

PROCEDURES AND GUIDELINES

1.0 Directors, 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 shall include, but not be limited to:

- Programme information
- Full details of fees and course-related costs
- Delivery mode
- Entry and selection-processes
- Credit recognition opportunities
- Student Support Services
- Further education pathways and employment options
- Withdrawal from study and fee refunds

2.0 Directors, through their directorate structure, shall be responsible for the accuracy and currency of the information published both in hard copy and on the website. This information shall include but is not limited to: and prospective students

Prior to enrolment

- Northland Polytechnic Prospectus
- Northland Polytechnic Academic Calendar
- Programme Brochures and other advertising material
- Northland Polytechnic website
- Programme information and study guidance given to students

After Enrolment

- Programme Information Handbooks and Programme Regulations

3.0 Directors, through their directorate structure, shall also ensure that 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

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

APPENDIX 2

INFORMATION FOR STUDENTS - MATRIX

ITEM of Information ↓	Source of information → Details ↓	Prospectus Published or on line	Academic Calendar Published or on line (inc Academic Statutes)	Advertising material (includes brochures)	Student information guides/diaries /other	Correspondence to students	Programme Handbooks (Examples vary)	Programme Regulations	NorthTec Website	Course advice by staff all sites
Programme Information (admission, content, structure)	Entry requirements	Y	Y	Y	N		N	Y	Y	Y
	Selection requirements	N	N	N	N		N	Y	N	N
	Content overview	Y	Y	Y	N		Y (Grad Profile)	N	Y	Y
	Structure (courses)	N	Y	only some programmes	N		Y	N	only some programmes	N
	Texts/goods to purchase	N	N	N	N	First day information	Y	N	general info on some programmes only	same
	Time commitment /Timetable	N	N	N	N	First day information	Y			Y
	Admission/Interview	Y		Y	N			Y	Y	Y
	Acceptance	N	N	N	N	Letter	N	N	N	Y
	Offer of Place/Course selection	N	N	N	N	Form signed by student	N	N	N	N
Credit recognition opportunities		Y	Y (inc Ac Statutes)	Y	Y		Y (examples vary)	Y	Y	Y (varies)
Fee details (tuition, Course related costs; SHL, other)	Tuition	N	N	Y			N	N	Y	Y
	Course related (class materials)	N	N	some programmes			Y	N	some programmes	N
	Student Health levy	N	N	N			N	N	X	N
	Other	N	N				N	N		

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Reference to scholarships		Y		Y					Y	Y
Reference to student related policies	Withdrawal and fee refunds	Y		Y	Y				Y	N, Y
	Concerns and complaints	N	N	N	Y		N	N	Y	N, Y
Student Services	Disability support	Y	N	N	Y		N	N	Y	if asked
	Learning support	Y	N	some i.e YG	Y		N	N	Y	Y
	Health Care	Y	N	N	Y		N	N	Y	Y
	Library	Y	N	N	Y		Y	N	Y	Y
	Student ID cards	N	N	N	Y		N	N	X	N, Y
	Youth Services	Y	N	Y	Y		N	N	Y	Y
Contact details	Campus level	Y	Y	Y	Y	Y	Y	N	Y	Y
	Programme Level	N	Prog Leaders = Y Tutors = N	sometime	N	Y	Y	N	Y	N, Y
	Study pathways	Y		Y	N				Y	Y