

NORTHTEC A – Z STUDENT INFORMATION GUIDE

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; 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in writing, a satisfactory explanation to the tutor or Pathway Manager, NorthTec may consider the student has withdrawn from their programme of study or course and may withdraw the student from the programme of study or course.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 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 assistance with accommodation, please contact a Navigator-Student Champion who may be able to help. You can also check the notice boards on campuses or NorthTec website as rooms are sometimes advertised.

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 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	ihutchinson@northtec.ac.nz	(09) 470 4116
Jan Dawson	Raumanga	jdawson@northtec.ac.nz	(09) 470 4142
Mia Gillespie-Taylor	Raumanga	mgillespie-taylor@northtec.ac.nz	(09) 470 3917
Krystal Riley	Raumanga	kriley@northtec.ac.nz	(09) 470 3616
Danielle Walker	Raumanga	dwalker@northtec.ac.nz	(09) 470 3991
Khush Soni	Raumanga	ksoni@northtec.ac.nz	(09) 470 3772
Janine Conaghan	Future Trades	jconaghan@northtec.ac.nz	(09) 470 3651
Robert McAulay	Future Trades	rmcaulay@northtec.ac.nz	(09) 470 3881 / 027 281 0313
Judy Thompson	Future Trades	jthompson@northtec.ac.nz	(09) 470 3892
Carol McClintock	Future Trades	cmclintock@northtec.ac.nz	(09) 470 3956
Helen Cossey	Kaitaia	hcossey@northtec.ac.nz	(09) 470 4151
Steve Rameka	Kaitaia	srameka@northtec.ac.nz	(09) 408 6117 / 027 555 4563
Vicky Karena	Kaikohe	vkarena@northtec.ac.nz	027 203 8063
Taj Saleh	Auckland	tsaleh@northtec.ac.nz	022 097 3350

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.

Books/Textbooks - See entry for Library Services

Cafeteria

Raumanga Campus - A Café is open during term time only from Monday to Thursday, 7.30am – 2.00pm and Friday 7.30 am – 1.00pm. The café offers a range of hot and cold food. The café environment is a great place to relax and chat.

Future Trades, Dyer Street Campus -A café run by students is open during terms time, Monday to Thursday 8.30-1.30, when this programme is running. It offers a range of hot and cold food and drinks and gives our students an opportunity to practice their skills in an active live café environment. Please note this is a training café where students are practicing skills and precision in service and prices reflect this.

Regional campuses/learning centres do not have cafés on site.

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 or email us at 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.

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.

Compulsory Student Services Fee (CSSF)

This fee was introduced in 2017 (\$200 per Equivalent Full-Time Student for domestic fee-paying students only). Students drive the decision making on expenditure by providing student feedback via class reps, student leaders in the transition team, and within the framework of the Ministerial Directives 2014. Events, Health Centre, Advocacy and Legal Advice, Sports groups and Cultural Activities, Media are areas of priority according to the 2-year trends in student feedback and data since 2017.

If you have any questions about the CSSF, please contact Stacey Lemon-Connew, Student Voice Coordinator, slemon-connew@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 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. These guides can be purchased from the Library at a nominal cost. 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.

Counselling

You may be dealing with something that is affecting your ability to study, and as part of our commitment to promoting a healthy and supportive learning environment, NorthTec has partnered with Vitae, a team of specialist, independent counsellors. Vitae provides students with free access to counselling services in Northland. Contact Vitae for more information or to book an appointment, Freephone (0508 664 981) or book online at <http://www.vitae.co.nz/northtec>

Course / Programme Withdrawal

If you wish to withdraw from some or all of 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

NorthTec is committed to ensuring your participation in and completion of your studies. Our Navigator-Equity aims to support you in your journey of education by providing a range of support services, opportunities and activities, in a welcoming, professional and safe environment. For information about the Navigator-Equity and their availability, please access the North Tec website.

Information and support are available for all current students with permanent or temporary impairment support needs. Support includes liaison with community agencies, support with a tutor or peer communication, and reader-writer support. Student Success staff may be available to support the as reader-writers.

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.

Facebook

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

Fees – Programme of Study (including Student Loans and Allowances)

Course fees are payable before the commencement of your programme of study, so you must make arrangements to pay your programme of study/course fees before your programme of study starts. Student loans are available for most programmes of study/courses. Applications should be made via the Study Link Freephone number 0800 88 99 00 or by visiting their website on www.studylink.govt.nz.

If you are unsure about this process or your eligibility, please contact a Navigator or Regional Administration staff (these are not a Study Link or WINZ employees).

Non-payment of fees results 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.

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

Getting Involved - NorthTec Volunteers, Event Assistants and Mentors (Tuakana-Teina Programme)

NorthTec receives requests for students to be involved in various NorthTec and community events. Some of these include International Rally of Whangarei, Northland Taniwha Rugby Games, and NorthTec Marketing events and awards evenings. Volunteering is a great opportunity for you to gain some real-life experience in different roles, meet and network with some key people in the community and local business industries, and can be used in your Curriculum Vitae (CV). Where possible, NorthTec arranges for references to be provided by the event organisers that you can use to support your job applications. Where possible, students are paid for their time.

If you are interested, please email events@northtec.ac.nz with volunteer and your name in the subject line.

To become part of the Tuakana-Teina Programme, providing academic peer support, please contact hbruce-iri@northtec.ac.nz

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 in this guide.

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 Centre - Te Whare Hauora

The Student Health Centre, based at Raumanga campus, is staffed by experienced registered nurses who offer a comprehensive range of professional and confidential health services for all students. We aim to provide high-quality health care in an environment sensitive to your spiritual, cultural, emotional and physical well-being. We value your learning success, and the service aims to keep you healthy and active.

If you are a student from another campus, drop in when visiting Raumanga campus, or call the Health Nurses on 0800 808 856 ext. 3745 or (09) 470 3745 or text 027 246 0269 or email health@northtec.ac.nz. Please see www.northtec.ac.nz for Health Centre hours.

Whether you have the flu, feel stressed, need contraception, or just a friendly face, you will find the help you need from the nursing team at the health centre. Don't wait until you're feeling unwell – take advantage of the centre's wellness programmes and benefit from cervical screening, vision and hearing testing or help to quit smoking. There are no charges for NorthTec students. With confidentiality guaranteed, the health centre is a great first step for any health problem.

If you need a referral to a GP or other service, this will be organised for you.

Services available from Te Whare Hauora include:



- General health advice
- Smoking cessation support
- First aid
- STI checks
- Emergency contraceptive pill
- Free condoms
- Lifestyle advice, e.g. diet, exercise and stress management
- Health screening
- Hearing and vision testing
- Wellness and health promotion
- Pregnancy tests
- Contraceptive advice
- Cervical smears
- Referral to a doctor or other appropriate health provider

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

Intellectual Property

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

International Office

Our friendly team understands the particular 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.

Jury Service

We regard jury service as a valuable community service. If you are called for jury service contact your tutor or Pathway Manager.

Kaumātua

The Kaumātua for NorthTec (Tai Tokerau Wānanga) is a leading exponent of Māori lore and history, and as such, is regarded as a living taonga (treasure) not only by his or her own people but amongst staff and students of NorthTec (Tai Tokerau Wānanga).

A Kaumātua demonstrates a strong intellectual capacity through the ancient art of whaikorero (oratory) and enhanced knowledge of tikanga and traditions. The Kaumātua represents NorthTec (Tai Tokerau Wānanga) at numerous functions, including meetings, pōwhiri, and graduation ceremonies, as well as advising on the conduct and performance of tikanga for any occasion within the institute and wider community.

The Kaumātua is also a mediator for any tikanga Māori issues. Staff and students are most welcome to visit the Kaumātua whenever the need arises.

Library Services

The Library at Raumanga Campus is open:

- Monday to Thursday 8.30am - 4.30pm
- Friday 8.30 am – 4.00 pm

Hours are subject to change. Please check the website for updates.

Term Breaks

- Reduced hours, please check the library website <http://www.northtec.ac.nz/library> for more details.

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 library 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. While 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>

Books/Textbooks

ubiq are the official suppliers of textbooks to NorthTec. ubiq (formerly University Bookshop) 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 – as 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, online banking or cheque. 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 or phone (09) 306 2704. Email us at library@northtec.ac.nz or call us on 0800 808 856.

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.

Mobile Phones

Use of mobile/cell phones and other communication devices is discouraged during classes.

Navigators

NorthTec Navigators support students/ākonga as they journey from the time they enrol to when the completion of their studies. Navigators complete case assessments of students/ākonga needs, provide career advice, liaise with tutors and support staff, offer cultural advice and deliver improved outcomes for students/ākonga.

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 the North Tec Website for updates.

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. The thirty-minute parking bays outside the Customer Service Centre on Raumanga campus are not to be used for longer-term parking.

Photocopying

Photocopiers are available in the Library. You will need to load money onto your ID card in the Library or at Reception 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 Campus

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

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.

Student Academic Advisor

Our Academic Advisors can provide learning support to all students enrolled at NorthTec. You can arrange an appointment with an Advisor for yourself or a group. Students for whom English is not their first language may book an appointment online with the International Learning Advisor.

The type of support you might wish to access includes:

- Study Skills
- Making notes
- Referencing
- Exam preparation
- APA referencing
- Time Management
- Essay and report writing
- Presentation skills
- CV preparation tips
- Academic Writing

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. These rooms are available from 8.30am- 5.00pm, Monday to Friday. Weekends by prior arrangement. Contact the Manager – Student Support Services - Huria Bruce-Iri.

Regions: Contact your tutor or a Navigator for details about a study space.

Student Council

If you are keen to be involved in Student Representation or Student Council, please contact Stacey via email on slemon-connew@northtec.ac.nz or contact one of your student representatives or 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 Study Link 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 Study link website.

You can apply online at <http://www.studylink.govt.nz> or call Study Link on 0800 88 99 00. To apply online, you will need your IRD number, bank account details, course dates, current email address and mobile phone number.

Student ID Cards / Lanyards

Students who are fully enrolled into certificate, diploma or degree programmes at NorthTec are entitled to receive a NorthTec Student ID card and a lime-green lanyard. These must be worn visibly at all times while on NorthTec premises or on off-site activities for NorthTec business. 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 or phone 0800 808 856. Replacement cards incur a fee of \$6.00.

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. Northland Polytechnic 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.

Student Voice

Stacey Lemon-Connew is the Student Voice Coordinator. Her role is to build and support the student voice and enhance quality for students for all campuses. We are looking to promote student representatives and the role of the Student Council, to enhance student representation on committees across the organisation.

Te Ara Poutama - Student Support Services

NorthTec provides services to support your physical, intellectual, spiritual and cultural wellbeing. Our services include health care, access to library resources and academic advisors, disability advice, cultural advice- specifically tikanga Māori advice; a chaplain and Navigators- Champions for students and advice about the student complaint process.

To find out more about our team and the support we provide, visit the NorthTec website.

If you have any concerns, compliments or innovative ideas for improvement about any of the Te Ara Poutama- Student Support Services, please call in and see the team manager at Raumanga campus and or email: hbruce-iri@northtec.ac.nz

Translation Services

The following websites provide information about translation services:

<http://www.tetaurawhiri.govt.nz/our-work/national-translators-register/>

<https://www.dia.govt.nz/Translation-Service>

<https://www.straker.co.nz/translation-price-guide/>

Visible Identification

All students are required to wear visible identification (lanyard and student ID) at all times while of NorthTec premises or on off-site activities for NorthTec business. The policy *Visible Identification (03.004)* is available on the NorthTec website.

Website www.northtec.ac.nz

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 CONTACT INFORMATION

Name	Contact details	Name	Contact details
Budget Advisory Services:		Migrant 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	Study Link	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	0800 257 887	White Cross After Hours	(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	0800 223 371	123 Clinic (free sexual health care)	(09) 438 6123

