- *Academic Disciplinary Regulations (Section 3) in Northland Polytechnic Regulations.*

Support for students who wish to appeal is available from the Pathway Coordinators, Pathway Support, Navigators or Student Voice.

### Academic Record: Result Notice and Academic Transcript

An Academic Record is the official record of your study with NorthTec. It lists all the courses that you have completed, and the results and the date when the Pathway Manager approved the result.

At the end of each semester or year, a Result Notice is issued giving you details of your results for the semester or year. At the end of your programme of study, you will receive an Academic Transcript detailing all of your results for the whole programme. If you require a transcript before the end of your programme of study, you may request this from Enrolments and Enquiries. A fee is payable for this service.

### Accommodation

For all International student queries access this link

<https://www.northtec.ac.nz/international/accommodation>. For domestic students, NorthTec does

not provide hostel or homestay accommodation. Marae accommodation for students travelling from the regions is closed until further notice. Please contact a Navigator, Pathway Coordinator or tutor for up-to-date information.

You can find information on rentals, and tenancy rights and possible accommodation on the following sites:

- [www.tenancy.govt.nz](http://www.tenancy.govt.nz)
- <https://www.cab.org.nz/category/housing-land-and-environment>
- [www.nzflatmates.co.nz](http://www.nzflatmates.co.nz)
- <https://www.realestate.co.nz/residential/rental/northland>
- [www.flatfinder.co.nz](http://www.flatfinder.co.nz)
- [www.trademe.co.nz/flatmates-wanted/Whangārei](http://www.trademe.co.nz/flatmates-wanted/Whangārei)

### Aegrotat Pass

You may apply for an aegrotat pass if you have been prevented from sitting an examination or miss the due date of an assignment through no fault of your own, or you consider your performance in an assessment has been seriously impaired. Some programmes do not allow for aegrotat pass.

For specific details, refer to Academic Regulations (Section 8), in the section entitled Northland Polytechnic Regulations on the website or to the Programme Regulations for your programme of study.

### Alcohol, Drugs and Smoking

Illegal drugs are not permitted on NorthTec premises or delivery sites. Alcohol is only permitted in special circumstances with the approval of the Chief Executive. NorthTec Campuses and Learning Centres are smoke-free (including vaping).

For further information, refer to *Student Regulations (Section 3)* and the policy *Smoke-Free Working Environment (03.010)*.

If you are currently a smoker and would like to access quit smoking support, please visit, or contact NorthTec Te Whare Hauora Health Centre (09) 470 3745, [health@northtec.ac.nz](mailto:health@northtec.ac.nz) or contact the Quit Hub (09) 972 7937.

### Animals on Campus

Refer to Student Regulations (Section 5) in Northland Polytechnic Regulations, on the NorthTec website.

### Anti-Bullying and Mediation

NorthTec is committed to ensuring that all students, employees, and visitors are treated fairly, with dignity and respect by providing a work and learning environment that is free from harassment and bullying. NorthTec considers any form of harassment and bullying to be unacceptable as this behaviour disregards the institutional values of NorthTec.

If you would like to talk confidentially to someone, please get in touch with one of the anti-bullying contact staff listed below:

Name	Campus	email	Phone
Iris Hutchinson	Raumanga	<a href="mailto:ihutchinson@northtec.ac.nz">ihutchinson@northtec.ac.nz</a>	(09) 470 4116
Jan Dawson	Raumanga	<a href="mailto:jdawson@northtec.ac.nz">jdawson@northtec.ac.nz</a>	(09) 470 4142
Krystal Riley	Raumanga	<a href="mailto:kriley@northtec.ac.nz">kriley@northtec.ac.nz</a>	(09) 470 3616
Khush Soni	Raumanga	<a href="mailto:ksoni@northtec.ac.nz">ksoni@northtec.ac.nz</a>	(09) 470 3772
Robert McAulay	Future Trades	<a href="mailto:rmcaulay@northtec.ac.nz">rmcaulay@northtec.ac.nz</a>	(09) 470 3881 / 027 281 0313
Carol McClintock	Future Trades	<a href="mailto:cmclintock@northtec.ac.nz">cmclintock@northtec.ac.nz</a>	(09) 470 3956
Helen Cossey	Kaitaia	<a href="mailto:hcossey@northtec.ac.nz">hcossey@northtec.ac.nz</a>	(09) 470 4151/021 921 275
Steve Rameka	Kaitaia	<a href="mailto:srameka@northtec.ac.nz">srameka@northtec.ac.nz</a>	(09) 408 6117 / 027 555 4563

### Assessments

For specific details about assessments for your programme, refer to your Programme Handbook and course outline.

### Assessment in Te Reo / New Zealand Sign Language

As far as practicable, NorthTec will accommodate student requests for assessments to be conducted in Te Reo Māori or New Zealand Sign Language. You must apply to your tutor at the beginning of the course to enable assessment arrangements to be set in place and for appropriate assessors to be identified. Refer to the policy *Assessment and Moderation (09.001)*; this policy includes a flowchart summarising the process. This policy is available from the NorthTec website.

### Awards, Grants and Scholarships

There is a range of awards, grants, and scholarships available for students starting their study and for students who are continuing to further levels of study.

NorthTec students can access givME, a nationwide database of scholarships on the NorthTec website. This database will help you find the funding schemes relevant to you and what you want to do. givMe has scholarships for polytechnics personal grants, personal development funds, academic and non-academic funding. <https://www.northtec.ac.nz/students/student-information/scholarships>

### Cafeteria

Raumanga Campus - Café at Raumanga is open Monday to Friday 7.30am – 2pm throughout the terms and term breaks. The Hot kitchen closes at 1.30pm and Coffee machine is off at 2pm.

Regional campuses - There are dedicated spaces on Northland regional campus, for students to eat their lunch.

### Change of Name and Address

Please notify any changes to your name or address to update our records so that important information such as results, transcripts and award certificates may be sent to you. Please contact Enrolments and Enquiries. In the regions contact the Regional Administration staff.

You can also change your details yourself on our website [www.northtec.ac.nz](http://www.northtec.ac.nz) or email us at [generalqueries@northtec.ac.nz](mailto:generalqueries@northtec.ac.nz)

### Cheating / Plagiarism

There are penalties for cheating and plagiarism (copying other people's work without acknowledging the source of the work). The aim of both examinations and written work submitted for assessment is to present your work, in your own words. See entry for Plagiarism for more information.

### Children on Campus

We recognise that occasionally family or whānau responsibilities may mean that students have to bring a child on to the campus. Where possible, talk to your tutor beforehand, and try to reschedule your activity. However, to minimise disruption to learning, we ask parents and caregivers to avoid bringing children to classes or other learning activities, or while using NorthTec resources, unless there are extraordinary circumstances (for example when other care-giving arrangements have not been possible).

As a last resort, NorthTec students may bring their children to class on the following basis:

- The content of the class (topics under discussion) must be suitable
- Attendance in laboratories and clinical rooms is not permitted
- Children must remain in class with their caregivers
- Children must be supervised at all times (including bathroom breaks)
- Children must not disrupt classes
- Children are the sole responsibility of their caregivers

### Classroom etiquette

For NorthTec to maintain a clean and tidy environment for all students, food, and drink (apart from water) are not to be consumed in Interactive Learning Centre (ILC), computer labs, or Whare Hui (Raumanga Campus). Food and drink can be consumed in the student common room, the library, the café or in any of the grassed areas around campus.

### Concerns and Complaints

Refer to the policy *Student Concerns and Complaints (06.001)* on the NorthTec website; the policy includes a flowchart summarising this process. Advice for students who wish to raise a concern or make a complaint is available from any member of North Tec's Te Ara Poutama Student Support Services and Student Voice.

### **Concern**

A student seeks improvement in a situation where the student considers appropriate standards

have not been met. The student perceives that the impact on him/her has not been large, and it is likely that resolution can be obtained by direct, informal consultation with the staff concerned.

### **Complaint**

An expression of dissatisfaction where the student seeks some form of redress or change in a situation where the student considers that there has been a direct and significant adverse impact on him/her that requires a formal process of resolution. The complaint is lodged with Northland Polytechnic in writing, using a complaints form.

### **Not Satisfied?**

If you are not satisfied with the outcome of your complaint or dissatisfied with the process that NorthTec has followed to resolve your complaint, you may

- appeal the decision by informing the Students Complaint Officer in writing to [concernsandcomplaints@northtec.ac.nz](mailto:concernsandcomplaints@northtec.ac.nz) ; or
- refer a complaint about NorthTec, the quality of a programme, pastoral care processes or about the complaint outcome itself to the New Zealand Qualifications Authority (NZQA);
- refer a complaint about NorthTec's complaints process to the Office of the Ombudsman.
- refer a financial or contractual complaint to the Domestic or the International Student Contract Dispute Resolution Scheme (DRS).

These organisations will provide an independent assessment of your complaint and then they will decide to investigate your complaint further or advise you what to do next.

If you need more information on the complaints process or clarity on which dispute resolution scheme applies to your situation, please contact Student Support Services or the International Team or NZQA directly. See more at [www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/](http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/)

### **For further Resolution options contact:**

NZ Qualifications Authority - [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz) 0800 697 296 [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

The Ombudsman - [info@ombudsman.parliament.nz](mailto:info@ombudsman.parliament.nz) 0800 802 602  
[www.ombudsman.parliament.nz](http://www.ombudsman.parliament.nz)

iStudent Complaints – for *international learners* to resolve financial and contractual disputes  
[complaints@istudent.org.nz](mailto:complaints@istudent.org.nz) 0800 006 675 [www.istudent.org.nz](http://www.istudent.org.nz)

Tertiary Education Dispute Resolution (Talk Meet Resolve) - for *domestic learners* to resolve financial and contractual disputes [info@talkmeetresolve.co.nz](mailto:info@talkmeetresolve.co.nz) 0800 119 221  
[www.talkmeetresolve.co.nz](http://www.talkmeetresolve.co.nz)

### **Compulsory Student Services Fee (CSSF)**

The CSSF fee was introduced at NorthTec in 2017. The purpose was to extend on the support



services already provided by the Student Success Team and improve learner experiences while studying. Students drive the decision making on expenditure by providing student feedback via class reps, the Student Council or direct to Student Voice.

The CSSF fee has been approved to engage services under the CSSF guidelines, employ staff in the Student Voice space along with the costs to run the department. Our focus areas since 2020 are: Building cultural capability, advocacy capability and leadership capability in our student body. The services we provide are Student Activities, Hardship, Health & Wellbeing, Advocacy, Media and Careers and Employment. For more information, please access this link, <https://www.northtec.ac.nz/students/student-information/cssf>

If you have any questions about the CSSF, please contact the Student Voice at [studentvoice@northtec.ac.nz](mailto:studentvoice@northtec.ac.nz)

### Computer Access and Internet

Computer labs and a limited number of laptops are available for tutor and student use at all sites. Check with your tutor or local Regional Administration staff for hours of availability or bring your own device and connect with NorthTec's Wi-Fi. At Raumanga Library, there is a computer room for student use with desktop computers (and printers) or you can borrow a laptop for the day. Laptops must be returned before the library closes.

Please contact the NorthTec ICT Service Desk, on (09) 470 3777 or email [ICTServiceDesk@northtec.ac.nz](mailto:ICTServiceDesk@northtec.ac.nz) if you have enquiries or problems using the NorthTec computers.

The internet is available on the NorthTec network. If you have internet email accounts (such as Hotmail or Yahoo), you may use computers to check your mail. Please remember, NorthTec's computing facilities are primarily intended for study purposes, and we ask you to respect the needs of other students.

Please note that NorthTec monitors the volume and cost of network traffic generated by each person, and has the right to access, retrieve and read all communications in the following circumstances:

- Legitimate business need (e.g., routine system administration, access to information when the student is unavailable, but timing is critical)
- Reasonable suspicion of prohibited activities.

Every time you log into NorthTec's network you agree to use the computing facilities appropriately. Inappropriate use is defined in the policy *Acceptable Use of ICT Resources (03.006)*. This policy is available on the NorthTec website.

### Copyright

Breach of copyright is a serious offence. Please make sure that all photocopying you do is for research or private study and remember to quote your sources in all assessments – please refer to the NorthTec APA Referencing Guide for more information. Electronic editions are available free on the library website.

NorthTec forbids the use of its photocopying machines for any purpose which breaches the Copyright Act. It is your responsibility to comply with copyright law when photocopying or taking extracts from any printed material. A summary of key points on New Zealand Copyright Law can be found on [www.copyright.co.nz](http://www.copyright.co.nz).

### Course / Programme Withdrawal

If you wish to withdraw from some or all your courses, you must complete the R015 Withdrawal/Refund Application Form. This form is available from your Pathway Co-ordinator, Pathway Manager or Enrolments and Enquiries. If you withdraw or transfer within two weeks of the start of your first course for the year you may be entitled to a refund of the tuition component of your fee but may still have to pay the Student Service Fee and for class materials. A withdrawal fee may also apply. Refer policy *Student Fees (03.017)*.

### Course Transfer

All requests to transfer between programmes or courses of study must be made in writing using the R010 Course Transfer Application Form, available at Enrolments and Enquiries. Please complete the form and return it to Enrolments and Enquiries. In cases where you are transferring to a new programme, you may be required to complete a new registration form. An administrative transfer fee may apply – refer to Fees - Miscellaneous in this guide.

Before you change your programme/course, you should discuss it with your tutor or Pathway Manager. If you have a current loan and your changes lead to increased fees, the extra fee will be applied for on your behalf. If you are entitled to a refund, any fees due to NorthTec will be deducted from your refund, and the refund sent to whoever paid your fees.

### Credit Transfer (CT)

Credit Transfer is a process whereby the granting of credits gained in one programme, is seen as being equivalent or relevant to those required in another. The credits may have been gained at NorthTec or through another accredited provider. To apply for Credit Transfer, please ask for the R025 Credit Recognition Information and Application Form, available from Registry or regional administration staff. This form outlines the process involved in obtaining credit transfer.

Fees apply to Credit Transfer, for the initial application and the subsequent assessment; refer to Fees – Miscellaneous in this guide. For further information, refer to the policy that governs credit transfer - *Credit Recognition (05.004)*. This policy is available on the NorthTec website.

### Disability Support

Information and support are available for all students who have identified on their enrolment form that they require support. Support includes contact before you arrive to discuss a learning plan and or a meet and greet with your tutor, access to an Academic Learning Advisor and advice about community services. Access this link. <https://www.northtec.ac.nz/students/student-support/disability-services?referrer=MyNorthTec>

### Education Code of Practice

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2022 (the Code) supports the wellbeing of tertiary and international learners enrolled at NorthTec. The Code sets out the expectations that NorthTec must meet the wellbeing and safety of our students/learners. To know more about the code, access this link,

<https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/>.

### Emergency Evacuation Procedures

Copies of the emergency evacuation plan and procedure are placed in all classrooms and on Health and Safety notice boards. Your tutor will point out the evacuation areas during your orientation.

### Enrolment – Conditions

The terms and conditions of enrolment for the current academic year are on the R007 Registration Guide and Form. Copies of this form can be obtained from Enrolments and Enquiries or on the NorthTec website. <https://www.northtec.ac.nz/mynorthtec/my-enrolment>

### Facebook

We encourage all our students to follow us on Facebook to keep up to date with NorthTec news, events and what is happening across our campuses. Join the conversation at <http://www.fb.com/northteconline>

### Fees – Programme of Study

Course fees are payable before the commencement of your programme of study, so you must arrangement to pay for your programme/course fees before your programme of study starts. Student loans are available for most programmes of study/courses. Applications should be made via the StudyLink Freephone number 0800 88 99 00 or by visiting their website at [www.studylink.govt.nz](http://www.studylink.govt.nz). If you are unsure about this process, please contact a Navigator or Regional Administration staff. (Please be aware that these staff are not StudyLink or WINZ employees).

Non-payment of fees may result in NorthTec taking steps to obtain the required payment, including not releasing academic results, and referring unpaid debts to a debt collection agency for recovery action. If you are currently in receipt of a benefit, please contact WINZ to find out if you can remain on your current benefit.

The contact phone number for WINZ is 0800 559 009.

### Fees – Miscellaneous

The following table details miscellaneous fees that apply to students.

<b>Credit Transfer (CT) incurs both application and assessment fees</b>			
<b>Item</b>	<b>Cost</b>	<b>Detail</b>	<b>Comment</b>
Application	\$50	Application Fee <b>plus \$10 per course/paper</b> – non-refundable	An additional cost is incurred if the CT is to be reported to an external agency such as NZQA  Example: credits fees
Assessment by tutor	\$60	<b>Per hour</b> – max fee set at half the course tuition fee	
<b>Recognition of Prior Learning (RPL) incurs both application and assessment fees</b>			
Initial application	\$50	Application Fee plus \$10 per course/paper – non-refundable	An additional cost is incurred if the RPL is to be reported to an external agency such as NZQA  Example: credits fees
Assessment	\$60	Per hour – max fee set at half the course tuition fee	

Other Fees			
Replacement of Award(s) (Certificate/Diploma/ Degree)	\$35	Per award	Initial Award, TEQS or transcript provided at the completion of programme or graduation. Any other copies incur a replacement cost, plus the additional costs of postage and packaging, or courier if required
Replacement of Academic Transcript	\$25	Per transcript	
Replacement of Tertiary Education Qualification Statement (TEQS)	\$30	Per TEQS	
Nursing Transcripts	\$50	Per transcript	Additional costs will be incurred due to postage and packaging, or courier if required
Course Transfers	\$25	Per course/paper	
Replacement of ID cards	\$6	Per ID card	Initial ID card is included in annual, or semester fees paid each year

### Future Trades Campus - Client Service Centre

The client service centre at Future Trades Campus, in Dyer Street, is open from 8.00am-4.00pm, Monday to Friday. To find out when a Nurse or Navigator is on campus, please ask at reception. Available in the centre are computers, library books and a comfortable place to study and relax.

### Graduation and Award Ceremonies

Formal graduation ceremonies will be held for NorthTec degree and diploma students in March each year.

Awards for certificates of 120 credit value, or higher, will be celebrated in 'Certificate Celebrations' at the end of each semester. Whakawātea (Ceremony on completion of course) are organised for some programme areas. Refer to your programme area for information.

Refer to the policy *Graduation Ceremonies (10.002)* on the NorthTec website, for information concerning graduation and graduation regalia (gowns etc.).

### Grant Information

Refer to Awards, Grants and Scholarships on the NorthTec website. For more information access, <https://www.northtec.ac.nz/students/student-information/scholarships>

### Health and Safety

All students are required to comply with health and safety regulations with particular attention to areas such as workshops, laboratories, and other hazardous areas. For any health and safety issues contact your tutor in the first instance. You can also refer to the policy *Health and Safety (03.003)* on the NorthTec website.

### Health – Te Whare Hauora, Student Health, and Wellbeing Service

Student Health and Wellbeing support is available to all NorthTec students, across our region. Our experienced Registered Nurse offers a wide range of professional and confidential health and wellbeing services. The aim is to provide high quality health care in an environment sensitive to your spiritual, cultural, emotional, and physical wellbeing. We value your learning success, and our aim is help you maintain and improve your wellbeing.

<p>Services available from Te Whare Hauora include:</p> <ul style="list-style-type: none"> <li>• General health advice</li> <li>• Smoking cessation support</li> <li>• First aid</li> <li>• STI checks</li> <li>• Emergency contraceptive pill</li> <li>• Free condoms</li> <li>• Lifestyle advice, e.g., diet, exercise, and stress management</li> </ul>	<ul style="list-style-type: none"> <li>• Health screening</li> <li>• Hearing and vision testing</li> <li>• Wellness and health promotion</li> <li>• Pregnancy tests</li> <li>• Contraceptive advice</li> <li>• Cervical smears</li> <li>• Referral to a doctor or other appropriate health provider</li> </ul>
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For all queries and to book an appointment call 0800 808 856 ext. 3745 or (09) 470 3745 or text 027 246 0269. Email [health@northtec.ac.nz](mailto:health@northtec.ac.nz).

For more information including opening hours please open this [link](#)

### Intellectual Property

The policy *Intellectual Property (11.004)* is available on the NorthTec website.

### International Office

Our friendly team understands the specific needs of international students, and we provide support, information, and advice to help you achieve your goals.

We can help you to:

- Choose the right NorthTec programme for your background and career goals
- Apply for and renew visas and medical and travel insurance
- Find suitable accommodation
- Settle into life on campus and in New Zealand
- Get confidential advice and appropriate help with any problems or concerns
- Enjoy life at NorthTec in Whangarei

Contact us now for information and advice on NorthTec programmes, living in New Zealand, or any other questions you might have (09) 470 3775 or email [international@northtec.ac.nz](mailto:international@northtec.ac.nz).

International students also have access to the International Pastoral Care coordinator for support. Please call in to the International Centre on the Raumanga Campus, Whangarei or telephone to make an appointment (09) 470 4124.

### Jury Service

We regard jury service as a valuable community service. If you are called for jury service, contact

your tutor or Pathway Manager.

### Library Services- Te Whare Pukapuka

The Library at Raumanga Campus is open Monday to Thursday 8.30am– 5.00 pm and Friday 8.30-4.00 pm. Hours are subject to change. Please check the website for updates.

The library staff are keen to help you succeed in your studies. We provide books, ebooks, journals, DVDs, and online resources to support your course. Take advantage of library tours and information literacy sessions offered in your class to learn how to use our resources and services. If you study away from the Raumanga Campus, we can send books, DVDs etc., to your home address. We include a Freepost bag for returns. The main collection of printed resources is at Raumanga, many services and resources including our catalogue are online at <http://www.northtec.ac.nz/library>.

Also, connect with Learning Services Librarians through email [library@northtec.ac.nz](mailto:library@northtec.ac.nz), phone (09) 470 3790 or instant messaging service Chat on the library website pages.

### **Books/Textbooks**

ubiq The University Book Shop provides textbooks, literature, educational and professional material to the tertiary and professional sectors. Their knowledgeable staff are always happy to recommend books to you to suit your reading preferences.

Go to the NorthTec pages on the ubiq web site <http://www.ubiq.co.nz/northtec> where textbooks are listed. The special-order service will source any book you need – so long as it is in print. Ordering is simple – open 24 hours online – visit the website and click on the link for your area of study, and then the course to see what textbooks are required. Secure online checkout is available (major credit cards accepted). Orders via phone, email or post are available. Pay by credit card or online banking. Delivery is just \$4.90 per standard order; rural delivery is \$7.90 or free if you have it sent to the NorthTec Library in their weekly delivery. The ubiq contact is Mary Hooker [mary@ubiq.co.nz](mailto:mary@ubiq.co.nz) or phone (09) 306 2704.

Email us at [library@northtec.ac.nz](mailto:library@northtec.ac.nz) or call us on 0800 808 856.

### Mental Health & Wellbeing

#### **Counselling**

You may be dealing with something that is affecting your ability to study, and as part of our commitment to supporting your mental health and wellbeing, NorthTec has a counsellor who works part-time and is available to make appointments with you face to face, over the phone or via zoom. Please contact [dcoleman@northtec.ac.nz](mailto:dcoleman@northtec.ac.nz).

#### **Kahikatea (Kaupapa Māori) Wellbeing Model of Care**

Māori health practitioners, Matua & Whaea Hauora Māori advisors and Ākonga (Learner) Wellbeing Champions are available part-time to provide tikanga Māori wellbeing practices of Wairuatanga, Kaitiakitanga and Whānaungatanga. To access services email [hauoramaoriwellbeing@northtec.ac.nz](mailto:hauoramaoriwellbeing@northtec.ac.nz) or contact the Health Centre Nurse or Counsellor.



### Messages for Students

It is not possible for us to offer a message-taking service, except in an emergency. If, for example, your children are ill while at school or are with a caregiver, we will try to find you and pass on a message. You can provide schools or caregivers with a telephone contact number 0800 808 856. If you are expecting a visitor, please arrange to meet them at a specific place and time, preferably outside of scheduled class time.

### Navigators- Student Champion Advisors

Navigators liaise between students and their tutors, NorthTec services and systems. Most importantly to ensure that students and their whānau feel culturally connected, safe and their views and opinions are respected. Navigators are also familiar with the student concern and complaints process, how to access hardship and government agencies. To contact a Navigator, access this link, <https://www.northtec.ac.nz/students/student-support/navigators>. For a up to date schedule email, Navigator, Team Leader, [ttautari@northtec.ac.nz](mailto:ttautari@northtec.ac.nz).

### Notice Boards

Student notice boards are provided for use. Students are welcome to place advertisements (for example to sell and buy books). Student notices should be dated and removed after two weeks. Please check the information notice boards and the NorthTec website.

### Orientation and Pōwhiri

At the commencement of each semester, programmes run an orientation; this may include a pōwhiri. You will be advised of dates and venues. Check your first-day letters or contact your tutor.

### Parking

Please ensure you park only in designated parking areas. Vehicles should not be parked on grass areas, pathways, walkways, on yellow lines or on lines which denote access points for pedestrians. Please do not park outside of Main Reception in Raumanga. This is a “Visitors Only” short term car park.

### Photocopying

Photocopiers are available in the library. You will need to load money onto your ID card so that you can use the photocopying service.

### Plagiarism

Plagiarism is defined as:

- Using and passing off another’s ideas or writings as one’s own including:
- Copying other people’s work without acknowledging the source of the work.
- Failure to acknowledge the source of ideas and/or opinions of others, e.g., ideas/opinions from texts, articles, or other students as well as those of tutors/lecturers.

Acknowledgement must be attributed to the source of the ideas/opinions in the form of a citation/reference.



- The use of exact words of another without quotation marks or indentation to indicate that the words are quoted; and
- Copying, cutting, and pasting from electronic or any other sources, such as websites, without referencing.

More information is available in the policy *Academic Integrity (06.002)* available on the NorthTec website.

### Policies

Policies are available on the NorthTec website. <https://www.northtec.ac.nz/about-us/policies>

### Privacy Act

The Privacy Act is designed to protect individual privacy and restrict access to personal information, such as information you give on enrolment. NorthTec follows the rules of the Privacy Act in all our day-to-day activities and has established principles regarding the collection, use and disclosure of personal information, and the rights of students to access personal information held.

### Recognition of Prior Learning (RPL)

RPL is a process through which a student seeks academic credit for relevant skills, knowledge or abilities gained through formal or informal education, work, or life experience. RPL recognises what you have learned from formal courses and qualifications, on-the-job training, work and life experience, and self-instruction. RPL is not to be confused with Credit Transfer that is granted on the evidence of a pass in an equivalent unit of learning.

Students may apply for RPL when current knowledge and skill match the learning outcomes in one or more of the courses/ in your programme of study. Refer to the policy *Credit Recognition (05.004)* on the NorthTec website. Students must also refer to Programme Regulations for specific RPL details.

To apply for RPL, please ask for the R025 Credit Recognition Information and Application Form, available from Registry or regional administration staff. This form outlines the process involved in obtaining RPL. Fees apply to RPL, for the initial application and the subsequent assessment. Refer to Fees – Miscellaneous, in this guide.

### Resubmits / Re-sits

Some programmes allow assessments that do not meet the required standard to be resubmitted. For specific details, refer to Programme Regulations for your programme of study.

### Security

NorthTec cannot be responsible for the loss of students' personal effects. Please ensure that all personal belongings are kept secure.

### Smoke-free & Vape Free Campus

All NorthTec campuses, learning centre and teaching site are smoke-free.

### Spirituality, Faith, and Chaplaincy

Students can book room A192 or the open space at Te Whare Manaaki, A Block, Raumanga Campus, Wednesdays or Te Kainga, Student Common Space, anytime, between 8.00am-8.30am or 4.00pm-5.00pm, to gather for spiritual prayer and friendship. Contact [hbruce-iri@northtec.ac.nz](mailto:hbruce-iri@northtec.ac.nz) to confirm.

### **Monday, Midday, Mindfulness:**

Held on the Raumanga campus- weekly lunchtime- prayer, meditation, music and workshops to support your emotional and spiritual wellbeing. Starting week 6, Term 1. Programme will be placed on Student Voice Facebook, or campus TV's. For up-to-date information, email

[hauoramaoriwellbeing@northtec.ac.nz](mailto:hauoramaoriwellbeing@northtec.ac.nz), call into Te Whare Manaaki-Hub and ask for Whaea Meri Nathan or Te Whare Hauora- health centre and ask for the counsellor.

To invite a leader from your religion, church, or faith to provide support, contact [hbruce-iri@northtec.ac.nz](mailto:hbruce-iri@northtec.ac.nz) for a room booking.

### Student

A student is defined as someone who has applied for and been accepted for a place on a programme of study. Until programme fees have been paid or an arrangement made to pay fees via a Study Link loan, a student is not entitled to use any student services. Other terms used are Learners and or Ākonga.

### Study Space

Raumanga Campus has study spaces available in Te Whare Pukapuka- Library and Te Whare Manaaki - Student Support. Rooms are also available which can be booked via the North Tec Website.

Regions: Contact your tutor, Regional Assistant or Navigator, about study spaces

### Student Council

If you are keen to be involved in Student Representation or Student Council, please contact Hoana via email on [hpaul@northtec.ac.nz](mailto:hpaul@northtec.ac.nz) or contact one of your student representatives, your tutor or Pathway Manager.

Class Representatives are elected by each class at the beginning of the academic year, or mid-semester depending on the programme and are encouraged to participate in some of the initiatives and attend our monthly meetings. Key roles of a student representative are to attend regular monthly meetings, share collaborative class or programme feedback, contribute to discussion and ideas where we can improve, and promote and implement of student-focused events.

We encourage students to be active participants in shaping campus life and culture. You can do this simply by sharing your suggestions, issues and concerns with your Class Representative, or become more involved by becoming a Class Representative or be on the Student Council.

Students who take on this role represent their peers in meetings and discussion forums to help improve the quality of education and campus life for all students. Being a Class Representative or

on the Student Council is a great opportunity to develop leadership and communication skills, increase social circles and make a positive difference for others.

### Student Finances

Student Allowance is a weekly amount paid directly to you by StudyLink to assist with living costs while undertaking full-time study. Student Loans from Study Link enable students to pay compulsory course fees, course-related costs and living expenses.

For further details on loans and allowances, please refer to the StudyLink website.

You can apply online at <http://www.studylink.govt.nz> or call StudyLink on 0800 88 99 00. To apply online, you will need your IRD number, bank account details, course dates and a current email address. Providing a mobile number to StudyLink is optional but recommended

### Student ID Cards

Students who are fully enrolled into certificate, diploma, or degree programmes at NorthTec are entitled to receive a NorthTec Student ID card. Your ID card proves you are a NorthTec student and may entitle you to receive student benefits (it may also make you eligible for discounts). This card must be presented if you wish to use the NorthTec Library and computer facilities. You will be shown where and when to get your ID card as part of your programme orientation. Your tutor will book you in for your session to have your photo taken. Students must remove all hats, hoodies, sunglasses, or other items that may prevent clear identification.

If your ID card is lost/stolen/damaged, you must notify NorthTec immediately by emailing [studentid@northtec.ac.nz](mailto:studentid@northtec.ac.nz) or phone 0800 808 856. Replacement cards incur a fee.

### Student Survey of Programmes and Teaching

NorthTec is committed to continuous improvement. Student feedback on programmes, courses and services, along with other forms of observation and evaluation provides valuable information to support this. NorthTec is committed to using and sharing student feedback results to celebrate success and improve the services we provide.

Please refer to policy *Student Feedback (02.007)* available on the NorthTec website for more information.

Students complete:

- First impressions survey in week 6 of their programme of study
- Student Satisfaction Survey in week 11-13 of their programme of study
- Graduate Outcome Survey at the completion of their qualification.

Students are invited to share their feedback about the Navigator team and Wellbeing Initiatives via:

- Net promoter score – once per semester and online, and
- One engagement hui per semester for Māori First-time learners and whānau. Preference is face to face.

### Student Voice

The role of the Student Voice Coordinator and Kaiawhina is to build, support and elevate student voices and enhance the learning experience for students on all our campuses. We work to elevate student voices by promoting student representation, the Student Council, and enabling student representation in governance spaces across the organisation, in our communities and at a national level.

### Te Ara Poutama - Student Support Services

NorthTec provides services to support your physical, intellectual, spiritual, and cultural wellbeing. Our services include health care, counselling, academic advisors, disability advice, cultural advice- specifically tikanga Māori advice and Navigators- manaakitanga.

To find out more about our teams and the support we provide, visit the NorthTec website, <https://www.northtec.ac.nz/mynorthtec/student-support>

If you have any concerns, compliments, or suggestions for improvement about any of the Te Ara Poutama-Student Support Services, please call in and see the Service Manager, Huria Bruce-Iri at Raumanga campus and or email: [hbruce-iri@northtec.ac.nz](mailto:hbruce-iri@northtec.ac.nz)

### Translation Services

In New Zealand you may need help with using English in important documents and conversations with government departments. Ezispeak is a free phone-based interpreting service used by many government agencies, some doctors and city councils. It is available in many different languages, 24 /7.

To get an interpreter, visit or phone the agency you want.

- tell them that you want to speak in your own language and ask them for Ezispeak.
- You will be asked to wait (please do not hang up the phone).
- A professional interpreter will join you on the phone to help you talk to the agency.

InfoNOW...in your language is a free service for new migrants that makes it easier to find information that helps them settle and work in New Zealand. It is available in 17 languages. You can access InfoNOW via email on [info@infonow.nz](mailto:info@infonow.nz), or phone and online chat between 9am and 4pm, Monday to Friday. or [www.infonow.nz](http://www.infonow.nz) 0800 4636 669

The following websites also provide information about translation and interpreting services:

[www.tetaurawhiri.govt.nz/our-work/national-translators-register](http://www.tetaurawhiri.govt.nz/our-work/national-translators-register)

[www.dia.govt.nz/Translation-Service](http://www.dia.govt.nz/Translation-Service)

[www.straker.co.nz/translation-price-guide/](http://www.straker.co.nz/translation-price-guide/)

[www.hmstrust.org.nz/decypher-interpreting-and-translation/](http://www.hmstrust.org.nz/decypher-interpreting-and-translation/)

### Website

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



**NorthTec**  
TAI TOKERAU WĀNANGA



**Te Pūkenga**

The NorthTec website provides information for students at NorthTec, including:

- Policies
- News
- Announcements
- Buy, sell and exchange
- Available grants and scholarships
- Campus maps and contact details
- Student events

### IMPORTANT COMMUNITY CONTACT INFORMATION

Name	Contact details	Name	Contact details
Budget Advisory Services:		Multi-cultural Centre	(09) 430 0571
- Whangarei	(09) 430 0177	NZ Qualifications Authority	(04) 802 3000
- Bay of Islands	(09) 404 1582	Quitline (smoking)	0800 778 778
- Kaitaia	(09) 408 0026	Relationship Services	0800 735 283
- Kaikohe	(09) 401 2216	Salvation Army Food Bank	(09) 438 9305
CAP free debt counselling	0508 227 111	Student Job Search	0800 757 562
Citizen Advice Bureau	0800 367 222	Studylink	0800 889 900
Community Service Card	0800 999 999	Tenancy Services	0800 83 62 62
Inland Revenue	0800 377 778	Victim Support	0800 84 28 46
Department of Internal Affairs	0800 257 887	White Cross After Hours Emergency	(09) 470 1083
Birth Certificate Enquiries	0800 257 887	Women's Refuges - Mid North	(09) 401 1030
Family Planning	(09) 438 1986	Tryphina House Refuge	(09) 437 6576
Healthline	0800 611 116	Te Puna O Te Aroha	(09) 437 2127
Lifeline Counselling	(09) 437 5055	Work & Income	0800 559 009
Mental Health Crises Team	(09) 430 4100	Youthline	0800 376 633
Mental Health Line - After Hours	0800 223 371	123 Clinic (free sexual health care)	(09) 438 6123