

POLICY

INFORMATION FOR STUDENTS

(05.001)

POLICY

Northland Polytechnic Ltd shall ensure that students and prospective students are provided with adequate, accurate and timely information pertaining to their programme prior to, and during their study.

PURPOSE

To ensure that students and prospective students are able to make informed decisions about their education pathway.

APPLICATION AND SCOPE

This policy applies to all Northland Polytechnic Ltd information given in publications and media.

DEFINITIONS

- *Delivery mode*
The way a course is delivered. This can include face-to-face, distance, and on-line delivery or a combination of these; and full-time and part-time options.

COMPLIANCE OBLIGATIONS

- *Education Act 1989*
- *Fair Trading Act 1986*
- *The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*

| | |
|-----------------------|--|
| Responsibility | Executive manager responsible for academic quality |
| Approval dates | December 2017 |
| Next Review | December 2023 |

OTHER RELATED DOCUMENTS

Procedures and guidelines appended to this policy
 Information for Students Matrix (Appendix 2)
 Prospectus
 Academic Calendar
 Advertising material
 Student information Guides
 Programme Handbooks
 Programme Regulations
 NorthTec Website

| | | |
|---|-------------|-------------|
| Updated May 2020 | Version 4.3 | Page 1 of 6 |
| Information for Students (05.001) | | |
| <p>Hardcopies of this document are considered uncontrolled copies of the original. Please refer to the electronic source (Quality Management System) for the latest version.</p> | | |

PROCEDURES AND GUIDELINES

1.0 Pathway Managers, through their directorate structure, are responsible for ensuring that all applicable information is made available to students prior to and during the student's enrolment. Such information may include, but is not limited to:

- Programme information (curriculum, hours of study)
- Full details of fees and course-related costs
- Delivery mode
- Entry and selection processes
- Police check requirements
- Drug testing requirements
- Credit recognition opportunities
- Student Support Services
- Further education pathways and employment options
- Withdrawal from study and fee refunds

2.0 Pathway Managers, through their directorate structure, are responsible for the accuracy and currency of the information published both in hard copy, on the website, and other media. This information may include but is not limited to:

Prior to enrolment

- Northland Polytechnic Ltd's Prospectus
- Northland Polytechnic Ltd's Academic Calendar
- Programme brochures and other advertising material
- Northland Polytechnic Ltd's website
- Programme information and study guidance given to students
- All social media formats

After Enrolment

- Programme information and study guidance given to students (course outlines, work schemes, assessments)
- Programme Information Handbooks and Programme Regulations
- Student A – Z Guide

3.0 Pathway Managers, through their directorate structure, are responsible for ensuring students and prospective students are informed of any changes to published information.

4.0 A summary of information sources is appended to these procedures and guidelines, and is maintained by the department responsible for academic quality matters.

KEYWORDS

Advertising
Brochure
Information
Media
Prospectus
Website

| | | |
|---|-------------|-------------|
| Updated May 2020 | Version 4.3 | Page 2 of 6 |
| Information for Students (05.001) | | |
| <p>Hardcopies of this document are considered uncontrolled copies of the original. Please refer to the electronic source (Quality Management System) for the latest version.</p> | | |

REVISION HISTORY

| Version | Description of Change | Author | Effective date |
|---------|--|----------|----------------|
| 1 | New | QMS Team | August 2009 |
| 2 | Review – management structure changes | QMS Team | July 2010 |
| 3 | Review – addition of information matrix | QMS Team | August 2015 |
| 4 | Review – update P & G | QMS Team | December 2017 |
| 4.1 | Add 'Ltd' to Northland Polytechnic | QMS Team | May 2020 |
| 4.2 | Triennial review – Update P&G to reflect current practice | QMS Team | October 2020 |
| 4.3 | Update title – <i>The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021</i> | QMS Team | April 2022 |

INFORMATION FOR STUDENTS - MATRIX

Pre-enrolment Information

Post-enrolment Information

| Source of information → Details ↓ | Prospectus and Published on line | Academic Calendar Published on-line (inc Academic Statutes) | Advertising material (includes brochures) | Correspondence to students | Interview checklists | Course advice by staff all sites | Programme Handbooks (examples vary) | Programme Regulations | Student information A-Z Guides / other | Individual Course Outline (inc Scheme of Work) | NorthTec Website |
|--|----------------------------------|---|---|----------------------------|-----------------------|----------------------------------|-------------------------------------|---------------------------|--|--|--------------------------------------|
| | Marketing | Academic Quality Services | Marketing | Pathway | Registry | Pathway | Pathway | Academic Quality Services | Student Support | Pathway | Marketing |
| Responsibility → | | | | | | | | | | | |
| ITEM of Information ↓ | | | | Registry | | Recruiters | | | | Tutors | |
| Programme Information (admission, content, structure, hours of study) | Entry requirements | ✓ | ✓ | ✓ | | | ✓ | | ✓ | | ✓ |
| | Selection requirements | | | | | | | ✓ | | | |
| | Content overview | ✓ | ✓ | ✓ | | ✓ | ✓ | ✓ (Grad Profile) | | ✓ | ✓ |
| | Structure (courses) | | ✓ | ✓ only some programmes | | ✓ | | ✓ | | | ✓ only some programmes |
| | Texts/goods to purchase | | | | First day information | ✓ | ✓ (varies) | ✓ | | ✓ | general info on some programmes only |
| | Time commitment / Timetable | | | | First day information | ✓ | ✓ | ✓ | ✓ | ✓ | |
| | Admission / Interview | ✓ | N | ✓ | | | ✓ | | ✓ | | ✓ |
| | Acceptance | | | | Letter | ✓ | ✓ | | | | |

INFORMATION FOR STUDENTS - MATRIX

Pre-enrolment Information

Post-enrolment Information

| Source of information → Details ↓ | Prospectus and Published on line | Academic Calendar Published on-line (inc Academic Statutes) | Advertising material (includes brochures) | Correspondence to students | Interview checklists | Course advice by staff all sites | Programme Handbooks (examples vary) | Programme Regulations | Student information A-Z Guides / other | Individual Course Outline (inc Scheme of Work) | NorthTec Website |
|--|----------------------------------|---|---|----------------------------|------------------------|----------------------------------|-------------------------------------|---------------------------|--|--|-------------------|
| | Marketing | Academic Quality Services | Marketing | Pathway | Registry | Pathway | Pathway | Academic Quality Services | Student Support | Pathway | Marketing |
| Responsibility → | | | | | | | | | | | |
| ITEM of Information ↓ | | | | | | | | | | | |
| | Offer of Place/Course selection | | | | Form signed by student | ✓ | | | | | |
| Credit recognition opportunities | ✓ | ✓ (inc Ac Statute) | ✓ | | ✓ | ✓ (varies) | ✓ (examples vary) | ✓ | ✓ | | ✓ |
| Fee details (tuition, Course related costs; SHL, other) | Tuition | | ✓ | | ✓ | ✓ | | | | | ✓ |
| | Course related (class materials) | | | ✓ some programmes | | ✓ | ✓ | | | ✓ | some programmes |
| | Compulsory Student Services Fee | | | | | | ✓ | | | | ✓ |
| | Other | | | | | ✓ | | | | | |
| Reference to scholarships | ✓ | | ✓ | | | ✓ | | | ✓ | | ✓ |
| Reference to student related policies | Student Fees | ✓ | | ✓ | | ✓ (varies) | ✓ | | ✓ | | ✓ |
| | Concerns and complaints | | | | | ✓ (varies) | | | ✓ | | ✓ |
| | Academic Appeals | | ✓ | | | | | | ✓ | | |
| | Academic Integrity | ✓ | | | | | | ✓ | ✓ | ✓ | ✓ (Plagiarism) |

Updated May 2020

Version 4.2

Page 5 of 6

Information for Students (05.001)

**Hardcopies of this document are considered uncontrolled copies of the original.
Please refer to the electronic source (Quality Management System) for the latest version.**

INFORMATION FOR STUDENTS - MATRIX

| | | ← Pre-enrolment Information → | | | | | | ← Post-enrolment Information → | | | | |
|--------------------------------------|----------------------------------|---|---|----------------------------|----------------------|----------------------------------|-------------------------------------|--------------------------------|--|--|------------------|---|
| Source of information → Details ↓ | Prospectus and Published on line | Academic Calendar Published on-line (inc Academic Statutes) | Advertising material (includes brochures) | Correspondence to students | Interview checklists | Course advice by staff all sites | Programme Handbooks (examples vary) | Programme Regulations | Student information A-Z Guides / other | Individual Course Outline (inc Scheme of Work) | NorthTec Website | |
| Responsibility → | Marketing | Academic Quality Services | Marketing | Pathway | Registry | Pathway | Pathway | Academic Quality Services | Student Support | Pathway | Marketing | |
| ITEM of Information ↓ | | | | Registry | | Recruiters | | | | Tutors | | |
| Student Services | Disability support | ✓ | | | | ✓ | if asked | ✓ | | ✓ | | ✓ |
| | Learning support | ✓ | | ✓ some i.e. YG | | ✓ | ✓ | ✓ | | ✓ | | ✓ |
| | Health Care | ✓ | | | | ✓ | ✓ | ✓ | | ✓ | | ✓ |
| | Library | ✓ | | | | ✓ | ✓ | ✓ | | ✓ | | ✓ |
| | Student ID cards | | | | | | ✓ (varies) | | | ✓ | | |
| | Youth Services | ✓ | | ✓ | | | ✓ | | | ✓ | | ✓ |
| Contact details | Campus level | ✓ | ✓ | ✓ | | | ✓ | some | | ✓ | | ✓ |
| | Programme Level | N | Pathway Mgrs = ✓ Tutors = ✗ | sometimes | | | ✓ (varies) | some | | | ✓ | ✓ |
| | Study pathways | ✓ | ✓ | ✓ | | | ✓ | some | | | | ✓ |