Programme Learner Handbook

Information Technology Diploma Programmes

Level 5 – Level 6

	Version :3 Date: Octo 2016
Version :1 Date: May 2016	**Version :2 Date: Sept 2016**

Dear Student,

Welcome to **AGI Education Limited (AGI)**. AGI is a Private Training Establishment (PTE) registered with and accredited by New Zealand Qualification Authority (NZQA). AGI is a Signatory to the Code of Practice for the Pastoral Care of International Students. AGI is a Category 2 PTE, which is 'Confident in educational performance, Confident in capability in self-assessment'. For a detailed report on the quality assurance results from NZQA refer http://www.nzqa.govt.nz/nqfdocs/provider-reports/7682.pdf

Our mission:

- Assisting learners' transition into New Zealand culture by providing a supportive learning environment.
- Providing quality education programmes and training through highly experienced, qualified and professional staff.
- Recognizing and addressing the diverse cultural background of learners and acting as a holistic community.

Our Core Values*:*

- Respect
- Perseverance
- Passion
- Creativity

This programme learner handbook will be helpful for you to advance in your learning process and to successfully complete an accredited qualification in New Zealand. This programme learner handbook must be read prior to commencing your study at AGI.

AGI complies with statutory and regulatory requirements and expects all students to conduct themselves in line with these.

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At **AGI** an efficient quality management system is implemented to comply with legislation and standards. Students are supported and guided in accordance with the Code of Practice. Management at AGI ensures that learning and development of each student is guided by highly skilled and qualified staff who believe their primary focus is to act as mentors in order to assist students to achieve their study and career goals.

All conditions in this programme learner handbook are currently valid and will remain in force until they are replaced by a subsequent set. Where these conditions are translated into another language, the English language version will be deemed to be the basis of this contract.

We hope that you will have an enjoyable time with us and that your skills and knowledge will rapidly improve under our guidance and support. This handbook is designed to help you make the best of your time here. **AGI** is dedicated to ensure you succeed in an enjoyable and productive environment and have a brilliant future.

Please ask one of our staff if you would like to discuss this programme learner handbook in a language other than English.

Yours sincerely

Ms. Ekta Bhojwani

General Manager

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Entry Requirements

New Zealand Diploma in Information Technology Technical Support (Level 5)

Applicants must meet the following:

- ➤ Have completed certificate in computing Level 3 or successful completion of NCEA Level 2 or 3 or Year 12 secondary schooling; or appropriate work experience in the Information Systems sector
- ➤ International students will also be required to meet NZQF Programme Approval and Accreditation Rules 2013 (Appendix 2) i.e. an IELTS Academic score of 5.5, with no band score lower than 5; or the New Zealand Certificate in English Language (Academic) (Level 4) [Ref: 1883].

New Zealand Diploma in Information System (Level 5)

Applicants must meet the following:

- ➤ Have completed certificate in computing Level 3 or successful completion of NCEA Level 2 or 3 or Year 12 secondary schooling; or appropriate work experience in the Information Systems sector
- ➤ International students will also be required to meet NZQF Programme Approval and Accreditation Rules 2013 (Appendix 2) i.e. an IELTS Academic score of 5.5, with no band score lower than 5; or the New Zealand Certificate in English Language (Academic) (Level 4) [Ref: 1883].

New Zealand Diploma in Systems Administration (Cloud and Virtualisation) (Level 6)

Applicants must meet the following:

➢ Hold the New Zealand Diploma of Information Technology Technical Support (Level 5) [Ref: 2596], and/ or equivalent qualification; and/or appropriate work experience in the Information Systems sector

➢ International students must have an appropriate level of English proficiency for the level at which they intend to study. Details of English language entry requirements are contained in the NZQF Programme Approval and Accreditation Rules 2013 (Appendix 2). E.g. IELTS Academic score of 6, with no band score lower than 5.5; or the New Zealand Certificate in English Language (Academic) (Level 5) [Ref: 1884]

New Zealand Diploma in Information Systems (with strands in Business Analysis or User Experience) (Level 6)

Applicants must meet the following:

➢ Have completed the New Zealand Diploma in Information Systems (Level 5) [Ref: 2597]; and/or equivalent qualification; and/or appropriate work experience in the Information Systems sector

➢ International students will be required to meet NZQF Programme Approval and Accreditation Rules 2013 (Appendix 2) i.e. an IELTS Academic score of 6, with no band score lower than 5.5; or the New Zealand Certificate in English Language (Academic) (Level 5) [Ref: 1884].

General Admission Requirement

- Learners are required to complete a pre-enrolment application and enrolment form and supply this with the required documentation to AGI.
- For onshore applicants: Programme fee payment is required immediately after the applicant receives notification of their acceptance into the programme.
- For international applicants: Programme fee payment is required immediately after the Approval in Principal (AIP) from Immigration New Zealand.

Selection Criteria

Where the number of programme applicants into the programme exceeds the number of places available on the programme, applicants will be selected on the basis of

- meeting the entry criteria
- in order of application
- reception of fee payment

Places will be allotted on a first come, first enrolled basis. Other applicants will be wait listed and informed when places become available.

Other Regulation

This programme will comply with AGI Quality Management System. Specific policies and regulations have been referenced in the relevant sections of this application.

Class Details

- ➢ Total class time is expected to be minimum of 20 hours per week

- ➢ The classes will be held between 08:30 am and finish not later than 5:30 pm from Monday to Friday.

- ➢ The classes may be held between 09:00 am and finish not later than 3:00 pm on Saturdays.

- ➢ AGI reserves the right, due to insufficient student enrolments, staffing resource or any other matter, to cancel, reschedule, postpone classes or vary this schedule.

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Programme Details

The New Zealand Diploma in Information Technology Technical Support constitutes an NZQA approved 120 credit Level 5 qualification. This qualification consists of nine papers in all. You need to pass in all papers to complete the qualification. The 44-week study of New Zealand Diploma in Information Technology Technical Support provides a broad and generalist understanding, knowledge and skills in computer administration, networking, software development, interaction design, database administration, information systems, IT service management, and technical and functional support, equipping learners with the soft skills and technical skills to meet the range of IT roles.

The aim of this programme is to equip learners with a broad understanding of the core concepts in Information Technology (technical support). This programme will equip the learners with skills to attain entry level roles in an IT environment or pursue further study in Information Systems/Technology. Learners will be equipped with the soft skills and technical knowledge to meet the needs of a range of IT roles. Graduates will also be able to work independently in familiar situations and also as part of a team.

Certificate of Qualification Completion

Certificate of qualification completion will be granted at the end of the study to learners who complete the programme successfully.

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Career Pathways

Graduates of this programme will have the skills and knowledge to gain employment in roles such as:

- ➢ Computer Technician
- ➢ Service desk
- ➢ Technical Support Officer
- ➢ Helpdesk Analyst
- ➢ User Experience designer
- ➢ User Interface designer
- ➢ Network Administrator (entry level)
- ➢ Junior Network Engineer
- ➢ Applications Support Analyst roles

Education Pathway

Graduates can also undertake further studies in the specialised areas such as:

- ➢ New Zealand Diploma in Networking (Level 6) [Ref: 2600]
- ➢ New Zealand Diploma in Systems Administration (Level 6) [Ref: 2601]
- ➢ New Zealand Diploma in Database Administration (Level 6) [Ref: 2602]
- ➢ New Zealand Diploma in Information Systems with strands in Business Analysis, User Experience, IT Project Management, Information Systems Innovation (Level 6) [Ref: 2603]
- ➢ New Zealand Diploma in Software Development (Level 6) [Ref: 2604]

Other possible pathways include under-graduate degree qualifications. This qualification may also equip learners to attempt optional industry certifications at the appropriate level and area of specialty.

The timetable is subject to final confirmation by AGI.

Class timetable will be provided on the Orientation day.

Semester 1	Semester 2
DIS 501 - Business Communication and Ethics	DTS 505 - Systems and Application support
DTS 501 - Fundamentals of Computer Hardware and Software	DTS 506 - Business Analysis and User Experience
DTS 502 - Fundamentals of Computer Networking and Administration	DTS 507 - Introduction to Cyber Security
DTS 503 - Systems Administration	DIS 508 - Critical Thinking and Programming
DTS 504 - Introduction to Computer Databases	

Module Aims

DIS 501 – Business Communication and Ethics   Credit 15

Module Aim: The aim of this module is to enable learners to understand and apply various aspects of communication including personal and interpersonal skills. The learner will be able to understand the issues of ethics, compliance, responsibility and demonstrate grasp of all material facts including the stakeholders involved and their interests. The learner will demonstrate an understanding of the applicable standards, procedures, relevant laws and regulations in the context of and Treaty of Waitangi and wider New Zealand.

DTS 501 – Fundamentals of Computer Hardware and Software

Credit 15

Module Aim: The aim of this module is to enable learners to select, install and configure IT hardware and systems software to meet organisational requirements.

DTS 502–Fundamentals of Computer Networking and Administration

Credit 20

Module Aim: The aim of this module is to enable learners to apply a broad operational knowledge of networking, associated services and technologies to meet typical organisational requirements.

DTS 503 – System Administration   Credit 15

Module Aim: The aim of this module is to enable learners to configure and administer systems and applications to meet typical organisational IT support requirements.

DTS 504 – Introduction to Computer Databases   Credit 8

Module Aim: The aim of this module is to enable learners to apply a broad operational knowledge of database administration to meet typical organisational data storage and retrieval requirements.

DTS 505 - Systems and Application Support   Credit 12

Module Aim: The aim of this module is to enable learners to troubleshoot and resolve a range of common system problems using appropriate tools and procedures. Demonstrate an operational knowledge and understanding of IT service management to meet typical organisational customer service requirements.

DTS 506 – Business Analysis and User Experience   Credit 15

Module Aim: The aim of this module is to enable learners to apply the fundamentals of information systems concepts and practice to support and enhance organisational processes and systems. Learners would also be able to apply the fundamentals of interaction design concepts and practice to enhance interface design.

DTS 507 – Introduction to Cyber Security   Credit 5

Module Aim: The aim of this module is to enable learners to Identify common issues related to IT security and apply a range of solutions. This module will introduce learners to fundamentals of security and relevant troubleshooting features.

DIS 508 – Critical Thinking and Programming   Credit 15

Module Aim: The aim of this module is to enable learners to analyze and think critically to resolve computational business problems and resolve them with the help of computer programs. The learners will also gain an understanding to deploy computer programs.

Programme Details

The **New Zealand Diploma in Information Systems** constitutes an NZQA approved 120 credit Level 5 qualification. This qualification consists of eight papers in all. You need to pass in all papers to complete the qualification. The 44-week study of **New Zealand Diploma in Information Systems** provides a broad and generalist understanding, knowledge and skills in Information Systems including computer administration, networking, software development, user experience and technical and functional support.

The aim of this programme is to equip learners with a broad generic understanding of the core and technical concepts in Information systems. This programme will allow the learners to attain entry level roles and pursue further study in Information Systems. Learners will be equipped with the soft skills and technical knowledge to meet the needs of a range of Information Systems roles. Graduates will also be able to work independently in familiar situations and also as part of the team under broad supervision.

Certificate of Qualification Completion

Certificate of qualification completion will be granted at the end of the study to learners who complete the programme successfully.

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Career Pathways

Graduates of this programme will have the skills and knowledge to gain employment in roles such as:

- ➢ Software Developer / Programmer
- ➢ Network Analyst
- ➢ Systems Analyst
- ➢ Technical Support Analyst
- ➢ Web Designer
- ➢ Helpdesk Analyst
- ➢ Business Analyst
- ➢ Project Coordinator
- ➢ User Experience designer
- ➢ User Interface designer
- ➢ Interaction designer

Education Pathway

Graduates can also undertake further studies in the specialised areas such as:

- ➢ New Zealand Diploma in Networking (Level 6) [Ref: 2600]
- ➢ New Zealand Diploma in System Administration (Level 6) [Ref: 2601] * New Zealand Diploma in Database Administration (Level 6) [Ref: 2602]
- ➢ New Zealand Diploma in Information Systems (Level 6) with strands in Business Analysis, User Experience, IT Project Management, Information Systems Innovation [Ref: 2603]
- ➢ New Zealand Diploma in Software Development (Level 6) [Ref: 2604]

Other possible pathways include under-graduate degree qualifications. This qualification may also equip learners to attempt optional industry certifications at the appropriate level and area of specialty.

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The timetable is subject to final confirmation by AGI.

Class timetable will be provided on the Orientation day.

Semester 1	Semester 2
DIS 501 - Business Communication and Ethics	DIS 505 - Introduction to Software Development Life Cycle
DIS 502 - Introduction to Computer Administration, Networking and Helpdesk	DIS 506 - User Experience and Interaction Design
DIS 503 - Business Modelling	DIS 507 - Fundamentals of Computer Databases
DIS 504 - Foundation of Project Management	DIS 508 - Critical Thinking and Programming

Module Aims

DIS 501 – Business Communication and Ethics   Credit 15
Module Aim: The aim of this module is to enable learners to understand and apply various aspects of communication including personal and interpersonal skills. The learner will be able to understand the issues of ethics, compliance, responsibility, and demonstrate grasp of all material facts including the stakeholders involved and their interests. The learner will demonstrate an understanding of the applicable standards, procedures, relevant laws and regulations in the context of and Treaty of Waitangi and wider New Zealand business

DIS 502 – Introduction to Computer Administration, Networking and Helpdesk   Credit 15
Module Aim: The aim of this module is to enable learners to understand various aspects of computer administration, networking management and helpdesk. The learner will develop understanding of computer administration and networking management including monitoring of systems, maintain the hardware and software responsible for these networks and provide helpdesk support to end users

DIS 503 – Business Modelling   Credit 15
Module Aim: The aim of this module is to provide learners the knowledge and skills involved in business modelling and expose students to developing and documenting operational processes of a business. This module will also incorporate Business Models and tools in creating, describing and analysing business processes.

DIS 504 – Foundation of Project Management   Credit 10
Module Aim: The aim of this module is to enable learners to understand various aspects of project and people management. The learners will be gain an understanding of a project life cycle, concepts and project related activities.

DIS 505 - Introduction to Software Development Life Cycle   Credit 20

Module Aim: The aim of this module is to enable learners to understand various aspects of software engineering including development methodologies, configuration management, quality assurance, deployment, user training, testing and documentation. Learners will also be able to apply fundamental concepts of change management and any relevant principles.

DIS 506 – User Experience and Interaction Design   Credit 20

Module Aim: The aim of this module is to enable learners to understand and apply the concepts of user interface design and use them appropriately to achieve the best possible usability. Learner will also be able to enhance user experience by implementing various media designs.

DIS 507 – Fundamentals of Computer Databases   Credit 10

Module Aim: The aim of this module is to enable learners to understand various aspects of the Database Management System. They will be able to explore fundamentals of data modelling and perform database related activities to meet the organisation requirements.

DIS 508 – Critical Thinking and Programming   Credit 15

Module Aim: The aim of this module is to enable learners to analyze and think critically to resolve computational business problems and resolve them with the help of computer programs. The learners will also gain an understanding to deploy computer programs.

New Zealand Diploma in Systems Administration (Cloud and Virtualisation) (Level 6)

Programme Details

The New Zealand Diploma in Systems Administration (Cloud and Virtualisation) constitutes an NZQA approved 120 credit Level 6 qualification. This qualification consists of nine papers in all. You need to pass in all papers to complete the qualification. The 44-week study of New Zealand Diploma in Systems Administration (Cloud and Virtualisation) provides a broad and generalist understanding, knowledge and skills in Systems Administration including computer administration, sever infrastructure and virtualization, networking directory services, scripting, remote access, messaging and collaboration, network services, project management, communication, personal and interpersonal skills, IT service management, and professional ethical work practice.

The aim of this programme is to equip learners with an understanding of the core and technical concepts of systems administration and to be cognizant of network technologies and operations. Learners will be equipped with the knowledge that will enable them to improve agility, performance, IT security, resiliency, performance and also enable them to generate value for organisations. This programme will allow learners to work in different environments (cloud and on premise) under various models including infrastructure as a service (IaaS), platform as a service (PaaS) or software as a service (SaaS). There will be an integration of 'soft skills' with the technical learning in the programme. Graduates of this programme will be able to work independently or in a team in both familiar and unfamiliar situations.

Certificate of Qualification Completion

Certificate of qualification completion will be granted at the end of the study to learners who complete the programme successfully.

Career Pathways

Graduates of this programme will have the skills and knowledge to gain employment in roles such as:

- ➢ Data Administrator
- ➢ Cloud Administration
- ➢ IT technician
- ➢ Network and System analyst
- ➢ Systems Administration roles
- ➢ Technical Support Analyst
- ➢ Helpdesk Analyst/Consultant
- ➢ Applications support consultant
- ➢ Technical Project Coordinator
- ➢ Server Administration
- ➢ Desktop support (Tier 1 and 2)

Education Pathway

This qualification provides a pathway to further specialisation through industry specific training, for example, IT Security.

Other possible pathways include undergraduate degree qualifications.

This qualification may also equip learners to attempt optional industry certifications at the appropriate level and area of specialty.

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The timetable is subject to final confirmation by AGI.

Class timetable will be provided on the Orientation day.

Semester 1	Semester 2
DIS 601 – Business Environments	DSA 604– System and Application Software Deployment
DSA 601– Server Administration and Virtualisation	DSA 605–Implementing Server Based Virtualisation Infrastructure
DSA 602– Implementation of Storage Solutions	DSA 606– Remote Network Access Solutions and System Procedure Automation
DSA 603– Directory Services	DSA 607– Messaging and Collaboration Systems Administration
	DSA 608– Project and IT Service Management

Module Aims

DIS 601 – Business Environments   Credit 20

Module Aim: The aim of this module is to enable learners to learn and practice good behaviour by following relevant codes of conducts. Learners should also be able to contribute effectively to achieve high standard organisational outcomes.

DSA 601– Server Administration and Virtualisation   Credit 15

Module Aim: The aim of this module is to provide learners with fundamental concepts of server administration and virtualisation technology, the learners will implement a range of server technologies in a virtualised environment for systems and network services both on premise and on the cloud to meet organisational requirements.

DSA 602– Implementation of Storage Solutions   Credit 10

Module Aim: The aim of this module is to enable learners to analyse DAS, SAN, NAS and Cloud storage solutions and implement these solutions to meet organisations data storage requirements.

DSA 603– Directory Services   Credit 12

Module Aim: The aim of this module is to enable learners to plan, implement, and manage active directory service on premise infrastructure and the cloud to meet organisational requirements.

DSA 604– System and Application Deployment   Credit 15

Module Aim: The aim of this module is to enable learners to plan and implement automated system and application software deployment to both on premise and on the cloud using support efficient organisational operations.

DSA 605–Implementing Server Based Virtualisation Infrastructure
                                                          Credit 10

Module Aim: The aim of this module is to enable learners understand and apply basic concepts of computer virtualisation and implement a server-based virtualisation infrastructure to support organisational requirements.

DSA 606– Remote Network Access Solutions and System Procedure Automation   Credit 15

Module Aim: The aim of this module is to analyse organisational requirements, implement a solution, and administer infrastructure for remote network access and write scripts to automate standard system procedures.

DSA 607– Messaging and Collaboration Systems Administration

Credit 8

Module Aim: The aim of this module is to enable learners to manage and administer a messaging and collaboration service solution focusing both on premise and cloud environment to meet organisational requirements.

DSA 608– Project and IT Service Management   Credit 15

Module Aim: The aim of this module is to enable learners to critically think, choose and apply appropriate software development approach, modelling and design techniques, quality assurance processes, software deployment and maintenance techniques by practicing the acquired skills in familiar / unfamiliar and simple / complex business problems. The learners will also be able to apply IT service management and change management processes and procedures to comply with organisational requirements.

Programme Details

The New Zealand Diploma in Information Systems (with strands in Business Analysis or User Experience) constitutes an NZQA approved 120 credit Level 6 qualification. This qualification consists of five mandatory papers and three strand specific papers. You need to pass in all papers to complete the qualification. The 44-week study of New Zealand Diploma in Information Systems (with strands in Business Analysis or User Experience) provides a broad and generalist understanding, knowledge and skills in Information Systems such as project management, user experience, business analysis and database modelling.

The aim of this programme is to equip learners with a specialist and in-depth understanding of the core and technical concepts in Information systems. This programme will allow learners to attain intermediate roles and pursue further study in Information Systems within a specific context. Learners will be equipped with the required skills and technical knowledge to fit into business environments for a range of Information Systems roles. Graduates will also be able to analyse and generate solutions to familiar and unfamiliar problems; and work independently in familiar situations and also as part of the team.

Certificate of Qualification Completion

Certificate of qualification completion will be granted at the end of the study to learners who complete the programme successfully.

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Career Pathways

Graduates of this programme will have the skills and knowledge to gain employment in roles such as:

- ➢ Business Analyst
- ➢ Systems Analyst
- ➢ Technical Support Analyst
- ➢ Project Coordinator
- ➢ User Experience designer
- ➢ User Interface designer
- ➢ Interaction designer

Education Pathway

Learners can also undertake further studies in the under-graduate degree qualifications. This qualification may also equip learners to attempt optional industry certifications at the appropriate level and area of specialty.

The timetable is subject to final confirmation by AGI.

Class timetable will be provided on the Orientation day.

Semester 1	Semester 2
DIS 601 - Business Environments	DIS 604 - Advanced Interaction and Interface design
DIS 602 - Business and Information Systems	DIS 605 - Principles of Project Management
DIS 603 - Software Engineering and Database Modelling	**Option Strand 1: Business Analysis**
	DIS 606 - Risk and Change Management
	DIS 607 - Business Case Development
	DIS 608 - Business Requirements Modelling and Testing
	Option Strand 2: User Experience
	DIS 609 - Development of Interactive Systems
	DIS 610 - Principles of Designing for Humans
	DIS 611 - User Experience Design

Module Aims

DIS 601 – Business Environments   Credit 20

Module Aim: The aim of this module is to enable learners to learn and practice good behaviour by following relevant codes of conducts. Learners should also be able to contribute effectively to achieve high standard organisational outcomes.

DIS 602 – Business and Information Systems   Credit 20

Module Aim: The aim of this module is to enable learners to understand and contribute into organisation's Information design process by using problem solving approaches and apply advanced modelling techniques.

DIS 603 – Software Engineering and Database Modelling   Credit 20

Module Aim: The aim of this module is to enable learners to critically think, choose and apply appropriate software development approach, modelling and design techniques, quality assurance processes, software deployment and maintenance techniques by practicing the acquired skills in familiar / unfamiliar and simple / complex business problems. The module will also enable learners to critically analyse, choose and apply data modelling in database design along with practicing complex SQL queries and advanced database design concepts in the evolving context of New Zealand business.

DIS 604 – Advanced Interaction and Interface design   Credit 10

Module Aim: The aim of this module is to enable learners to understand and apply skills related to Human Computer Interaction and User Interface design for improving usability experience of the end users / business.

DIS 605 – Principles of Project Management   Credit 10

Module Aim: The aim of this module is to enable learners to apply Project Management skill by using relevant tools and techniques. The learners will also be able to appreciate professional, legal and ethical principles in an IT related project and organisation.

Option 1 strand – Business Analysis

DIS 606 – Risk and Change Management   Credit 10

Module Aim: The aim of this module is to enable learners with in-depth capability to manage software development processes including change management, risks anticipation, risks mitigation, defining scope and stakeholder management. Learners will also be able to perform other major business analyst tasks within boundaries of professional, legal and ethical principles in an IT organisation.

DIS 607 – Business Case Development   Credit 10

Module Aim: The aim of this module is to enable learners with an in-depth capability to understand and apply acquired knowledge on business and financial case development for an IT organisation.

DIS 608 – Business Requirements Modelling and Testing   Credit 20

Module Aim: The aim of this module is to enable learners with an in-depth capability to understand business problems and transform business requirements into technical specifications to meet organisational requirements. Learner will also be able to conduct business process testing.

Option 2 strand – User Experience

DIS 609 – Development of Interactive Systems   Credit 10

Module Aim: The aim of this module is to enable learners to understand and apply concepts of designing effective Interactive Systems for good user experience by following standard design principles.

DIS 610 – Principles of Designing for Humans   Credit 10

Module Aim: The aim of this module is to enable learners to understand human behaviour, how they interact with information systems and how this knowledge can be an input to develop effective, responsive systems for an organisation

DIS 611 – User Experience Design   **Credit 20**

Module Aim: The aim of this module is to enable learners to learn and implement best practices in designing information architecture, prototypes, understand ergonomic and create user persona by conducting researches. They will also be able to do comprehensive usability review and user experience testing.

AGI has agreed to observe and be bound by the Educational Code of Practice for the pastoral care of international students 2016. Code of Practice lists student's rights and obligations in relation to receiving educational instruction from the signatory in New Zealand, AGI in this case.

Copies of The Education Code of Practice for the pastoral care of international students 2016 are accessible from http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/tertiary-guidelines-code-of-practice.pdf.

AGI deploys the following measures to help students understand their interests and obligations for the programme before the enrolment

1. Interviews with students, where applicable (in person or on skype)
2. Questions on the application form
3. Through the admission process (statement of purpose, letter of interest)
4. Placement test

As a signatory to the Code of Practice, AGI measures student's academic capability and English language proficiency at the time of enrolment. AGI follows the entry criteria as approved in the Programme Approval and Accreditation Application by NZQA.

NZQA is the Administrator of the Code. If students have any inquiries about the Code, more information is available at www.nzqa.govt.nz or students may email code.enquiries@nzqa.govt.nz

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The International Student Contract Dispute Resolution Scheme established by section 238J of the Education Act of 1989 lists the guidelines for students to raise a complaint. Students may contact relevant department based on nature of the dispute. The NZQA complaint brochure is accessible from http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-a-complaint.pdf (refer to Learner Discipline policy).

Insurance and visa information

Eligibility for Health Services: Most international students are not entitled to publicly funded health services in New Zealand. International students may be liable for full cost of any treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at   www.health.govt.nz

Accident Insurance: The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand, but international students may be liable for all other medical and related costs. Further information can be viewed on the ACC website at http://www.acc.co.nz

Medical and Travel Insurance: International students must hold 'acceptable medical and travel insurance' from the time of their enrolment until their visa expiry (or departure from New Zealand). Immigration New Zealand has defined "acceptable insurance" which is compliant with the insurance requirements of the Code of Practice for Pastoral care of International Students and is acceptable to the student's education provider.

Immigration: Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their website at https://www.immigration.govt.nz/new-zealand-visas

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Student Fees Protection

All fees including accommodation fees and living expenses are to be paid in New Zealand dollars (NZ$). Make your remittance payable to: AGI Education Limited. Public Trust Account, Bank of New Zealand, North End Branch, Wellington, Account NO.: 02-0536-0305865-01.

All fees paid are held in the Public Trust account.

Students can also contact the Trustee of AGI Education Limited on the details below:

Public Trust Office
Level 3,205 Great South Road
Greenlane
Private Bag 17906
Auckland

Tel: 0064-9-9856806
Fax: 0064-9-9856883
Free phone: 0800371471
Website: http://www.publictrust.co.nz/

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Statement

Orientation and induction prepares learners for further study at AGI Education Limited (AGI). The initial weeks of learners' study are vital in their retention and success. Orientation helps learners to familiarise with new learning environment and provides information on essential services. Induction prepares learners to cope with learning at a tertiary level and is ensuring that learners have the skills and knowledge to be successful in their chosen programme.

Purpose

As part of the enrolment process, prior to commencement of studies, AGI will conduct an appropriate orientation programme for new students

- to ensure learners are aware of both AGI's and their responsibilities
- to ensure learners feel welcome into the AGI "family"

Process

- The orientation and induction programme shall be arranged for all students at AGI.
- The first orientation and induction programme shall take place prior to the commencement of the programme, which may be conducted individually or with groups. Further orientations will be arranged as and when required to provide ongoing support to learners.
- Topics covered in the orientation
  - ➢ About New Zealand

    Students will be able to understand the culture and life style of New Zealand, including, school life and living in New Zealand, immigration, banking, library, IRD, insurance, weather, clothing, water safety, recreational activities, etc.

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> About AGI

Students will be able to understand the history of AGI including vision, mission and philosophy of AGI, other

> Introduction to the course/programme orientation

- Schedules/Timetables
- Programme outline
- Expectation to the course
- Clinical manual
- Generic Attributes
- Educational and employment pathways
- Academic Skills e.g. APA referencing
- Plagiarism and cheating
- Assessment

> AGI policies and procedures

It is important for every student to understand the school policies and procedures and take this matter seriously

- Health and safety policy
- Learner discipline policy
- Learner attendance policy
- Assessment policy
- Learner withdrawal and refund policy
- Learner complaint and grievances policy
- Learner Orientation and induction policy
- Code of Practice policy
- Clinical Placement Policy
- Holistic learner support policy
- Cheating and Plagiarism policy

➢ AGI student service

These are the common services that AGI provides to their students. These services help students feel more comfortable and stress-free while living and studying in New Zealand.

- Accommodation/Homestay
- Events/Seminars/Picnics
- Social media
- Student medical and travel insurance
- Learning Management System
- Counsellors from various countries
- E-library
- AGI Plagiarism software

➢ AGI student facilities

These are the main facilities we have set up for the use of our students.

- Computers and Internet
- Printers/ Copy machines
- Student common room
- Library

➢ Student service support people

These are the people you need to know and find when you have any questions or require any assistance while studying at AGI.

Academic Director	Marketing Manager
Administration Support	Administration Manager
Student Welfare Officer	Clinical Placement Officer

> ➢ Specific activities will be offered to Pacific Island students, Maori students, International students and students with disabilities.

Procedure

- The President or his delegate welcomes the students.
- Learners attending orientation are required to sign on the Orientation Attendance register.
- The Administration Support, or delegated person confirms all documentation is completed including:
  - o Tuition Agreement
  - o Copies of passport and valid visa
  - o Public Trust documentation
  - o Appropriate health and travel Insurance
  - o Wise.NET
  - o Student enrolment form
  - o Student ID card
  - o Under 18 years of age document (*Refer to Section Under 18yrs*)

- The Marketing Manager, or delegated person provides student with student handbook and other relevant information including information on:
  - o Transportation
  - o Immigration - visa
  - o Banking
  - o IRD - minimum wage/how to locate jobs
  - o Accommodation
  - o Staying safe in Auckland city (Dial 111 for Fire, Ambulance and Police)
  - o Climate and clothing
  - o Surrounding rural and urban environment
  - o Recreational activities (water safety)

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- Insurance (ensuring full disclosure)
- Employment and educational pathways

• The Quality Assurance Officer, or delegated person provides student with relevant information on:
    - Policies
    - Rules
    - Regulations

• The Academic Director, or delegated person provides student with other relevant information including information on:
    • Facilities
    • Assessments
    • Clinical placement policy/facilities/manual
    • Plagiarism and cheating
    • Referencing
    • Programme outline (i.e. rules, programme requirements, timetable etc.)
        Industry experts are invited from time to time to cover different topics
    • Introduction of AGI faculty

• The student welfare officer, or a delegated person provides students with other relevant information including information on
    - Code of Practice
    - Health and well-being in New Zealand
    - Contact details of AGI personnel who may be contacted 24×7 for support
    - How to report and address all health and safety issue on and off campus (place of first aid kit)
    - How to respond to emergency on and off campus
    - Holistic learner support policy

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- o Health and safety Policy
- o Student counselling services at AGI

- A tour of the campus is arranged by the Student Welfare Officer
- Learners are introduced to the General Manager, the Programme Leader and the concerned subject tutors
- Programme Leader or a delegate presents Vote of Thanks and completes orientation process.

Statement

AGI Education Limited (AGI) aims to maximize learners' achievement and provides help and support to solve barriers towards success. AGI learner support takes place right after learner's submission of application till learner seeking employment, which is holistic and ongoing. AGI provides fair and equal support to all learners, regardless of background, culture, and health.

Purpose

AGI aims to provide high quality learner service and support, which assists learners' success while they enjoy campus life. This policy will ensure that all learners are aware of the nature, extent, purpose and location of all the services and facilities AGI provides.

Process

Integration and ongoing support

- Establishment of holistic learner support: AGI shall establish holistic learner support which will be in accordance with needs, and the type of programme.
- Access to learner support and service: Information on services and support and how to access these shall be provided to all learners.
- Academic Support: All learners are encouraged to discuss their learning needs with their Programme Leader, relevant academic staff and Student Welfare Officer prior to commencement of their study and AGI would plan appropriate learner support. Learners have the opportunity to talk about learning difficulties/disabilities during the learning process with AGI Student Welfare Officer. Tutorial support shall be available to learners in needs.

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- Campus Life Support: Learners are encouraged to utilise campus facilities, for example, computer, Wi-Fi, library, cafeteria, and printer.

- Student Welfare Officer and marketing staff assist and advise learners with any social and financial concerns regarding campus life. IT staff provides technical support to learners.

- Learners who need counselling services may either turn to Student Welfare Officer or could be referred to external specialists.

- Special Needs Support: Learners of special needs shall be recognised at the very beginning of their admission. Appropriate arrangements and support shall be extended to the concerned learners. Learners at risk will be provided extra support from time to time. Peer support will be encouraged in all such cases.

- Two-way communication: A well-established communication shall be in place to guarantee learners' voices are communicated to AGI leadership, which can help AGI improve its learner support and service.

Procedure

• Orientation

Prior to the commencement of study, learners shall attend orientation and induction, where they are provided essential information in the Student Handbook, such as course delivery, assessment, living and studying in New Zealand, facilities and services available, introduction of faculty members, their respective subjects, tutors with brief overview of subjects going to be delivered in the programme. Learners will be informed briefly about expectations by clinical faculties for clinical placements in the programme. Administration Support shall record learners' attendance at Orientation.

• Identification of Individual Learner Needs

Learners' needs can be identified in the following ways:

Behavioural issues

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Assessment outcomes

Self –referral by a learner

Lecturer /tutor feedback

- Making Response

The following support will be provided to learners:

English Language

Learning Techniques

Time management

Academic Skills

Organisational Skills

Working with Others

Facilities utilisation such as library, cafeteria, E-Learning, computers and Wi-Fi

Accommodation Assistance

Financial Support

Cultural sensitivities

Weather variations

Once a need has been identified, Student Welfare Officer will talk to these learners and seek solutions. Student Welfare Officer may seek help from Academic Director to action plans for these needs.

- Documentation of learners seeking support

All the cases of learners seeking support shall be recorded by the people in response and are reported to administration department for documentation. Data shall be collected for further improvement in learner service at AGI.

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Learner Withdrawal and Refund Policy

Statement

AGI Education Limited (AGI) complies with Student Fee Protection Rules 2013, which are made under section 253 of the Education Act 1989 and The Education Code of Practice.

Purpose

The aim of the policy is to ensure that the fee paid by learner for AGI programme/s is secured and protected in the event of learner withdrawal, or AGI ceasing to provide a programme, or AGI ceasing to be a signatory, or AGI ceasing to be a Private Training Establishment.

Definitions

Learner: means a person who is currently enrolled in a programme offered by AGI or was enrolled as a learner at the time of the alleged breach of this policy.

Suspend: means complete exclusion from programme and the institution until an investigation and/or hearing is complete

Expulsion: means asking a learner to leave the programme and the institution forever.

Process

The policy outlines the following situations where learners have concerns about refunds'

1. Failure by a learner to obtain a study visa

   Learner will get full refund from public trust subject to bank charges and other costs as deducted by public trust.

2. Learner with interim study visa

An amount of 25% will be deducted from the fees for the remaining weeks upon cancellation/non-renewal/non-approval of visas. No refund for fee due for the weeks of study till the cancellation/ non-renewal/non-approval of the interim visas will be provided.

3. Change of residency status

Fees are not adjusted if an international learner's immigration status changes to Permanent Resident during the study period when the learner is enrolled.

4. Voluntary withdrawal by a learner

   a. If a learner withdraws after the refund period (as defined in the Education Act 1989), the full fees are non- refundable.

   b. If a learner withdraws within the refund period (as defined in the Education Act 1989), the following table applies.

Type of Learner	Course length	Refund Period	Amount AGI may Retain
International	< 5 weeks	2nd day of course	50%
	Between 5 and 1 weeks	5th day of course	25%
	13 weeks or greater	10th working days	Up to 25%
Domestic	< 13 weeks	N/A	100%
	13 weeks or greater	8th day of course	10% or $500

c. If a learner withdraws before the commencement of the programme, but post the receipt of the student-visa for the programme (as defined in the Education Act 1989), the following table applies.

Type of Learner	Course length	Amount AGI may Retain
International	< 5 weeks	50%
	Between 5 and 1 weeks	25%
	13 weeks or greater	Up to 25%
Domestic	< 13 weeks	100%
	13 weeks or greater	10% or $500

d. In case of an international learner who decides to withdraw after being granted a valid student visa; Immigration New Zealand and the Agent will be notified accordingly.

5. Expulsion and Suspension
   Fees are non-refundable in all cases of expulsion or suspension of a learner from AGI.

6. Where AGI ceases to provide a programme of educational instruction as contracted with a learner of its own accord or as required by an education quality assurance agency, AGI will ensure the amount of a Pro Rata refund will be made to the leaners within five working days from the date of the closure or cessation unless NZQA permits a longer period.

7. Where AGI ceases to provide a programme of educational instruction as contracted with a learner due to a natural disaster, any notice by NZQA under Rule 7.1 of the Student Fees Protection Rules will not take effect where:

   a. the programme resumes before the start of the 11th working day after the date of the notice

   b. each learner is notified by AGI within five working days from the date of the notice of the right to opt out of the programme, where the learner does opt out within 20 working days of the date of the notice a Pro Rata Refund is made to the learner for the remaining tuition fees, calculated from the time the learner ceased attending. Additionally, if directed by the learner, or the code administrator or the agency responsible for fee protection mechanism, transfer the amount to another signatory as agreed with the learner (or the learner's parent or legal guardian).

8. AGI ceases to be a Signatory

   Where AGI ceases to be a signatory, AGI ensures the amount of a Pro Rata refund will be made for the leaners within five working days from the date of the closure or cessation unless NZQA permits a longer period. Additionally, if directed by the learner, or the code administrator or the agency responsible for fee protection mechanism, transfer the amount to another signatory as agreed with the learner (or the learner's parent or legal guardian).

9. AGI ceases to be a Private Training Establishment

   Where AGI ceases to be a Private Training Establishment, AGI ensures the amount of a Pro Rata refund will be made for the leaners within five working days from the date of the closure or cessation unless NZQA permits a longer period.

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Procedure

- Application for withdrawal must be made in writing to the Administration Manager. For learners under 18 years of age, his/her parents and/or legal guardians are required to advise the intention to withdraw in writing.

- Learners should provide supporting documents as evidence such as offer of place letter, fees receipt, medical certificate, visa decline letter, supporting letter, etc. for all application for withdrawal or refund.

- Learners must fill out the Student Request Refund Form generated on The Public Trust website.

- Learners submit the completed Student Request Refund Form to the Administration Manager.

- AGI sends the Student Request Refund Form to the Public Trust, waits for the approval and processing.

- AGI manages and records all communication with the Public Trust.

- Copies of all documents are recorded by AGI for the learner's file.

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Statement

AGI Education Limited is determined to create a fair, equal and democratic environment for its learners. All complaints and grievances aroused would be responded in an effective, efficient, professional, transparent and confidential (if necessary) manner.

Purpose

This policy aims to provide guidelines for AGI learners and staff to follow when complaints and grievances happen.

Process

• All complaints shall be responded within 5 workings days.

• Complaints and grievances may be related to the quality of the following aspects of AGI service:

1. Enrolment and induction
2. An aspect of training or an assessment decision
3. Issuing of results, certificates and /or statements of attainment
4. Matters relating to privacy and confidentiality
5. An expression of dissatisfaction with another person's behaviour or action /inaction that negatively affects learner
6. Issues such as discrimination, training facilities or amenities, etc.
7. Any other activities associated with the delivery of training and assessment services
8. Issues about misrepresentation, service levels, or any other issue against an educational agent (covers both offshore and onshore agents)

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• There are two ways learners may register complaints and grievances:

- A formal complaint or grievance for issues related to matters related to point 1 to 7 above should be addressed by an email to the concerned Academic Director;

- A formal complaint or grievance for issues related to matters related to point 8 above should be addressed by an email to the General Manager;

- Informal complaints by talking to the Student Welfare officer, tutors (lecturers), or Programme Leader

Learner Grievances Support

- The learner is encouraged to bring a support person to attend all meetings.
- AGI Student Welfare Officer is available at any stage through the complaint process.
- The learner is encouraged to seek professional service from an advocate for their rights.

Procedure for informal complaint

- The learner may talk to the relevant tutor/ Student Welfare officer
- If the tutor/ Student Welfare officer cannot resolve the issue, the learner may talk to the Programme Leader.
- If the complaint cannot be resolved through the informal complaint procedure, the learner can make a formal complaint.

Procedure for formal complaint

- All concerns should be brought to the Programme Leader's attention in the first instance.
- If the Programme Leader cannot resolve the issue the concern, a written complaint letter should be submitted to the Academic Director, within 7 days of the occurrence. A response shall be made within 5 working days from receiving the complaint.

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- If the Academic Director cannot resolve the concern, it will be brought to the President, written response shall be made within 5 working days from receiving the complaint.
- If you are not satisfied with the outcome, then the concern may be submitted to the relevant external authority (i.e. NZQA or other authority).

  NZQA may be contacted as:

  1. Download the Complaint Form

     http://www.nzqa.govt.nz/assets/About-us/Complaints-Form.pdf

  2. Send your completed Complaint Form, along with any supporting evidence, to:

     The Complaints Officer

     Quality Assurance Division

     P O Box 160

     Wellington 6140

     or

  email a scan of your completed form, along with scans of any supporting evidence, to qadrisk@nzqa.govt.nz

You may follow the following links for different agencies depending upon nature of the complaint

If your concerns relate to:	You could contact:
A tertiary education organisation that belongs to ITENZ	Quality Commission
An international student's financial or contractual dispute with their provider	FairWay Resolution
A public provider (Institutes of Technology and Polytechnics, Wānanga, or Universities)	Office of the Ombudsman
Course-related costs or travel allowances for a TEC funded course	Tertiary Education Commission
Discrimination	Human Rights Commission
Someone's safety being at risk	WorkSafe New Zealand New Zealand Police
How information about you has been stored or used	Privacy Commissioner

If you need more information on the complaints process, contact NZQA on 0800 697 296 and speak with a member of the NZQA Risk Management team.

Assessment Policy

1. Assessment

- AGI ensures that its assessment practices are fair, valid and consistent

- The assessors use a range of assessment mechanisms, and continually improve their assessment practices. Learners are required to undertake assessments which enables AGI to monitor their degree of progress and determine future learning.

- Assessment is carried out against the unit/ module learning outcomes using clearly defined performance standards, indicators or criteria.

- Students are provided with clear and timely information relating to assessment requirements and procedures for appealing assessment decisions.

- Assessment is flexible to meet individual student's needs and requirements while meeting industry standards.

- Selection of assessment tools appropriate to the learning outcomes is carefully done.

- AGI will comply with the relevant Consent and Moderation Requirements (CMR); and Standard Setting Body (SSB) moderation requirements where a programme includes unit standards that are listed on the Directory of Assessment Standards (DAS).

- AGI believes a regular system of assessment is required to ensure the success of its teaching and learning programmes and overall success of its learners.

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Assessments may take the forms of tests, assignments, examinations, portfolios, projects or a combination of these.

Assessments must be handed in on the due date, and examinations taken under supervision. Assessments due dates are indicated in the course outline.

All assessments must have the appropriate cover sheet attached. This will include the learner ID, signature, the date and declaration confirming the assessment is the learner's own work and has been produced without the assistance of anybody else.

For Online assessments, the Declaration checkbox will need to be confirmed on Wise.Net.

Learners should either submit the hard copy of assessments to the authorised person, or submit the soft copy on the online Learning Management System depending on the assessment instructions. Assessments will be marked and returned to learners within 10 working days after the due date.

Healthcare Unit standard assessment – Level 5 and Level 6

- *Achieved (A) for meeting the criteria of the standard*
- *Not achieved (N) if the learner does not meet the criteria for the standard*

Healthcare Paper based assessment – Level 5, Level 6 and Level 7

- *Learner must obtain a C grade (or a mark of 50%) to a pass in any paper*
- *Learner must obtain 50% in each assessment*
- *The minimum standard of achievement required for the award of the qualification will be the achievement of all the graduate outcomes in the graduate profile*

IT Paper based assessment

- *Learner must obtain a C grade (or a mark of 50%) to a pass in any module*
- *Learner must obtain 50% in each assessment*

The minimum standard of achievement required for the award of the qualification will be the achievement of all the graduate outcomes in the graduate profile

Grading Scale:

Marks	*Grades*
100-85	*A+*
75-84	*A*
70-74	*B+*
60-69	*B*
50-59	*C*
40-49	*D*
0-39	*E*
Aegrotat Pass	*AP*

2. Plagiarism

It is mandatory for learners to submit their assignment through an AGI designated plagiarism software. An assessment found to be plagiarised will be dealt as below:

- All assignment showing 0 -10% plagiarism will only be considered for assessment.
- All assignment showing 11% -30% will be given one chance to re-submit with penalty fees $150.
- All assignment showing more than 30% plagiarism will be sent to Disciplinary Committee.
- Disciplinary Committee may require the learner to resubmit the assignment with penalty fees $150 or repeat the unit or module.
- If the resubmitted assignment is again found to be more than 10% plagiarised, the learner will have to repeat the unit or module.

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3.   Late submission

An assessment, submitted after the due date, is considered as a late submission.

Late submission will have the following consequences:

Unit standard assessment

- a late submission fee of $75 will apply if submitted within 5 days from the submission due date
- if submitted after 5 days from the submission due date, the learner will fail the assessment, and will need to re-sit the module.

Paper based assessment

- 5% deduction of marks from the marks obtained for each 24 hours of delay will be levied, if submitted within 5 days from the submission due date
- if submitted after 5 days from the submission due date, learner will be awarded fail in the module, and will require the learner to re-sit the module.

AGI has no responsibilities for any delay caused by late submissions, e.g. delay in moderation, finalizing marks, completing the course, or on visa application, etc.

4.   Re-sit or Resubmission

A learner who needs to re-sit an assessment to meet specific criteria, will have the result pending, until such work is resubmitted and marked.

- The date of any resit is at the discretion of the Academic Director
- a late resit is unacceptable

Unit standard assessment

For assessments that are deemed "Not Achieved", learners will be given one opportunity to re-sit.

- The first resit will incur a fee of $150
- The first resit will be within 10 working days from the date the marked original assessment is received.
- Tutorial support is available to learner for the resit without any fees
- A fail in the first resit will constitute a failure of the Unit Standard

Paper based assessment

Learners must obtain a C grade (or a mark of 50%) to pass in any paper. A learner who does not obtain a C grade (or a mark of 50%) but achieves a minimum of 40% in the initial assessment, will be given one opportunity to resit

- The first resit will incur a fee of $150
- The first resit will be within 10 working days from the date the marked original assessment is received.
- Tutorial support is available to learner for the resit without any fees
- A fail in the first resit will constitute a failure of the module

If the re-sit is of acceptable standard, the learner will gain a minimum pass mark for that assessment.

5. <u>Repeat of Module or Unit</u>

If a learner is required to repeat a unit or module, the learner will be required to pay the fees for that unit or module as per the module/unit fee structure.

6. <u>Appeal</u>

All academic results are released by the tutors (or a delegate) who mark the assessments post an internal moderation. All learners have to sign the 'Marking Confirmation / Appeal' form to confirm acknowledge the result, or go through the appeal process. Learner has to collect academic result by him/herself.

The appeal must be made in writing within 48 hours of the release of the original assessment results. Reason for the appeal must be given.

On receipt of the appeal, the Academic Director will:
- ➢ Acknowledge the date of consideration of the appeal

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- ➤ Check the marking schedule and any evidence supplied to ensure it is correct
- ➤ Request a written reply from the relevant tutor and/or assessor of the assessment, listing the reasons for the result.

Both the appeal and the report will be considered by the Academic Director.

The Academic Director will reply within 5 working days on the initial receipt of the appeal.

If the learner is not satisfied with the outcome of the appeal he/she may appeal to the President. The President holds the final decision.

If the learner is not satisfied with President's final decision, he/she will be reminded of the rights and given the current procedure to lodge an appeal to the ITO or NZQA.

7. Extension

If due to circumstances beyond control, a learner cannot submit an assessment by the due date, the tutor must be notified at least 3 days before the due date by submitting the Assessment Extension Form

Unexpected circumstances that prevent from completing the assessment task in the prescribed timeframe are those listed in below:

a. Medical grounds

In case of a learner who is ill, injured or has medical condition of such significance that does not enable him to complete the assessment task by due date/time, the learner may be granted extension for the assignment submission on medical grounds, provided the learner provides the medical certificate signed by a registered medical practitioner.

b. **Family issues**

In case of a learner who may suffer family issues such as family injury, illness or bereavement etc. that does not enable him to complete the assessment task by the original date/time or due date/time, the learner may be granted extension for the assignment submission on medical grounds, provided the learner provides the medical certificate signed by a registered medical practitioner.

c. **Participation**

In case of a learner who has to participate in elite sport or other activities at a national or international level that warrant favourable consideration, provided the learner provides documentation to support the claim.

Particularly for extensions beyond 5 days, or if a learner requests an extension for more than one assessment in the programme, the tutor must be satisfied that the learner's exceptional personal circumstances are valid, and will need approval from the Programme Leader.

Learners may complete and email the Assessment Extension Form along with required documents to the tutor.

8. **Aegrotat Assessment**

Provision for Aegrotat assessment may be considered when a learner believes that he/she has been prevented from submitting the assessment due to illness, injury, bereavement or other critical personal circumstances.

Critical personal circumstances are circumstances which have a profound effect on learner's 'normal' functioning. The effect will usually be in terms of learner's ability to concentrate, think clearly or put aside strong emotion for the duration of the assessment or a significant proportion of the study period.

Applications for Aegrotat must be made in writing Academic Director, within 5 days from the date of the assessment. No application fee is payable. Documentary Evidences dated within 48 hours of the assessment date will be

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considered. Applications without documentary evidence will not be considered.

Academic Director will forward approved applications to the Programme Leader for assessment. The Programme Leader will make final decision in consultation with the relevant academic staff including method of assessments.

One of the following outcomes will apply

Unit Based Assessment

- 'Not Achieved' will be awarded for the unit, if application is not approved by the Academic Director
- 'Not Achieved' will be awarded for the assessment, however with the ability to resubmit the assessment, if the application is approved by the Academic Director. No fees will be applicable for this re-assessment.

Paper Based Assessment

- Aegrotat Pass grade - 'AP' will be awarded, if the learner is granted a pass
- Fail grade – 'E' will be awarded, if the learner is not granted a pass, post the acceptance and consideration of the Aegrotat application.
- Fail grade – 'E' will be awarded if the application is not approved by Academic Director
- Learner may be permitted to re-sit the assessment by the Academic Director without any fees, if learner has scored over 40% in assessed coursework, but fails to comply with sufficient standard for the award of an Aegrotat pass.

9. **Impaired Performance**

Provision for Impaired Performance may be considered when a learner believes that his/her performance in an assessment has been seriously impaired due to illness, injury, bereavement or other critical personal circumstances.

Critical personal circumstances are circumstances which have a profound effect on learner's 'normal' functioning. The effect will usually be in terms of learner's ability to concentrate, think clearly or put aside strong emotion for the duration of the assessment or a significant proportion of the study period.

Applications for Impaired Performance must be made in writing to Academic Director, within 5 days from the date of the assessment. No application fee is payable. Documentary Evidences dated within 48 hours of the assessment date will be considered. Applications without documentary evidence will not be considered.

Academic Director will forward approved applications to the Programme Leader for assessment. The Programme Leader will make final decision in consultation with the relevant academic staff.

One of the following outcomes will apply

Unit Based Assessment

- 'Not Achieved' will be awarded for the unit, if application is not approved by the Academic Director
- 'Not Achieved' will be awarded for the assessment, however with the ability to resubmit the assessment, if the application is approved by the Academic Director. No fees will be applicable for this re-assessment.

Paper Based Assessment

- If the assessment results in higher grade than the original grade, the higher grade will replace the original grade and new marks will be recorded
- If the assessment results in lower grade than the original grade, the original grade and marks will remain unchanged
- If the application is not approved by the Academic Director, no assessment will be undertaken, and the original grade and marks remain unchanged.

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Assessment Extension Form

Request for Assessment Extension

To

Programme Leader,

Learner Name

Learner ID

Email

Contact number

Name of Prescription/ Unit Standard

Prescription No./ Unit No.	Due Date	Requested Due Date

Reason for Extension Request:

Signature

Date

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Response for Assessment Extension

A learner who receives an extension must not be unfairly advantaged over other learners. The intention is that an extension does not actually give the learner more time, but recognises that the learner has not been able to use the time allocated.

An extension may be considered in exceptional circumstances.

The Head of Department has determined that your request for an Assessment Extension is:

Prescription No./ Unit No./Module	Approved	Declined	Due Date

Reason for Response

Signature   (Programme   Leader)

Date

Signature   (Head   of   Department)

Date

(If beyond 5 day extension)

Marking Confirmation / Appeal Form

If you agree with the marks awarded for this assessment, put a tick in the '**AGREE'** and sign your confirmation. If you do not agree with the marking of this assessment, put a tick in the **'DISAGREE'** and lodge an assessment appeal.

To be eligible for an appeal, you must outline your reasons in writing on the Appeal form and attach it to this assessment and submit it to the Head of Department **within 48 hours** of the notification of results.

AGREE ☐   **DISAGREE** ☐

Learner Name ……………………………   Learner ID……………………….

Signature ………………………………….   Date ……………………………

Email: …………………………….Phone ………………………………….

Outline your reasons for requesting an appeal in the box below

Office use only

Request receive by:	Request receive on:

Decision taken

Signature   …………………….

Date ………………….

AGI Peer Evaluation Form for Learners

Instructions:

- The peer evaluation form is used to assess the performance of group members for active participation in a group assignment by other members of the group.
- Peer evaluation is a formal component of the group assignment
- Instructions for possible scores are provided in Schedule 'A'.
- For each of the categories of evaluation, enter the appropriate score (1 to 5 or NA) in the evaluation box.
- Comments should be included to support your ratings, use the back of this sheet or additional sheets as necessary.

Benefits:

- Encourages student involvement and responsibility.
- Encourages students to reflect on their role and contribution to the process of the group assessment.
- Focuses on the development of student's judgment skills and team work.
- Students are involved in the process and are encouraged to take part ownership of this process.
- Provides more relevant feedback to students as it is generated by their peers.

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Schedule 'A'

Category For Evaluation	Possible Scores				
	1	2	3	4	**5**
Quality of Work: Consider the degree to which the student team member provides work that is accurate and complete.	Produces unacceptable work, fails to meet minimum group or project requirements.	Occasionally produces work that meets minimum group or project requirements.	Meets minimum group or project requirements.	Regularly produces work that meets minimum requirements and sometimes exceeds project or group requirements.	Produces work that consistently exceeds established group or project requirements.
Punctuality: Consider the student team member's timeliness of work.	Fails to meet deadlines set by group.	Occasionally misses deadlines set by group.	Regularly meets deadlines set by group.	Consistently meets deadlines set by group and occasionally completes work ahead of schedule.	Consistently completes work ahead of schedule.

Task Support: Consider the amount of task support the student team member gives to other team members.	Gives no task support to other members.	Sometimes gives task support to other members.	Occasionally provides task support to other group members.	Consistently provides task support to other group members.	Consistently gives more task support than expected.
Communication Skills: Consider how the student team member relates and communicates to other team members.	Behaviour is detrimental to group.	Behaviour is inconsistent and occasionally distracts group meetings.	Regularly projects appropriate team behaviour including: listening to others, and allowing his/her ideas to be criticized.	Consistently demonstrates appropriate team behaviour.	Consistently demonstrates exemplary team behaviour.
Attendance: Consider the student team member's attendance at the group meetings.	Failed to attend the group meetings.	Attended 1%-32% of the group meetings.	Attended 33%-65% of the group meetings.	Attended 66%-99% of the group meetings.	Attended 100% of the group meetings.

Reliability: Consider the ability of the student team member to carry out a chosen or assigned task, the degree to which the student can be relied upon to complete a task.	Is unwilling to carry out assigned tasks.	Sometimes carries out assigned tasks but never volunteers to do a task.	Carries out assigned tasks but never volunteers to do a task.	Consistently carries out assigned tasks and occasionally volunteers for other tasks.	Consistently carries out assigned tasks and always volunteers for other tasks.

Engagement: Consider the extent to which the student team member participates in the exchange of information (does outside research, brings outside knowledge to group).	Fails to engage in group discussions and fails to share relevant material.	Sometimes engage in group discussions and rarely contributes relevant material for the project.	Takes part in group discussions and shares relevant information.	Regularly engages in group discussion and sometimes exceeds expectations.	Consistently exceeds group expectations for engagement and consistently contributes relevant material to project.

Student Peer Evaluation

Module Name: _____   Project – Work: _____

Evaluation Box

	Category for Evaluation						
	Rate on a scale 1 to 5 *						
Student Name (Group Members)	*Quality of work*	*Punctuality*	*Task support*	*Communication Skills*	*Attendance*	*Reliability*	*Engagement*
1.							
2.							
3.							
4.							

*see Schedule 'A' of AGI Peer Evaluation Form

Comments:

1. _____

_____

_____

_____

2. _____

_____

_____

_____

3. _____
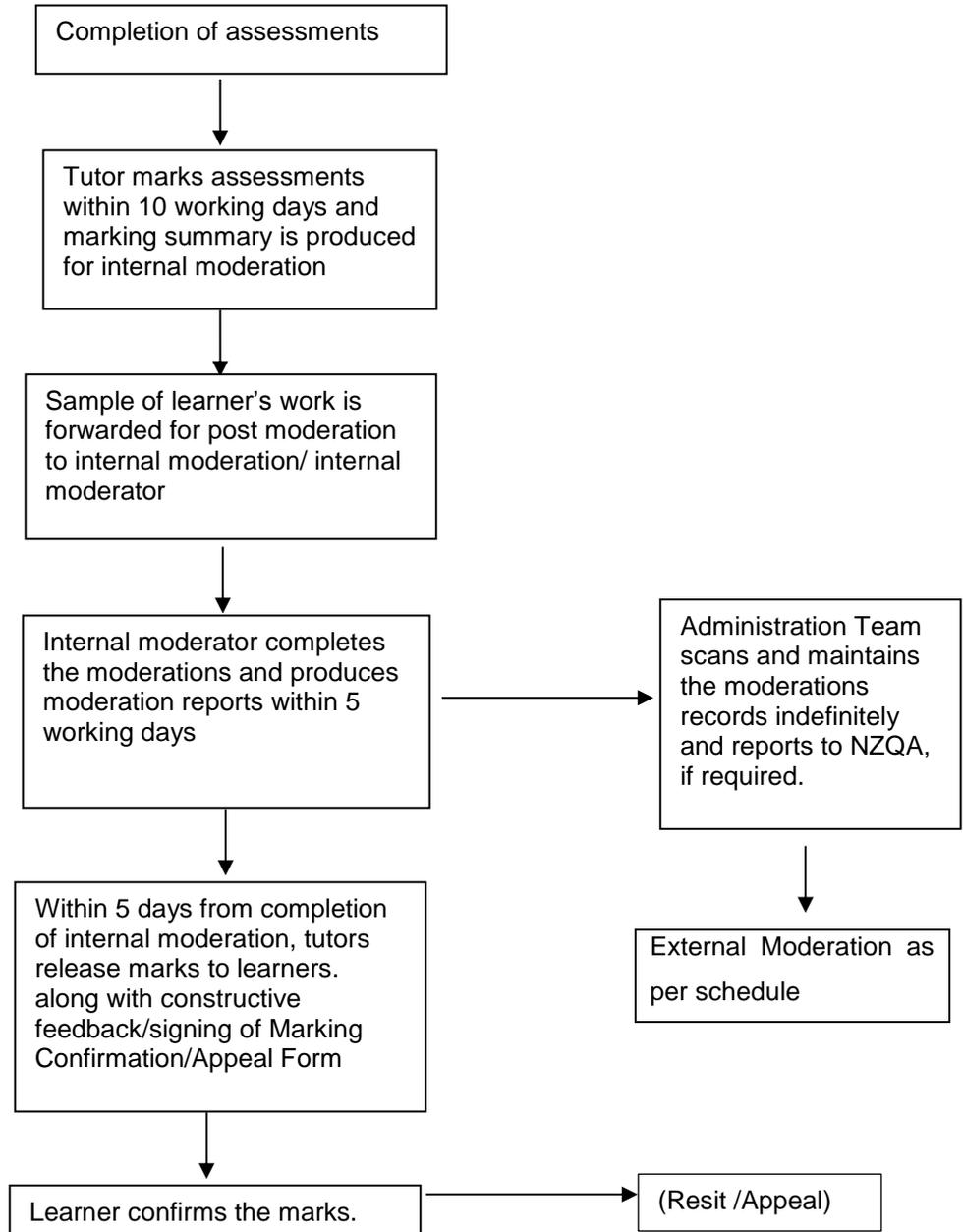
_____

_____

_____

4. _____

_____

_____

_____

I hereby certify that I have provided an honest assessment for the students assigned to me.

Student ID: _____

Signed: _____   *Date*: _____

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10. Process of assessment marking, moderation and recording

```
┌─────────────────────────────┐
│ Completion of assessments   │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ Tutor marks assessments     │
│ within 10 working days and  │
│ marking summary is produced │
│ for internal moderation     │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐
│ Sample of learner's work is │
│ forwarded for post moderation│
│ to internal moderation/ internal│
│ moderator                   │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐        ┌─────────────────────────────┐
│ Internal moderator completes│        │ Administration Team         │
│ the moderations and produces│───────▶│ scans and maintains         │
│ moderation reports within 5 │        │ the moderations             │
│ working days                │        │ records indefinitely        │
│                             │        │ and reports to NZQA,        │
│                             │        │ if required.                │
└─────────────────────────────┘        └─────────────────────────────┘
              │                                       │
              ▼                                       ▼
┌─────────────────────────────┐        ┌─────────────────────────────┐
│ Within 5 days from completion│       │ External Moderation as      │
│ of internal moderation, tutors│      │ per schedule                │
│ release marks to learners.  │        └─────────────────────────────┘
│ along with constructive     │
│ feedback/signing of Marking │
│ Confirmation/Appeal Form    │
└─────────────────────────────┘
              │
              ▼
┌─────────────────────────────┐        ┌─────────────────────────────┐
│ Learner confirms the marks. │───────▶│ (Resit /Appeal)             │
└─────────────────────────────┘        └─────────────────────────────┘
```

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Cheating and Plagiarism Policy

AGI Education Limited (AGI) has ZERO Tolerance on cheating and plagiarism.

Cheating and plagiarism are viewed as serious academic misconducts. It is also unjust in that it devalues the grades and qualifications gained legitimately by other students. Students' submitted assignments, portfolios, group project or examinations must be their own work, reflecting each student's understanding and performance. Penalties may include suspension or expulsion from AGI.

All staff and students have a responsibility to prevent, discourage and report cheating.

Definitions

Cheating: *means attempting to gain an unfair advantage by violating the principle of fairness and equity work by passing off as your own, work that has been done by someone else.*

Plagiarism*: means intellectually being dishonest by passing off as your own, work that has been done by someone else, pretending it to be your own by not acknowledging it.*

Learner*: means a person who is currently enrolled in a programme offered by AGI or was enrolled as a learner at the time of the alleged breach of this policy.*

Misconduct*: identified offences for which the Programme Leader/Academic Director will impose penalty under Learner Discipline policy.*

Suspension*: means complete exclusion from the institute until an investigation and/or hearing is complete.*

Expulsion*: means asking a learner to leave the institute forever.*

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Some examples of cheating and plagiarism

- Copying another student's work for an assessment, test or examination, whether or not there is collusion between the students involved

- Using the work of an author when preparing coursework and pretending it to be your own by not acknowledging it

- Making up or fabricating data in research assignments, or the writing up of assignment and reports

- Impersonating someone else in a test or examination, or someone to impersonate you

- Feeling temporary illness/injury, then claiming special extenuating circumstances

- Using material obtained from commercial essay or assignment services

- Using material obtained from websites or internet without proper referencing

Consequences of cheating

- A student who is identified as having cheated, will be given one opportunity of resubmission of the assessment with penalty fees $150.

- If the resubmission is of an acceptable standard, the student will gain the minimum pass mark for that assessment.

- If the resubmission is of an unacceptable standard, *'Fail'* mark will be awarded for that unit or module.

Consequences of plagiarism

It is mandatory for students to submit their assignment through an AGI designated plagiarism software. An assessment found to be plagiarised will be dealt as below:

- All assignment showing 0 -10% plagiarism will only be considered for assessment.

- All assignment showing 11% -30% will be given one chance to re-submit with penalty fees $150.

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- All assignment showing more than 30% plagiarism will be referred to Student Disciplinary Committee.

- Student Disciplinary Committee may require the student to resubmit the assignment with penalty fees $150 or repeat the unit or module.

- If the resubmitted assignment is again found to be more than 10% plagiarised, the learner will have to repeat the unit or module.

- *Referencing*:

➢ AGI follows APA referencing style in assignments. Students are informed about the referencing style by the tutor as part of the orientation.

➢ Tutors arrange workshops to educate students about plagiarism and using the APA style referencing in assignments.

➢ Students should seek additional support as and when required from their Programme Leader or relevant module tutors.

Group work

- Where the work of a group of students is assessed as part of the group assignment, group members need to make sure that the workload is shared equally.

- For group assessment, students will assess other students in the group using Peer Evaluation Form. This will encourage student involvement and responsibility.

- If the final piece of work reflects unequal participation, tutor will inform the Programme Leader.

- The Programme Leader will take action as appropriate and in some cases may refer the student or the group to the Academic Director or Student Disciplinary Committee, as required.

Recognition of Prior Learning, Recognition of Current Competency, Credit Transfer and Cross Credit Policy

AGI will not apply Recognition of Prior Learning, Recognition of Current Competency, Credit Transfer and Cross Credit either individually or collectively to more than 25% of any programme, (20% for overseas qualifications) unless there is a special agreement with another institution, which AGI recognises as having equivalency with the programme and curricula offered

AGI Education Limited will ensure that relevant experience and qualifications are recognized as prior learning or credit transfer for its programmes and qualifications.

The Academic Director/Programme Leader shall ensure that the provisions for recognition of cross credit / credit transfer for each course or programme are explicitly defined in the programme regulations. It must be ensured that these policies are available to the learner prior to enrolment.

Recognition of Prior Learning (RPL)

Prospective students who have been offered a place on a formal qualification at AGI and who already have skills, knowledge and extensive work experience in a profession related to the qualification or course in which they are enrolling are eligible to apply for recognition of prior learning.

RPL applies when there is no formal academic record but a student believes he/she can meet the learning outcomes of courses/papers by providing evidences.

Recognition of Current Competency (RCC)

RCC refers to skills and knowledge that have been obtained outside a recognised institution which is then assessed for competency by AGI.

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The RPL and RCC must be:

- Valid and can be verified

- Related to the learner's programme of study

- Can recognise the required competencies and skills

- Hold programme currency

Evidence required may include, but is not limited to:

- Portfolio – where the student provides a collection of information assembled in an approved format providing evidence of his/her knowledge or skills.

- Challenge assessment – where AGI allows a student to demonstrate his/her knowledge, or skills. It commonly involves taking a written or oral or practical assessment task(s).

- Attestation – where the student's earlier life and work experiences are formally confirmed by someone else and matched against specific learning outcomes.

- Interview – this involves a meeting between the student and the Academic Director/Programme Leader and which may include attestation.

Application Procedures for RPL and RCC

- The student completes and fills out an application form for RPL and RCC must indicate which paper he/she believes he/she has gained knowledge, skills, training and experience in. This should be done within two weeks after the classes have started.

- 80% match of learning outcomes with the new programme is required during this process.

- The student provides and submits his/her set of evidences as stated above together with the application fee of $150 to Administration support for Cross Credit per subject

- Once, the application and fees are received, the Academic Director/Programme Leader or his designate will evaluate and assess the submitted evidences to the learning outcomes of the paper being

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applied for assessment of prior learning as per the programme and qualification requirement.

- If the Academic Director/Programme Leader or his designate determines that there is insufficient evidence for one or more learning
- outcomes, then he may set a challenge assessment in which the applicant will complete further work, examination, demonstration or interview.
- In some circumstances the portfolio method may not be appropriate for the subject, task or situation, in which case the Academic Director/Programme Leader or his designate and the applicant may decide on an alternative. The Academic Director/Programme Leader or his designate can advise on suitable ways of doing this.
- Once the Academic Director/Programme Leader or his designate has been satisfied with all the evidences, then the application is approved. Otherwise, the application is declined.
- Academic Director/Programme Leader or his designate will inform the student the results and decision of this application in writing.
- "RPL" or an "RCC" mark is entered into the student's file.

Credit Transfer

Credit Transfer: credit gained from achievement in a programme taken at another TEO where course content is matched.

Credit transfer occurs when AGI Education Limited is satisfied with the information the student has provided exactly or nearly exactly meets the programme's criteria, standards and requirements. Credit transfer takes evidence of the student's prior educational performances and, credits these toward the course or qualification.

Credit transfer is a process whereby credit already achieved is recognized towards a new qualification. This will occur on a case-by-case basis between providers/qualifications developers and individuals or as a structured agreement between two or more organisations or providers.

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Application Procedures for Credit Transfer

- The student completes and fills out an application form for Credit Transfer and indicates which paper he/she believes he/she may be eligible for a credit transfer. This should be done within two weeks after the classes have started.

- The student provides and submits his/her evidence/s for credit transfer such as Academic Transcript of Records (TOR), syllabi, etc. together with an application fee of $150 to Administration support. For each subject claimed/applied for

- A course may be recognized for credit transfer from a partially completed or fully completed qualification if the student obtained a minimum "B" grade or at least 65% on the subject/paper being applied for credit transfer.

- Once, the application and fees are received, the Academic Director/Programme Leader or his designate will evaluate and assess the submitted evidences to the learning outcomes of the paper being applied for credit transfer.

- The Academic Director/Programme Leader or his designate determine and check the learning outcomes against the student's transcript and syllabi from his previous study to ascertain an overlap of at least 80%.

- Once the criteria and requirements are met, then the application is approved.   Otherwise, the application is declined.

- Academic Director/Programme Leader or his designate will inform the student the results and decision of this application in writing. Within 5 working days of receiving the application

- If the student is already enrolled on course(s) granted Cross Transfer (CT), a withdrawal procedure is initiated.

- If the student is not enrolled, a Pass, "P" mark is entered into the student's file.

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Cross Credits

If a student has completed previous study or course with AGI, he/she may be eligible to apply for cross-credit. This would be performed at the student's second time of enrolment with the school.

Application Procedures for Cross Credit

- The student completes and fills out an application form for Cross Credit and indicates which paper he/she believes he/she may be eligible for a cross credit. This should be done prior or during the enrolment process.

- The student provides and submits his/her evidence/s for cross credit such as Academic Transcript of Records (TOR) or other evidence/s together with an application fee of $150 for each subject applied for to Administration support.

- Once, the application and fees are received, the Academic Director/Programme Leader or his designate will evaluate and assess the application against the programme regulations.

- If the criteria and requirements of the programme are met, then the application for cross credit is approved. Otherwise, the application is declined.

- Academic Director/Programme Leader or his designate will inform the student the results and decision of this application in writing, within 5 working days after receiving the application along with evidentiary document, certificate.

- A Pass, "P" mark is entered into the student's file.

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Cross Credit Evidence

NZQA has made it VERY clear that before a cross credit is granted, the qualification being used as the basis of the application MUST be recognized by

NZQA.   This is either units that are registered already on the NQF or that the International qualification has been verified by the External Validation service of NZQA.

http://www.nzqa.govt.nz/studying-in-new-zealand/tertiary-education/prior-learning-and-credit-transfer/

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Learner Attendance Policy

Statement

Immigration New Zealand requires all learners to attend classes at all times, as required. This is also the policy of AGI Education Limited. Punctuality is one of the important protocols, because AGI has the obligation to protect learners' right to education and prevent learners' absence without valid reason, will improve retention and performance.

Purpose

The purpose of this policy is to ensure AGI is compliant with the latest legislation. This policy aims to ensure every learner at AGI benefits from the learning and teaching in the classroom with full attendance, developing skills and knowledge required for future success.

Process

- A student who is more than 15 minutes late will not be allowed to attend the class until the next class break, however may be allowed to attend the class upon the discretion of the tutor. A student who is more than 15 minutes late will receive attendance for half day.
- Late arrival beyond 30 minutes for the scheduled class time shall be marked absent for the day, even if the student attends scheduled lectures for remaining of the whole day.
- The register is official document and cannot be altered once it has been sent to administration office.
- One tea break of 15 minutes will be given to students for 5-hour class.
- One tea break of 15 minutes and a lunch break of an hour will be given to students for 6-hour class.
- Two tea breaks of 15 minutes and a lunch break of an hour will be given to students for 8-hour class.
- Tea breaks will be considered for the attendance whereas lunch break will not be considered in the attendance.

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- Any student who does not return post lunch break will receive attendance for half day.

Process to monitor student attendance

- The Administration Support produces an attendance register for each class either in hard copy or on online Learning Management System
- Tutors must return the attendance register to the Administration Support after each class.
- Administration department uploads the attendance on online Learning Management System
- Tutors are required to record all late arrivals and absence on the attendance register.
- Tutors are required to monitor tardiness and give verbal warnings when considered appropriate. All verbal warnings must be noted on the attendance register.
- Attendance is compulsory and will be monitored even while a relief tutor is on duty.

Process to monitor student leave

- A student requiring leave for any reason must complete a Leave Request Form and submit it to the Programme Leader for approval at least one day prior to the leave.
- Academic Director holds the final decision, in case of any escalations.
- A student unable to attend class for any reason must email the Programme Leader by 9:00 am
- In case of medical leave, a medical certificate must be provided within three (3) working days of returning to school.
- AGI will only accept a medical certificate from a registered doctor. Please refer to the Medical Council NZ for a list of registered Doctors.
- For any other emergency, a student must provide evidence.
    (1) Within a week of returning to school.
    (2) The evidence must state the reason and dates of absence.

Procedures to monitor student absence

- Quality Assurance Officer will report to the Programme Leader about students with attendance less than 95%

- Quality Assurance Officer will issue the first warning letter for lower attendance to all students with attendance below 95%, informing the Programme Leader and the Chair, Student Disciplinary Committee

- Continued absence for any classes thereafter, whereby attendance falls below 93%, will be referred to Student Disciplinary Committee by Quality Assurance Officer

- The student will be notified through the second warning letter for lower attendance by Quality Assurance Officer, to attend a meeting with the Disciplinary Committee to explain the reasons for continued absence.

- Student will be given a fair chance to present the case in the Student Disciplinary Committee meeting.

- Student Disciplinary Committee will provide their decision through a decision letter within 3 working days depending on the evidence presented in the meeting including but not limited to final warning, repeat of module, etc.

- Students have the right of appeal to the President against the decision of Student Disciplinary Committee within 5 working days post the receipt of the decision letter.

- Post the appeal period of 5 working days, and in keeping with the advice of the President, the decision will be executed.

- Post the Student Disciplinary Committee hearing, if there are no signs of improvement in the attendance of a student, the matter will be referred to the President by the Chair, Student Disciplinary Committee

- Based on the recommendation and circumstances, President may withdraw the student from the course and notify Immigration New Zealand

- After notifying immigration New Zealand, the student will not be allowed to attend classes at AGI

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Holidays during programme

- A maximum of 10 working days of holiday or leave of absence without loss of tuition fees may be taken for each semester or block of study with prior approval of the Programme Leader/Academic Director under exceptional circumstances like sick leave.

- Approval of sick leave will be subject to the submission of valid medical certificate by NZ registered medical practitioner along with leave request form to be approved by the program leader.

- No refunds or an extension to programme length will be granted for a period exceeding the maximum allowed holiday or leave of absence.

- At least 1-week prior notice of leave request must be given in writing with provision of evidence such as flight tickets, wedding card etc.

- The learners will take the responsibility for covering up the teaching and learning activities during their absenteeism. If supplementary classes or clinical placements are organised for the learners, it is mandatory that they attend these activities to fulfil academic requirements.

- If a student is required to take more than 10 working days of holiday or leave of absence, he/she has to repeat the entire semester or block of study with full fees to be paid for that semester or block of study.

Statement

It is the goal of AGI Education Limited (AGI) to encourage and regulate learners to exercise self–discipline. Learners share the responsibility of creating an effective atmosphere for learning.

Purpose

The purpose of this policy is to ensure learners have a clear understanding of what constitutes misconduct and the consequences of offending, and that staff members of AGI have clear and consistent procedures to follow when dealing with instances of learner misconduct.

The further purpose of this policy is to ensure that learners are treated fairly and consistently when misconduct occurs.

Learner Discipline Policy provides the definitive principles with regard to misconduct.

Definitions

Programme Leader: the person who is responsible for the programme in which the learner is enrolled.

Dismiss: means the complete exclusion from a class and/or defined campus area for a period not exceeding two working days.

Learner: means a person who is currently enrolled in a programme offered by AGI or was enrolled as a learner at the time of the alleged breach of this policy.

Suspend: means complete exclusion from the Institute until an investigation and/or hearing is complete.

Expulsion: means asking a learner to leave the institute forever.

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Process

•Conditions of implementation

a. All incidents of learner misconduct will be addressed to ensure that AGI is an educational institution that provides a safe and productive learning environment.

b. At all times the principles of natural justice shall apply.

c. Any person has the right to know about any allegations toward him/her. This information will include the name of any complainant if appropriate.

d. Any person has the right to respond before a decision is reached.

e. Any person considered in breach of this policy has the right to have support staff or learner representation.

f. Any person considered in breach of this policy has the right to be deemed as 'innocent until the alleged misconduct is established.

g. Any person involved has the right to seek advice, representation and support throughout the process.

h. Any person involved has right to be listened to and to be treated with respect.

i. Any person involved has the right to have matter determined by those who are impartial and competent to do so.

j. Any person raising a complaint has the right to freedom from intimidation, harassment, threat of recrimination, or any other type of vengeful activity.

k. Any person involved has the right to have written material available in a form which the person can understand, if necessary by giving access to interpreters and translators.

• Scope of Learner Misconduct

Covers but not limited to learners who

a. have committed plagiarism/cheating/misconduct in assessment on a second or subsequent occasion

b. act or behave in such a way that is detrimental to the proper conduct, reputation or good order of AGI, or to impair, interfere with or prejudice the studies, duties or activities of AGI/AGI staff/any learner or breach of any AGI policy

c. fail to comply with direction given by AGI staff or any person duly authorised, in order to maintain safety, good order or discipline

d. fail to pay such sum or complete an action imposed by way of restitution under this policy

e. commit or attempt or any sort of involvement in any criminal or unlawful activity

f. consume cigarettes, tobacco, alcohol, marijuana and other illegal substances or material within the campus during class hours

g. fail to comply with penalties applied under this policy

h. indulge in verbal/physical/sexual harassment, discrimination, racial abuse, any kind of bullying

Discipline Procedures

➢ Where any learner misconduct occurs, all AGI staff members in proximity to the incident have an obligation to act to safeguard learners and staff and use wise judgment to call for the assistance of the campus staff, Programme Leader, Academic Director or other appropriate service/support to ensure the minimisation of harm.

➢ Where any incident of misconduct is a breach of this policy, and where it is necessary to do so to maintain order:

• The tutor in charge of the class will take appropriate action and notify Programme Leader.

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- Programme Leader after consultation with the Academic Director, may dismiss any learner from the class, for a period not exceeding 2 working days or any other action as PL or Academic Director may think fit in the circumstances
- The tutor must submit a written report to the Academic Director on the same day as the incident took place.
- Academic Director may dismiss any learner for misconduct from any designated part or facility of the Campus for a period not exceeding 2 working days.

➢ Academic Director will notify Disciplinary Committee for a hearing for any cases of misconduct as required.

➢ The Chair of the Disciplinary Committee or his/her designate will notify the learner/s concerned, in writing to attend the meeting. The letter will advise them of:

- the date, time, location and purpose of the meeting
- the opportunity to make submissions in person or in writing
- the opportunity to access support people
- the outcome should they fail to attend the meeting

All information pertaining to the incident of misconduct, including a copy of this policy, will be provided to the learner/s.

Disciplinary Committee Procedure:

➢ The Disciplinary Committee members will give fair chance to student to present his/her case with relevant evidence, prior to deciding the outcome for the case

➢ The learner will be notified of the decision in writing by the Chair of the Disciplinary Committee within 3 working days

➢ The learner may make an appeal to the President if he/she is not in agreement with the decision made by the Disciplinary Committee within 5 working days

> Where any misconduct may be considered as a criminal offence, the matter shall be referred immediately by the Disciplinary Committee to the police. The Disciplinary Committee shall forward a report to the President within one day.

• Penalties

Penalties under this policy able to be imposed by the Disciplinary Committee includes:

a. A written warning detailing repercussions if the learner/s repeat, and/or

b. Such sum or action considered to be reasonable restitution, and/or

c. Personal development activity (e.g. Anger Management Course)

d. Withdrawal from course and inform immigration NZ

e. Any other penalty as deemed fit, given the individual facts and circumstances

f. Repeat the Module/Programme

• Appeals

a. Appeal process

Any learner who has been invited to appear/has appeared (before SDC) under this policy and who believes he/she has been treated unjustly by any decision, action, or omission in respect of the administration of this policy may apply in writing to the President within 3 working days of the date of the communication of the decision to the learner, to have the objection heard.

The learner will be given the opportunity to appear personally with support if desired to have the objection heard.

b. Notices

The learner will notify the President in writing that he/she wish to appeal.

The notice should include:

> ➢ Brief details of the alleged misconduct and the action taken
>
> ➢ An outline of the grounds for appeal

c. Outcomes

When determining any appeal, the President may:

> ➢ Uphold the appeal, or
>
> ➢ Dismiss the appeal and either confirms the penalties previously imposed or impose any other penalty that is authorised under this policy.

In every case the President will consider each appeal on its merits. The determination of each appeal includes, but is not limited to:

> ➢ Whether any new evidence has been brought to light; and
>
> ➢ Consideration of whether all relevant factors have been taken into account

d. Closure

At the conclusion of the investigation of an incident and after a decision has been made and the time for appeal lapsed, a copy of the outcome report is forwarded to the President who will advise those involved, as appropriate, that the incident is closed.

• Evaluation/Outcomes

a. Reporting

a). Programme Leader/Academic Director/Disciplinary Committee will report to the President on the number and nature of all incidents of learner misconduct and their outcomes after the SDC meeting

b). For reporting purposes statistics include:

- Faculty/Department/Section
- Nature of misconduct

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- Date occurred

- Date resolved

- Outcome (penalty imposed)

- Implications for AGI

b. Documentation

 a). A written record must be kept of all discussions, interviews, meeting minutes and other meetings which take place during an investigation into misconduct.

 b). On conclusion of the process the documentation will be kept in accordance with the requirements of the Public Records Act 2005. These documents will be analysed for effectiveness of the process as well as for AGI self-assessment for continual improvement.

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Student Facilities

Computer Facilities - Internet

Computer rooms are available for all students. All computers are connected to internet and Wi-Fi internet is available for free to all students. Computers shall be used for academic purpose only. Please check with IT Technicians for any queries.

Library/E-LIB

AGI keeps a range of readers and books which students can borrow in campus. Additionally, public libraries are recommended for students to use around Auckland. Students are also recommended to use library resources online.

Classrooms

All classrooms are spacious with large windows giving good natural light. Eating and drinking are prohibited in classrooms. Students are requested to keep classrooms and common areas tidy and clean at all times.

Student lounge

There is a large student lounge where students can mingle and eat and drink. The lounge has its own kitchen, microwave, fridge, tea/coffee machine, and coke vending machine. Food is not sold in campus.

Printer

There is a printer connected with students' computers. Students need to purchase a printing card from Administration Team to use the printing service.

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Textbooks / Teaching materials and Laptops

AGI provides Textbooks/Teaching materials and Laptops to students, unless students are required to purchase their own. AGI complies with copyright obligations.

ID card

If you are enrolled with AGI for more than two (2) weeks, you are eligible for a Student Identification Card. Please contact the office to apply. If you are enrolled with AGI for less than two (2) weeks, you will be not able to get an ID card. A fee of $20.00 applies to issue a Student ID.

Parking

AGI does not provide car parks.

Accommodation Information

AGI uses accommodation agents to organise and monitor student accommodation following Outcome 6 of the Code of Practice for the Pastoral Care of International Students. If you are a student aged 14 - 17 years "you must stay at one of our approved homestays. "In most cases, you share some part of your living area with others, so you have to be aware of other people's habits and respect them, as they should respect yours. If you are not sure of anything, you should contact our Student Welfare Officer.

Homestay (Recommended for full emersion into language and culture)

For students who would like to experience living with a local family this is a great option. Your homestay will provide your room complete with a bed, cupboard, and study desk with lamp and possibly you will eat and spent time with your homestay family. Your homestay should provide you with breakfast and dinner from Monday to Friday and with breakfast, lunch and dinner on Saturday and Sunday. You will generally use public transport to commute. You don't have to pay separately for water or electricity but your homestay may ask you to limit your use of both as these commodities are expensive in New Zealand. You will be asked to pay for your own mobile phone or international calls and if you have a computer or want to use the homestay computer, you may be told to limit your use as you are charged for use of the line. You may not get the food you are used to, and every homestay has its own sets of the rules about how to fit into their home, but a homestay can be a very rewarding experience. Homestay service can be provided by AGI approved agents.

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Homestay Payments are to be made in advance.

Please check with your homestay to extend your time and advise the AGI Student Welfare Officer by completing a Homestay Request Form. The Request Form must be completed 2 weeks in advance. Ensure the next homestay period is paid well before it is due. Late payment may lead to cancellation of the homestay arrangement.

Refund for unused homestay accommodation

A refund for unused homestay fees will be paid once you have vacated your homestay accommodation*.* If you have problems or are unhappy with your homestay, please contact the Student Welfare Officer immediately.

Hostel

For students who want more independence than a homestay, but not willing to take on the responsibility of a flat, a hostel is a good option. You may rent a room or share a room and the money you pay will usually cover access to cooking, cleaning and bathing facilities. In most hostels you can come and go as you please and you do your own cooking or go out to eat. You may meet students or tourists from lots of different countries while living in a hostel. You do not have to pay separately for water or electricity but probably will have a pay-system for a phone.

Apartment / Flat

Students who are staying for a long time may prefer to look for an apartment. An apartment is usually located in Auckland city. Students rent it from an agent or owner and may choose to split the cost of the whole apartment by dividing the rent by the number of people who live in it. In addition, you may have to buy and cook your own food. Most rental agreements cover the cost of water but you must arrange your own electricity and phone connection.

AGI Standard Protocols

Punctuality

Please be punctual to class. Please also refer to AGI Learner Attendance Policy

Homework

Your teacher will set homework as and when required.

English only

Please speak English only at AGI.

Mobile phones

Out of courtesy to your teacher and classmates, please make sure your mobile phone is switched OFF during class. Phones that ring during class will be confiscated for the whole day and may be collected after class.

General Hygiene

No spitting or littering at all times in all campus areas.

Dishes

Students are expected to wash their dishes when finished with them.

Toilet

Please be clean and careful in the toilet, as dirty toilets are unpleasant for everybody. Please always wash your hands after using the toilets. Please report any damage or malfunction to reception.

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Holidays during courses

- A maximum of 10 working days of holiday or leave of absence without loss of tuition fees may be taken for each semester or block of study with prior approval of the Programme Leader/Academic Director under exceptional circumstances like sick leave.

- Approval of sick leave will be subject to the submission of valid medical certificate by NZ registered medical practitioner along with leave request form to be approved by the program leader.

- No refunds or an extension to programme length will be granted for a period exceeding the maximum allowed holiday or leave of absence.

- At least 1-week prior notice of leave request must be given in writing with provision of evidence such as flight tickets, wedding card etc.

- The learners will take the responsibility for covering up the teaching and learning activities during their absenteeism. If supplementary classes or clinical placements are organised for the learners, it is mandatory that they attend these activities to fulfil academic requirements.

- If a student is required to take more than 10 working days of holiday or leave of absence, he/she has to repeat the entire semester or block of study with full fees to be paid for that semester or block of study.

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Public Holidays

All New Zealand Public Holidays are observed by AGI. They are:

New Year's Day-1 Jan	Anzac Day-25 April
New Year's Day Holiday-2 Jan	Queen's Birthday-1st Mon in June
Auckland Anniversary Day-1st Mon in February	Labour Day-last Mon in Oct
Waitangi Day-6 February	Christmas Day-25 Dec
Good Friday- (usually in April)	Boxing Day-26 Dec
Easter Monday- (Monday after Good Friday)	

Health and Safety

AGI has considered aspects of operations which place students or public at risk and has implemented policies and procedures to ensure their protection. All persons at AGI premises must behave in a manner that minimises the possibility of injury or harm by observing the procedures set out in this document.

Policies and procedures cover student and public protection at all sites. All sites meet building compliance requirements. Students must adhere to procedures pertaining to fire and safety compliance.

Students are informed of first aid, doctors, fire drills and general safety rules. All incidents or accidents are to be recorded in the Accident/Incident Report.

All persons at AGI premises must observe the following safety rules:

- Movement around the premises is to be at walking pace only.
- Handrails are to be used for support when ascending or descending all stairs.
- Consumption of alcoholic liquor within the precincts of the institute is forbidden.
- All spilt liquids are to be cleaned up immediately.

Problems or Illness:

If a student needs help, talk with the Student Welfare Officer, teacher or any other staff. AGI is willing to help and support. If AGI cannot help directly, AGI will refer the student to someone who can.

No Smoking

AGI is a Smoking Free campus.

For smoking outside the building use the ashtray provided.

Potential Hazards

AGI is daily checked for potential hazards by the Student Welfare Officer. However, if any student identifies a potential hazard such as loose wiring or loose carpet, please inform AGI so that it can be rectified.

First Aid

Student's health and safety is very important to AGI. Please inform AGI if any student is not well or has some safety concerns. The First Aid Kit is available at the reception, the staff room and computer room. In the case of emergency please contact a staff member immediately.

Security

Students are not encouraged to bring valuable items (jewellery, cash, credit cards, passports) to the campus. These items are brought the campus at students' risk.

Visitors

All visitors please report to reception.

Communication with AGI

Please always update AGI about your present address and communication details to Administration Team. AGI would like to efficiently communicate with students regarding all aspects of their study life in AGI by various means such as:

Student Surveys

Student Surveys will be implemented during enrolment. It is an opportunity to provide your feedback to AGI from different aspects.

Student Query Form

Student query Form is available if students have any queries and want an immediate response from the AGI administration staff.

Suggestion Box

There is a Suggestion Box placed in the student breakout area, students are encouraged to write down their concerns /suggestions for AGI to improve its education service.

AGI pastoral care is available 24 hours a day, 7 days. The following persons may be contacted in case of need

No.	AGI Person		Email	Availability
1.	Ms. Tessa Mc Greorge	09-379 6628 0277798374	tessa@agi.ac.nz	24×7
2.	Mr. Ankush Anand	09-2803972 02102425371	ankush@agi.ac.nz	24×7
3.	Ms. Swahani Chandra	09-2803973 02102738202	swahani@agi.ac.nz	24×7
4	Raneeta Raksha	09-379 6628 0221587983	raneeta@agi.ac.nz	24×7

Students, who are under the age of 18, are required to gain consent from parents and/or guardian/s prior to enroll with AGI. A parent or guardian must sign the Application Form and other related documents together with the student.

Students, who are under the age of 18, are required to gain consent from parents and/or guardian/s prior to an Education Outside The Classroom event (EOTC event).

Student Welfare Officer will provide ongoing pastoral care service during enrolment.

Students, parents and/or guardian/s are suggested to read The Education Code of Practice for Pastoral care of International Student 2016 available on the link http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/school-guidelines-code-of-practice.pdf

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Shopping Hours:

Monday to Friday   9am - 5pm

Thursday and Friday   late night shopping in some areas

Saturday   shops are open usually to 4pm

Sunday   some shops are open and most supermarkets

Postal Services:

Post shops are open from 9am - 5pm, Monday-Friday

Some are open Saturday 9am - 12pm

Banks:

Most banks are open Monday-Friday 9am- 4.30pm

Internet Cafes:

There are Internet Cafes situated throughout central Auckland. Most of them are open 24 hours.

Auckland Transport:

To help you plan your journey, Auckland Transport provides full timetables and guides available for all public transport services on their website – https://at.govt.nz/bus-train-ferry/timetables/

Immigration New Zealand:

Website: www.immigration.govt.nz

National Contact Centre:0064-9-9144100 from outside New Zealand or in Auckland

0508 558 855 within New Zealand but outside Auckland

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Driving in New Zealand:

Overseas Driver's Licences or International Driving Permits

If you hold a valid overseas driver's license or an international driving permit, you can drive in New Zealand for a maximum of 12 months after you first arrive. You must also carry that license or permit with you at all times when driving. You will only be able to drive those types of vehicles for which you were licensed in your country of origin. Before the 12 months expire, you should apply for a New Zealand driver's license. You will need two kinds of identification (ID) to prove who you are and what your current address is. If you do not apply for a New Zealand driver's license within 12 months of arriving in New Zealand, you will become an unlicensed driver and could be charged if you are caught driving by the police. You need a license to obtain car insurance.

The Road code

The Road code explains the New Zealand driving laws and practices and is a guide for drivers who are preparing for a theory or practical driving test. You can buy a copy of the Rode Code from bookstores or you may borrow one from a public library.

Seatbelts, Motorbike Helmets and Cycle Helmets

It is compulsory for car drivers and all passengers to wear seat belts. On bikes helmets must be worn.

Sale of Alcohol and Tobacco Products:

In New Zealand, alcohol and tobacco products are only sold to person over 18 of age with proven identification.

Student Welfare Information:

Living in a different country to study can be difficult. Please feel free to contact our Student Welfare Officer if you feel:

- Culture Shock
- Loneliness
- Financial Problems
- Frustration at not being able to communicate in English
- Difficulty adjusting to different teaching and learning styles
- Difficulty adjusting to different food and different social customs
- Relationships problems
- Difficulties handling a change of climate
- Difficulties with home stay or home stay family members
- Loss of belongings.

Useful contacts and more could be found from Yellow Pages and help from our Student Counsellor:

Organisation	Telephone Number	Website/email
Adult Literacy Centre	09 570 4140	www.adultliteracy.org.nz
Chinese Christian Church of Auckland	09 358 0661	www.nzchurchnet.co.nz/Auckland-Churches.html
Lifeline	0800 543 354	www.lifeline.org.nz
Chinese Herald	09 358 0735	www.chnet.co.nz
Citizens Advice Bureau	0800 367 222	www.cab.org.nz
Community Law Office	09 378 6085	www.communitylaw.org.nz
Disabled Citizens Society	09 638 8153	http://www.ibegin.com/
NZ Family Violence Clearinghouse	09 923 4640	http://www.raeburnhouse.org.nz
Family Planning Association	04 384 4349	www.familyplanning.org.nz
Embassy of Japan	04 473 1540	www.nz.emb-japan.go.jp
Embassy of India	04 4736390	www.hicomind.org.**nz**/
Embassy of Philippines	048903741	https://www.phil**embassy**.org.**nz**/
Embassy of China	044733514	www.**chinaembassy**.org.**nz**/
Mental Health Foundation	09 623 4810	www.mentalhealth.org.nz
New Zealand Aids Foundation	0800 802 437	www.nzaf.org.nz
Inland Revenue Department	04 890 1500	www.ird.govt.nz
Immigration NZ	09 914 4100	www.immigration.govt.nz

Odyssey House	09 638 4957	www.odyssey.org.nz
Peoples Centre	09 267 6331	https://www.thefono.org/about-us/
Police Station Auckland Central	09 302 6400	www.police.govt.nz
Relationship Services	09 525 1051	www.relationships.org.nz
Sexual Abuse Help	09 623 1700	http://helpauckland.org.nz/
Gambling Helpline	0800 654 655	www.gamblinghelpline.co.nz

Approximate Living Costs per week (Sample Only)

Accommodation Type	Cost (per week)	Food (expense per week)	Public transport	Other (gas, water, electricity)	Total spending
Homestay	$270.00	$60.00	$50.00	0	$325.00
Hostel	$200.00	$100.00	0.00	$20.00	$320.00
Apartment	$250.00	$100.00	0.00	$40.00	$390.00
Flat	$200.00	$100.00	$30.00	$30.00	$360.00
Hotel/motel	$500.00	$200.00	0	0	$700.00

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Other expenses that may be applicable (Sample Only)

Miscellaneous	Approximate Cost (in $ NZ)
IELTS examination	$385.00
Student visa application	$280.00
Doctor's visit	$35.00~$70.00
Dental visit	$90.00~$120.00
Movie entry	$18.00
Macdonald's Combo Meal	$5.95

Fees include GST of 15.00%