



**Programme Learner Handbook**

**Diploma in Health Services Management**

**Level 7**

Version :1 Date: August 2016	Version :2 Date: October 2016
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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.

Version :1 Date: August 2016	Version :2 Date: October 2016



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

Version :1 Date: August 2016	Version :2 Date: October 2016

Contents	
Entry Requirements .....	5
Class Details .....	7
Programme Details .....	8
Module Aims .....	10
The Code of Practice .....	13
Insurance and visa information .....	15
Student Fees Protection .....	16
Learner Orientation and Induction Policy .....	17
Holistic Learner Support Policy .....	23
Learner Withdrawal and Refund Policy .....	26
Learner Complaints and Grievance Policy .....	31
Assessment Policy .....	35
Cheating and Plagiarism Policy .....	56
Recognition of Prior Learning, Recognition of Current Competency, Credit Transfer and Cross Credit Policy .....	59
Learner Attendance Policy .....	64
Learner Discipline Policy .....	68
Student Facilities .....	75
Accommodation Information .....	77
AGI Standard Protocols .....	79
Holidays .....	80
Health and Safety .....	82
Communication with AGI .....	84
Parental Consent for Students under the age of 18 .....	86
General Information (Guide only) .....	87

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## Entry Requirements

The following entry requirements apply for **Diploma in Health Services Management Level 7**:

- Completion of a Level 6 health qualification or equivalent with 6-month or more health industry work experience; and/or a level 5 health qualification or equivalent with 2 years or more health industry work experience; and/or a bachelor health degree or equivalent qualification; and/or appropriate work experience in the health sector.
- International students will be required to also meet NZQF Programme Approval and Accreditation Rules 2013 (Appendix 2) Rule 18 i.e. an IELTS Academic score of 6, with no band score lower than 5.5; or the Aotearoa / New Zealand Certificate in English Language (Academic) (Level 5) [Ref: 1884]

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

### **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 Principle (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 Learners will be selected on the basis of

- meeting the entry criteria in order of application
- receipt 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**

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

Version :1 Date: August 2016	Version :2 Date: October 2016

## 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## Programme Details

The **Diploma in Health Services Management Level 7** constitutes an NZQA approved 120 credit Level 7 qualification. This qualification consists of eight modules in all. You need to pass in all papers to complete the qualification. The 40-week study of **Diploma in Healthcare Studies** provides a broad and generalist understanding, knowledge and skills in Healthcare services.

The aim of this programme is to equip learners with the requisite tools to effectively manage and run operations of Health organisations. The programme is aimed at health professionals who want to transition into management roles and is suitable for those that hold relevant academic knowledge, skills and are keen to work in the health sector. Learners will be able to apply a range of processes and specialist Health sector knowledge; and contribute to the sustained improvement of the health status of the Aotearoa/ New Zealand population. The programme will allow learners to attain critical thinking to work in a variety of managerial roles across health sector.

### **Certificate of Qualification Completion**

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

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------



## Employment Pathway

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

- Chiropractic Practice Manager
- Community Health Centre Manager
- Day Services Manager
- Health and Welfare Services Manager
- Health Care Facilities Supervisor
- Health Information Manager
- Health / Medical Practice Manager
- Health Promotion Officer
- Medical Records Administrator
- Physiotherapy Practice Manager
- Primary Health Organisation Manager

## Education Pathway

After successful completion of this diploma, the graduates can pursue further studies towards a degree in the relevant field of study such as post-graduate studies in health and social care management.

Version :1 Date: August 2016	Version :2 Date: October 2016

## Module Aims

### **DHSM 701 *Principles of Public Health***

**Credit 15**

This paper introduces learners to the history of Public Health and examines the concepts, and determinants of the health status of the Aotearoa/New Zealand population. Learners will understand the burden of diseases affecting the Aotearoa/New Zealand population and be able to use the knowledge gained to implement Public health interventions to prevent disease occurrence and improve health.

### **DHSM 702 *Health and Diversity***

**Credit**

**15**

This paper introduces learners to diversity in health care. Learners will be introduced to concepts of cultural competency and cultural safety in health care services. Learners will critically analyse the Treaty of Waitangi as it relates to the health sector and critically review the impact of effective management of equality and diversity in health sector. Differences in health and disease trends for diverse population groups in Aotearoa/New Zealand will be examined.

### **DHSM 703 *Health Promotion and Intervention***

**Credit 15**

This paper will enable learners to examine the origins and evolution of health promotion, the principles of health promotion, the 1986 Ottawa charter for health promotion and its relevance to New Zealand. Learners will examine health promotion strategies in order to develop the skills that are required to apply health promotion as an intervention. Learners will explore

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

tobacco control and emerging challenges for health promotion in the 21st century.

Learners will promote benefits of suitable health interventions to improve lifestyle behavioural issues. The emphasis will be on developing critical analytic skills and using these to explore the principles of health promotion.

**DHSM 704 *Health Service Management***

***Credit 15***

This paper examines strategic management in a health care organisation in the New Zealand health care system. There will be a focus on operational planning in health care and developing health policies in New Zealand. Learners will develop a strategic plan to meet priorities outlined in the National health strategy. There will be an evaluation of linkages with the strategic objectives of a health care organisation.

**DHSM 705 *Human Resource Management in Health***

***Credit 15***

This paper examines the importance of human resources policies and the human resource management processes from hire to retire. The impact and evaluation of human resource management framework in achieving organisational objectives in a healthcare setting will be conducted, processes used to inform the development of guidelines for the formulation and implementation of human resource strategies in a healthcare setting will be explored. Learners will critically evaluate the significance of human resources in health care and analyse the New Zealand Health and Safety strategy for effectiveness of human resources management in a healthcare setting.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

**DHSM 706 *Health Information Management***

***Credit 15***

This paper will enable learners to critically review the health information and its management in the health sector. The legal aspects of health information management like the privacy act and also deals with the principles of health information management. Learners will evaluate the essential components of evidence based practice in health care and utilize relevant health data. Learners will critically analyse the role of information systems in healthcare organisations and relevant NZ and International health records management strategies.

**DHSM 707 *Procurement in Health***

***Credit 15***

Learners will develop an effective procurement process for a health sector organisation from procure to pay. The paper deals with legal and ethical issues related to the procurement process. Learners will critically analyse the role of negotiation in procurement and evaluate risk management in the procurement process. Learners will also be able to develop contracts for purchasing and supply.

**DHSM 708 *Related Experiential Learning***

***Credit 15***

This paper will enable learners to critically evaluate and understand the requirements of working in a healthcare setting which will inform their personal and work attitude on placement, apply relevant health and safety legislation, apply industry standards and best practices to meet standards expected at the workplace. Learners can gain added knowledge while working in the health setting.

Version :1 Date: August 2016	Version :2 Date: October 2016

## The Code of Practice

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](http://www.nzqa.govt.nz) or students may email [code.enquiries@nzqa.govt.nz](mailto:code.enquiries@nzqa.govt.nz)

Version :1 Date: August 2016	Version :2 Date: October 2016



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).

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## 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](http://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>

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## 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/>

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------



## Learner Orientation and Induction Policy

### 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,

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

library, IRD, insurance, weather, clothing, water safety, recreational activities, etc.

➤ 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

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

- 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

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

➤ 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

Administrator

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:
  - Tuition Agreement
  - Copies of passport and valid visa
  - Public Trust documentation
  - Appropriate health and travel Insurance
  - Wise.NET
  - Student enrolment form
  - Student ID card
  - Under 18 years of age document (*Refer to Section Under 18yrs*)

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

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

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

- 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 24x7 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
    - Health and safety Policy
    - 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## Holistic Learner Support Policy

### 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

- **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**

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------



- 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

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	2 <sup>nd</sup> day of course	50%
	Between 5 and 12 weeks	5 <sup>th</sup> day of course	25%
	13 weeks or greater	10 <sup>th</sup> working days	Up to 25%
Domestic	< 13 weeks	N/A	100%
	13 weeks or greater	8 <sup>th</sup> day of course	10% or \$500

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

- 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 12 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 learners within five working days from the date of the closure or cessation unless NZQA permits a longer period.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

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 11<sup>th</sup> 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 learners 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 learners within five working days from the date of the closure or cessation unless NZQA permits a longer period.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

**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.

Version :1 Date: August 2016	Version :2 Date: October 2016

## Learner Complaints and Grievance Policy

### 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)

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

- 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------



- 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.
- 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  
[gadrisk@nzqa.govt.nz](mailto:gadrisk@nzqa.govt.nz)

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

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

**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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

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*

Version :1 Date: August 2016	Version :2 Date: October 2016

**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:**

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

**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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

- 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

### 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

**4. Re-sit or Resubmission**

A learner who needs to resit 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## 5. Repeat of Module or Unit

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. Appeal

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
- 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------



## 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 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**

Version :1 Date: August 2016	Version :2 Date: October 2016

**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 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.

Version :1 Date: August 2016	Version :2 Date: October 2016

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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

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.

Version :1 Date: August 2016	Version :2 Date: October 2016



**Assessment Extension Form**

Request for Assessment Extension

**To**

**Programme Leader,**

Learner Name

Learner ID

Email

Contact number

Name of Prescription/ Unit Standard

<b>Prescription No./ Unit No.</b>	<b>Due Date</b>	<b>Requested Due Date</b>

**Reason for Extension Request:**

**Signature**

**Date**

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

**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 Unit No./Module	No./	Approved	Declined	Due Date
<b>Reason for Response</b>				

**Signature (Programme Leader)**

**Date**

**Signature (Head of Department)**

**Date**

*(If beyond 5 day extension)*

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

### 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:
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**Decision taken**

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Signature .....

Date .....

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------





## **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.

Version :1 Date: August 2016	Version :2 Date: October 2016

Schedule 'A'

Category For Evaluation	Possible Scores				
	1	2	3	4	5
<p><b>Quality of Work:</b> Consider the degree to which the student team member provides work that is accurate and complete.</p>	Produce s 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.
<p><b>Punctuality:</b> Consider the student team member's timeliness of work.</p>	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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

<b>Task Support:</b> 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.
<b>Communication Skills:</b> 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.
<b>Attendance:</b> 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.

Version :1 Date: August 2016	Version :2 Date: October 2016

<p><b>Reliability:</b> 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.</p>	<p>Is unwilling to carry out assigned tasks.</p>	<p>Sometimes carries out assigned tasks but never volunteers to do a task.</p>	<p>Carries out assigned tasks but never volunteers to do a task.</p>	<p>Consistently carries out assigned tasks and occasionally volunteers for other tasks.</p>	<p>Consistently carries out assigned tasks and always volunteers for other tasks.</p>
<p><b>Engagement:</b> Consider the extent to which the student team member participates in the exchange of information (does outside research, brings outside knowledge to group).</p>	<p>Fails to engage in group discussions and fails to share relevant material.</p>	<p>Sometimes engage in group discussions and rarely contributes relevant material for the project.</p>	<p>Takes part in group discussions and shares relevant information.</p>	<p>Regularly engages in group discussion and sometimes exceeds expectations .</p>	<p>Consistently exceeds group expectations for engagement and consistently contributes relevant material to project.</p>

Version :1 Date: August 2016	Version :2 Date: October 2016

**Student Peer Evaluation**

Module Name: \_\_\_\_\_

Project – Work: \_\_\_\_\_

**Evaluation Box**

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

\* see Schedule 'A' of AGI Peer Evaluation Form

Version :1 Date: August 2016	Version :2 Date: October 2016
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**Comments:**

1. \_\_\_\_\_

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2. \_\_\_\_\_

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3. \_\_\_\_\_

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4. \_\_\_\_\_

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

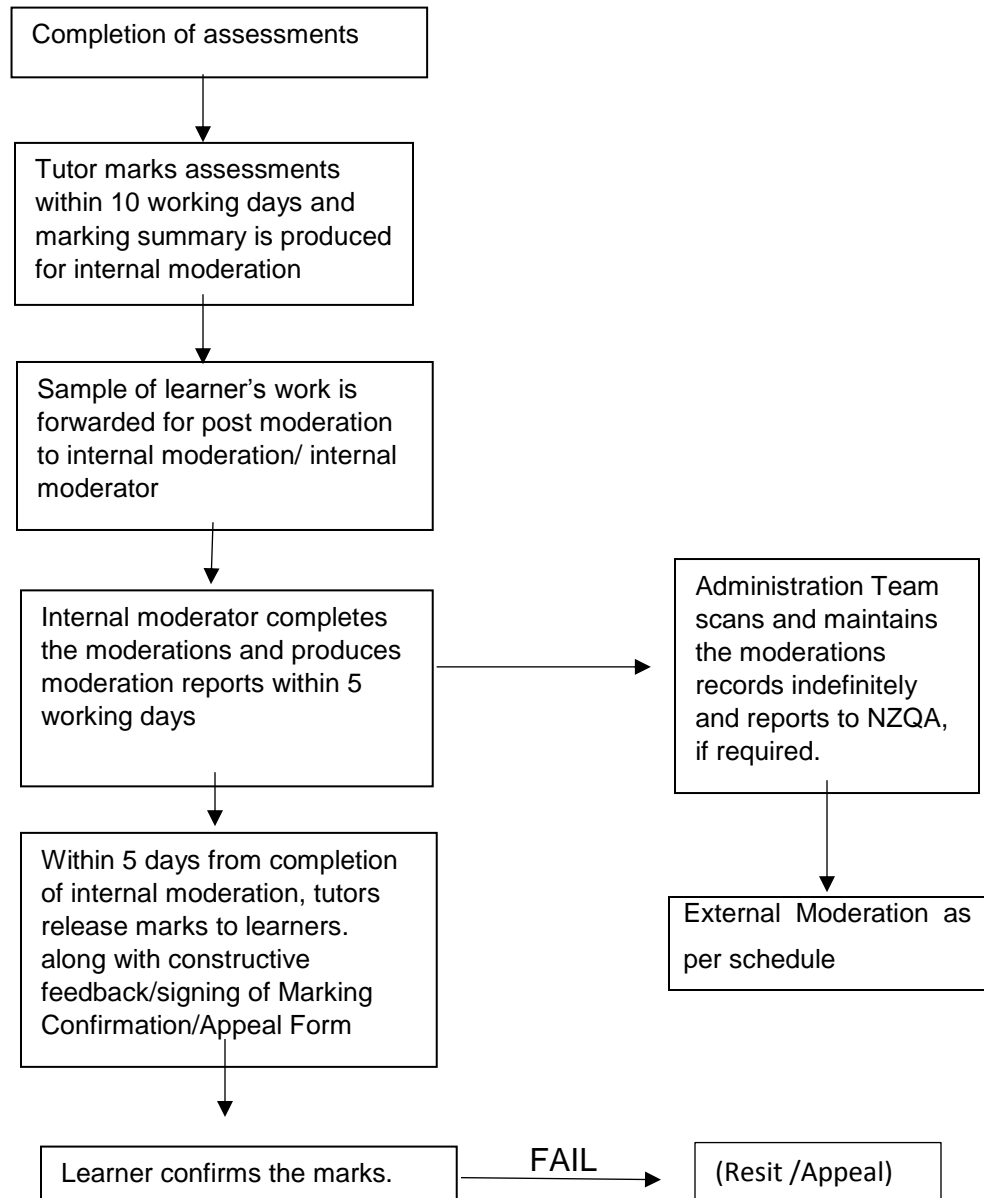
**Student ID:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

**10. Process of assessment marking, moderation and recording**



Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------



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

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

- 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## **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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

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

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

learning outcomes of the paper being 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

Version :1 Date: August 2016	Version :2 Date: October 2016

developers and individuals or as a structured agreement between two or more organisations or providers.

**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 recognised 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.

Version :1 Date: August 2016	Version :2 Date: October 2016

**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.

**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/>

Version :1 Date: August 2016	Version :2 Date: October 2016

## 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------



- 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.
- 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

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

- 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

- 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

### **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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## Learner Discipline Policy

### 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

**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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

- **Scope of Learner Misconduct**

Covers but not limited to learners who

- have committed plagiarism/cheating/misconduct in assessment on a second or subsequent occasion
- 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
- fail to comply with direction given by AGI staff or any person duly authorised, in order to maintain safety, good order or discipline
- fail to pay such sum or complete an action imposed by way of restitution under this policy
- commit or attempt or any sort of involvement in any criminal or unlawful activity
- consume cigarettes, tobacco, alcohol, marijuana and other illegal substances or material within the campus during class hours
- fail to comply with penalties applied under this policy
- 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:

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

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

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

- 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:

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------



- 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

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

- 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## 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.

Version :1 Date: August 2016	Version :2 Date: October 2016



**Textbooks / Teaching materials**

AGI provides Textbooks/Teaching materials 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

**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.

Version :1 Date: August 2016	Version :2 Date: October 2016

## 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.

Version :1 Date: August 2016	Version :2 Date: October 2016

## Holidays

### 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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------



## 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)	

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## 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.

Version :1 Date: August 2016	Version :2 Date: October 2016



### **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 (jewelry, cash, credit cards, passports) to the campus. These items are brought the campus at students' risk.

### **Visitors**

All visitors please report to reception.

Version :1 Date: August 2016	Version :2 Date: October 2016

## 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.

Version :1 Date: August 2016	Version :2 Date: October 2016

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.	<b>Ms. Tessa Mc George</b>	09-379 6628 0277798374	<a href="mailto:tessa@agi.ac.nz">tessa@agi.ac.nz</a>	24x7
2.	<b>Mr. Ankush Anand</b>	09-2803972 02102425371	<a href="mailto:ankush@agi.ac.nz">ankush@agi.ac.nz</a>	24x7
3.	<b>Ms. Swahani Chandra</b>	09-2803973 02102738202	<a href="mailto:swahani@agi.ac.nz">swahani@agi.ac.nz</a>	24x7
4	<b>Raneeta Raksha</b>	09-379 6628 0221587983	<a href="mailto:raneeta@agi.ac.nz">raneeta@agi.ac.nz</a>	24x7

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## Parental Consent for Students under the age of 18

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>

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

## General Information (Guide only)

### 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](http://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

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

**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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------



**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.

Version :1 Date: August 2016	Version :2 Date: October 2016
------------------------------	-------------------------------

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

<b>Organisation</b>	<b>Telephone Number</b>	<b>Website/email</b>
Adult Literacy Centre	09 570 4140	<a href="http://www.adultliteracy.org.nz">www.adultliteracy.org.nz</a>
Chinese Christian Church of Auckland	09 358 0661	<a href="http://www.nzchurchnet.co.nz/Auckland-Churches.html">www.nzchurchnet.co.nz/Auckland-Churches.html</a>
Lifeline	0800 543 354	<a href="http://www.lifeline.org.nz">www.lifeline.org.nz</a>
Chinese Herald	09 358 0735	<a href="http://www.chnet.co.nz">www.chnet.co.nz</a>
Citizens Advice Bureau	0800 367 222	<a href="http://www.cab.org.nz">www.cab.org.nz</a>
Community Law Office	09 378 6085	<a href="http://www.communitylaw.org.nz">www.communitylaw.org.nz</a>
Disabled Citizens Society	09 638 8153	<a href="http://www.ibegin.com/">http://www.ibegin.com/</a>
NZ Family Violence Clearinghouse	09 923 4640	<a href="http://www.raeburnhouse.org.nz">http://www.raeburnhouse.org.nz</a>
Family Planning Association	04 384 4349	<a href="http://www.familyplanning.org.nz">www.familyplanning.org.nz</a>
Embassy of Japan	04 473 1540	<a href="http://www.nz.emb-japan.go.jp">www.nz.emb-japan.go.jp</a>
Embassy of India	04 4736390	<a href="http://www.hicomind.org.nz/">www.hicomind.org.nz/</a>
Embassy of Philippines	048903741	<a href="https://www.philembassy.org.nz/">https://www.philembassy.org.nz/</a>
Embassy of China	044733514	<a href="http://www.chinaembassy.org.nz/">www.chinaembassy.org.nz/</a>
Mental Health Foundation	09 623 4810	<a href="http://www.mentalhealth.org.nz">www.mentalhealth.org.nz</a>

Version :1 Date: August 2016	Version :2 Date: October 2016
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New Zealand Aids Foundation	0800 802 437	<a href="http://www.nzaf.org.nz">www.nzaf.org.nz</a>
Inland Revenue Department	04 890 1500	<a href="http://www.ird.govt.nz">www.ird.govt.nz</a>
Immigration NZ	09 914 4100	<a href="http://www.immigration.govt.nz">www.immigration.govt.nz</a>
Odyssey House	09 638 4957	<a href="http://www.odyssey.org.nz">www.odyssey.org.nz</a>
Peoples Centre	09 267 6331	<a href="https://www.thefono.org/about-us/">https://www.thefono.org/about-us/</a>
Police Station Auckland Central	09 302 6400	<a href="http://www.police.govt.nz">www.police.govt.nz</a>
Relationship Services	09 525 1051	<a href="http://www.relationships.org.nz">www.relationships.org.nz</a>
Sexual Abuse Help	09 623 1700	<a href="http://helpauckland.org.nz/">http://helpauckland.org.nz/</a>
Gambling Helpline	0800 654 655	<a href="http://www.gamblinghelpline.co.nz">www.gamblinghelpline.co.nz</a>

### Approximate Living Costs per week (Sample Only)

<b>Accommodation Type</b>	<b>Cost (per week)</b>	<b>Food (expense per week)</b>	<b>Public transport</b>	<b>Other (gas, water, electricity)</b>	<b>Total spending</b>
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

Version :1 Date: August 2016	Version :2 Date: October 2016
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**Other expenses that may be applicable (Sample Only)**

<i>Miscellaneous</i>	<i>Approximate Cost (in \$ NZ)</i>
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%*

Version :1 Date: August 2016	Version :2 Date: October 2016
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