

# **New Zealand Diploma in Healthcare, Aging and Disability Services (Applied Practice) (Level 5)**

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## **Kia Ora and Welcome to AGI Education**

This Programme Handbook is intended to provide you with the information you need if you intend to or are studying at AGI Education.

If you are intending to study with us, please reach out to our Marketing team – [marketing@aka.ac.nz](mailto:marketing@aka.ac.nz), they will assist you with any further information you require.

If you are commencing your studies with us, you will be required to attend an Induction/Orientation session. Our Student Services Coordinator for your campus and Academic team will run this session and cover all of our General and Academic Regulations. These are contained in this handbook.

If you have any questions, please do not hesitate to ask our Student Services team – you can speak directly to them OR email them on [studentinfo@aka.ac.nz](mailto:studentinfo@aka.ac.nz). In fact, any of our staff can assist you or direct you in the right direction, so do not be afraid to ask one of our wonderful team members.

Please keep this handbook accessible for reference at any time.

## About us

AGI Education is a Private Training Establishment (PTE) registered with the New Zealand Qualifications Authority and is a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code). We are an NZQA Category 1 school. We are also part of the AKA Education Group.

### 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

## AKA Education Group

AKA Education Group brings together four of New Zealand's leading Private Tertiary Providers: Alpha Educational Institute, Kauri Academy, **AGI Education** and SRA Academy.

Combining proven expertise and outstanding learner outcomes in the Business, Healthcare and Makeup artistry sectors, we have come together with a vision to grow and empower our students to make a difference for themselves, their whanau and their society.

At AKA Education Group we put our students at the heart of everything we do, engaging and nurturing our students and maintaining a focus on the ability to 'do' rather than just 'know'. In this way we guide and support our students on their journeys into their chosen careers.

AKA Education Group provides experienced management, academic leadership, marketing and student services. Our organisation outsources these services to AKA. In addition to this, we share facilities with other members of the AKA Education Group. We also operate under a shared Management/Administration and Quality Assurance structure.

So, if you see an email address with @aka.ac.nz – don't worry it is a part of AGI Education.

Read more about is here [www.aka.ac.nz](http://www.aka.ac.nz)

## Treaty of Waitangi

AGI Education will honour the intent of the Treaty of Waitangi and hence will, in its dealings with students and staff, stakeholders and members of the public, respect the cultural needs and protocols of the tangata whenua.

## New Zealand Qualification Authority Registered

AGI Education is "(a)private training establishment that has been granted registration by the New Zealand Qualifications Authority under Part 18 of the Education Act 1989".

AGI Education has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) published by NZQA.

AGI Education charges service fees as detailed on the website and Prospectus.  
There are no governing members of AGI Education that have a material conflict of interest.

Campuses:

**Auckland/Head Office Campus**

Level 6 and 7  
3 City Road  
Auckland Central 1010  
New Zealand

Phone: +64 9 320 3236

**Christchurch Campus**

Level 1  
150 Hereford St  
Christchurch Central 8011  
New Zealand

Phone: +64 3 359 1525

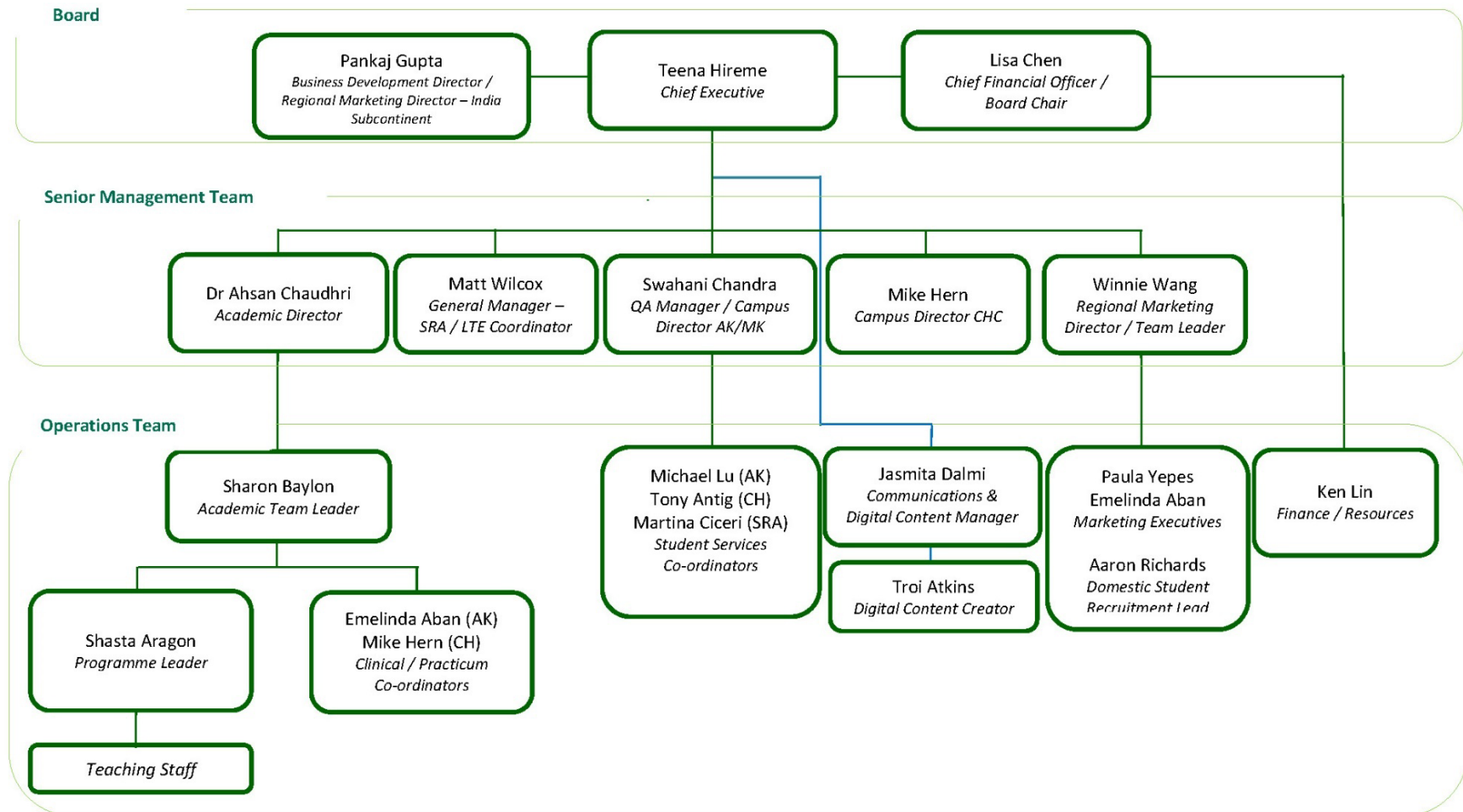
**Postal Address**

PO Box 8540  
Symonds Street  
Auckland 1150  
New Zealand

Office Hours: Monday to Friday 7.30am to 5.00 pm

# Organisation Structure

ORGANISATIONAL STRUCTURE – as at 11/07/2022



## Chief Executive's Welcome message

Nau mai haere mai!

Welcome to AGI Education!

At AGI Education, we understand the importance of providing an exciting, innovative and inclusive learning environment. You will experience dynamic and well-structured classes in our modern and well-appointed facilities. We know you will enjoy your journey with us.

We have an inspirational, highly qualified and experienced faculty who are truly committed to your learning and success. You will need to apply yourself during your studies; this includes participating in discussions and activities in class, keeping up to date with self-directed learning tasks and engaging in your clinical placements. You are the designer of your future, so be sure to take responsibility of this very important role.

We understand that being away from home can at times be challenging, so please remember that our staff are here to support you. Please do not hesitate to ask for assistance. That's our job, and we love it.

We are delighted to welcome you to AGI Education.

Ngā mihi

A stylized, handwritten signature in blue ink, consisting of a large loop followed by a horizontal line.

Teena Hireme  
Chief Executive



## Academic Director's Welcome message

Kia Ora and Haere Mai

It gives me great pleasure to welcome you to AGI Education as you embark on your academic journey that will define your career in the years ahead. We aim to provide a quality education to each student in a stimulating and nurturing environment. We are your partners in your quest to reach your academic and personal goals.

Orientation is the first step on this remarkable journey. During induction/orientation, you will have the opportunity to learn more about strategies for adjusting to NZ life successfully and getting involved on campus. The induction/orientation sessions provide practical and valuable information on our policies and programs, we have in place to promote a healthy environment, supportive of student success.

Our goal is to educate you and we recognize that some of the important lessons you will learn will take place outside the classroom through exploring various dimensions of life. At the end of your studies you will leave AGI Education with not only a world-class qualification, but you will also leave with friends that you will cherish for a lifetime.

Best of luck with your studies, and I am certain that your time at the AGI Education will be enjoyable and fruitful.



A handwritten signature in black ink, appearing to read 'Dr Ahsan Ali Chaudhri'.

Dr Ahsan Ali Chaudhri  
Academic Director

## Application Information

Entry into our Academic programmes occurs as per published intake date for each programme.

### Admission

Depending on the programme you are applying for, we will need to establish your entry eligibility.

## International Students

### Steps to Apply

1. Complete the AGI International Student Application Form
2. You will also require medical/travel insurance that covers the duration of your stay in New Zealand. AGI Education can arrange this for you.
3. If you need AGI Education to help you for accommodation, you can ask us about our preferred Homestay providers.
4. Submit your Application Form to our Marketing team here at AGI Education [marketing@aka.ac.nz](mailto:marketing@aka.ac.nz) or one of our approved recruitment consultants. You will need to include a copy of your passport, and evidence of entry eligibility (where applicable).
5. If you have any further questions or problems, please contact our Marketing team. We are always happy to help you and answer your questions!

### After you have applied

1. AGI Education will evaluate your application, and if accepted, send you an Offer of Place and Invoice for the costs of your study.
2. Make sure you re-familiarise yourself with the Conditions of Enrolment.
3. You make payment and apply for a Student Visa.
4. Once AGI Education receives payment, we will send you a receipt. Your payment confirms your acceptance of our Offer of Place.

## Domestic Students

### Steps to apply

1. Complete the AGI Domestic Student Application Form.
2. Submit your Application Form to our Marketing team here at AGI Education [marketing@aka.ac.nz](mailto:marketing@aka.ac.nz). You will need to include a copy of your passport or birth certificate, and evidence of entry eligibility.
3. We will also need to assess if you are eligible to study as a funded domestic student.
4. If you have any further questions or problems, please contact our Marketing team. We are always happy to help you and answer your questions!

### After you have applied

1. AGI Education will evaluate your application, and if accepted, send you an Offer of Place and Invoice for the costs of your study (where applicable).
2. Make sure you re-familiarise yourself with the Conditions of Enrolment.
3. You make payment (if applicable), and sign and return the Acceptance of Offer.
4. Once AGI Education receives payment, we will send you a receipt.

## New Zealand Immigration Requirements

International Students are responsible for obtaining and maintaining the appropriate immigration documentation during your study. AGI Education will check your visa/permit for validity at enrolment and retain a copy in your file. If your student visa expires, your enrolment will be terminated, and AGI Education will notify Immigration NZ about its cancellation.

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 [www.immigration.govt.nz](http://www.immigration.govt.nz)

All the information regarding forms, documents, and requirements for lodging a student visa application is available on the Immigration New Zealand website ([www.immigration.govt.nz](http://www.immigration.govt.nz)).

Students are encouraged to lodge their student visa application as soon as possible as the application process may take a few months.

### **Working While Studying**

International Students will have visa conditions that specify your work rights while on a student visa which is indicated in your visa details. It is critical that you adhere to it at all times. More information on working while studying may be obtained from the Immigration New Zealand website at [www.immigration.govt.nz](http://www.immigration.govt.nz).

### **Medical & Travel Insurance**

International students (including group students) must have appropriate and current medical and travel insurance valid until end of their student visa.

Students are free to purchase insurance from any insurance provider however we can assist you in securing one through Orbit Protect. Orbit Protect offers a group discount for AGI Education students. Guidelines for appropriate insurance cover for international students may be obtained at <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/code-of-practice-toolbox/outcome-3/>. AGI Education will require evidence of an appropriate insurance policy covering your visa duration or your programme duration whichever is the latter.

Any international student who arrives on their first day of study at AGI Education without appropriate insurance will be required to purchase insurance before commencing their programme.

### **Fees**

Fees are available on request and will be emailed to you if you complete an online application. They include tuition fees, registration fee, material fee and medical and travel insurance unless already purchased.

### **Induction / Orientation**

An induction/orientation will be scheduled a week before your programme and students are notified through email.

This induction/orientation is compulsory and is intended to provide you with information regarding your programme, the school's facilities, the support services available, and the school's rules and regulations. You will also meet your Student Services Coordinator and academic personnel of the school during induction/orientation.

The induction/orientation is an excellent opportunity to seek clarification and advice, and it is therefore recommended that you go over this Programme Handbook.

Topics discussed during the induction/orientation will include:

1. Overview of AGI Education
2. Student Code of Conduct / Rules and Regulations
3. Health and Safety
4. Evacuation
5. Attendance Policies and Procedures
6. Withdrawal/Refund procedures

7. Complaints/Appeals procedures
8. Guidance and support available, including external agencies.
9. Student Fee Protection
10. Overview of the programme, including programme timetables and dates
11. Assessment policies and procedures
12. Academic Dishonesty Policy incl. copying, cheating and plagiarism.
13. Academic Probation policies and procedures

Please note that you must provide us with up to date contact details, including accommodation type, residential address and immigration status at all times.

# Programme Information

Welcome to the **New Zealand Diploma in Healthcare, Aging and Disability Services (Applied Practice) (Level 5)** programme.

<b>Programme:</b>	New Zealand Diploma in Healthcare, Aging and Disability Services (Applied Practice) (Level 5)		
<b>Embedded NZ quals</b>	New Zealand Diploma in Health and Wellbeing (Practice/Applied Practice) (Level 5)		
<b>Level:</b>	5	<b>Credit:</b>	120
<b>Duration:</b>	<b>Teaching Weeks</b>	40	
	<b>Break Weeks</b>	4-8 depending on intake start date	
	<b>Total Weeks</b>	44-48 depending on intake start date	
<b>Delivery:</b>	This programme features 2 semesters / 4 x 10 week blocks with a 1 week break after each 10 week block. Commitment required for this programme: <ul style="list-style-type: none"><li>• 20 hours of face to face engagement delivery per week</li><li>• 10 hours of self-directed learning per week</li><li>• 15 weeks (300 hours) of Clinical Placement which requires 20 hours per week over 3 days per week of engagement.</li></ul>		
<b>Entry Criteria:</b>	Recommended to hold one of the following qualifications, or equivalent knowledge, skills and experience. <ul style="list-style-type: none"><li>• Have completed certificate in Healthcare Level 3; OR</li><li>• Successful completion of NCEA Level 2 or 3; OR</li><li>• Other equivalent education; OR</li><li>• Appropriate work experience in the healthcare sector</li></ul> International Students must also hold: <ul style="list-style-type: none"><li>• IELTS score of 5.5 (Academic) with no individual band lower than 5.0, or equivalent evidence of English Language proficiency in accordance with NZQA regulations.</li></ul>		

## Qualification/ Graduate Profile Outcome

Graduates will be able to:

- integrate theory and knowledge of health and wellbeing to identify the health and wellbeing aspirations of people from diverse contexts
- critically select and apply a range of evidence-based practices to support people to meet their health and wellbeing aspirations
- maintain awareness of the socio-cultural, economic and political factors impacting the wider health and wellbeing environment to provide responsive support practices
- critically select and apply a range of evidence-based practices informed by knowledge of te ao Maori to respond to the health and wellbeing aspirations of tangata whenua
- apply advanced strategies and practices to respond with sensitivity to people from diverse contexts
- critically reflect on and evaluate own support practice to achieve continuous

improvement.

- In addition, graduates of this programme will have the skills and knowledge required to work in the field of residential care, family support, disability services, etc.

#### **Progress through the programme will be as follows:**

- There are 8 modules of 15 credits.
  - DHW 501 - Aging and disability in healthcare
  - DHW 502 - Determinants of health and wellbeing in NZ
  - DHW 503 - Principles and concepts of Maori Health and Wellbeing
  - DHW 504 - Dementia
  - DHW 505 - Health care Support practices
  - DHW 506 - Manual handling techniques
  - DHW 507 - Health Care practices and strategies
  - DHW 508 - Evaluation of healthcare practice
- Modules DHW501, 502 & 504 are theory modules and are delivered over the first 15 weeks of the programme. The remaining modules are integrated and delivered over the remaining 25 weeks, with the last 15 weeks consisting of the Clinical Placement.
- There are 4 weeks of breaks during the programme and there may be a four-week break over Christmas depending on the intake date.
- To successfully complete this programme, you must:
  - obtain a C grade (or a mark of 50%) to pass in any module.
  - 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.

<b>Module Title</b>	<b>Credits</b>	<b>Block (typically)</b>	<b>Weeks (typically)</b>
<b>DHW 501 - Aging and disability in healthcare</b> The aim of this module is to understand the definitions and theory of aging and disability and the impact it has on quality of life. The module also examines impairment conditions, rights and needs of specific groups of people and international developments in contrast to New Zealand policies and practices	15	1	Weeks 1-5
<b>DHW 502 - Determinants of health and wellbeing in NZ</b> The aim of this module is to examine the health status, identify determinants of health that contribute to the health status of population groups in New Zealand, examine health status and determinants of health and their relationship to health inequalities of population groups in New Zealand.	15	1	Weeks 6-10
<b>DHW 503 - Principles and concepts of Maori Health and Wellbeing</b> The aim of this module is to explain the first principles and key aspects of hauora, traditional and contemporary hauora methods of conflict resolution in accordance with tikanga and kawa, impacts of whakama on the hauora outcomes, describe the application of culturally safe Maori operating principles and values in a health or wellbeing	15	2 & 3	Weeks 16-19 & 26-30

setting.			
<b>DHW 504 – Dementia</b> The aim of this module is to define dementia, describe its characteristics, identify the barriers to communications and techniques to enhance communications with people living with dementia, potential effects of providing care on caregivers, explain how to manage the effects of caregiving to people living with dementia, identify the support and advocacy services for healthcare workers and family of a person living with dementia.	15	2	Weeks 11-15
<b>DHW 505 - Health care Support practices</b> The aim of this module is to demonstrate person-centered care, support a person in a health or disability setting to identify aspirations, choices, and abilities for community participation, identify challenging behavior presented by a person living with dementia or any other challenging behavior in a health or wellbeing setting and implement positive support strategies, explain the national standards for restraint minimization and compare them to international standards.	15	3 & 4	Weeks 21-22 & 26-40
<b>DHW 506 - Manual handling techniques</b> The aim of this module is to describe organisational and personal factors that influence the risk associated with moving and handling people, responsibilities for self-care, describe assistive equipment, techniques for supporting a person to use assistive equipment's and demonstrate the application of safe handling techniques.	15	3 & 4	Weeks 23-24 & 26-40
<b>DHW 507 - Health Care practices and strategies</b> The aim of this module is to identify and support personal needs, personal goals, desired outcomes, preferences, potential resources in a health, disability or community setting, illustrate a support plan for a person in health or disability setting.	15	3 & 4	Weeks 24-40
<b>DHW 508 - Evaluation of healthcare practice</b> The aim of this module is to identify workplace responsibilities, report accident and occurrence of serious harm, identify and evaluate strategies to support cultural diversity, evaluate the incorporation of New Zealand disability strategies into the practice of health and disability advocate, compare health and safety strategies and regulations in NZ to international contexts.	15	3&4	Weeks 24-40
<b>TOTAL</b>	<b>120</b>		<b>40 weeks +</b> 4 - 8 break weeks

Entry into the 15 weeks of Clinical Placement is subject to:

- Modules DHW501, DHW502 and DHW504 being successfully completed.
- Passing a readiness assessment for clinical – this includes ensuring suitable competency in written and verbal communication skills, and academic performance in previous modules. It

is important to understand that you will be working in a live facility, with real clients. For Health and Safety purposes we need to ensure you are ready to work in a live facility. If you do not pass this readiness assessment, you will not be able to complete your practicum placement and gain the qualification.

Assessments will be monitored through this period by your facilitator, and on completion of all modules, you will be awarded a programme completion certificate.

Upon graduation, you will be awarded the New Zealand Diploma in Health and Wellbeing (Practice/Applied Practice) (Level 5).

### Assessment Methodology

Module	Assessment	Weighting %	Pass Rate / Grading applied
DHW501	Assignment 1	100%	50% / AGI Grading System
DHW502	Assignment 1	100%	50% / AGI Grading System
DHW503	Assignment 1	40%	50% / AGI Grading System
	Assignment 2	60%	50% / AGI Grading System
DHW504	Assessment 1 - Exam	40%	50% / AGI Grading System
	Assessment 2 - Assignment	60%	50% / AGI Grading System
DHW505	Assignment 1	80%	50% / AGI Grading System
	Assignment 2	20%	50% / AGI Grading System
DHW506	Assignment 1	40%	50% / AGI Grading System
	Assignment 2	60%	50% / AGI Grading System
DHW507	Assignment 1	100%	50% / AGI Grading System
DHW508	Assignment 1	60%	50% / AGI Grading System
	Assignment 2	40%	50% / AGI Grading System

### Practicum Workplace Information

- AGI Education has multiple Memorandum of Understanding agreements with Clinical Placement Providers. All Clinical Placements are arranged and allocated by the AGI Education Clinical Placement Coordinators.
- Students are not permitted to arrange their own Clinical Placement, unless approved in advance by the Academic Team Leader.
- Your clinical placement is part of your programme requirements and must be attended according to the schedule. Failure to do this may result in failing the clinical modules.
- It is regarded as a "volunteer placement", with no remuneration (you will not be paid).
- AGI Education cannot guarantee that the placement will be near where you are currently living.
- It is a mandatory requirement of clinical placement facilities that all students undergo police



vetting before they can be placed at a facility. Due to this requirement all students should have an acceptable outcome from the police vetting to the satisfaction of AGI and clinical placement facility.

- Students must meet COVID19 vaccination (and any other) requirements for Healthcare facilities.

### **Recognition of Student's Employment towards Clinical Practicum Learning**

- Effective February 2018, students may apply for a recognition of their current employment to be applied toward their clinical practicum placement learning.
- This can be applied only if the students' current role in their paid employment is highly relevant to their programme, matching the set of skills and knowledge detailed in the clinical placement workbooks.
- If a student is employed in their field of study, the student can apply to complete the clinical placement at the same site.
- The clinical facilitator will determine the suitability of the nature of employment. Should it be determined as suitable for clinical placement, the student will be allowed to complete unpaid clinical workplace hours at the same site. These hours will be in addition to the hours payable for the student's employment there, E.g. A student is employed for 20 paid hours/week; this cannot be counted towards the required 24 hours/week of clinical placement.

### Guidelines and Procedure:

1. Student submits an application form along with the employment contract and position description.
2. The clinical facilitator assesses the relevance of the student's paid employment position and determines if any of the clinical learning outcomes/learning requirements can be met through the responsibilities attached to the position the student currently occupies.
3. The clinical placement coordinator will formalize the agreement with the pharmacy (MOU and Workplace agreement)
4. The clinical supervisor signs off each applicable learning requirement indicated in the practicum workbooks.

Before you go out to a work-based learning situation, please ensure you have completed the following checklist:

- ☐ Your Workplace training agreement has been signed by all parties and returned to your facilitator.
- ☐ AGI Education has a copy of your police check.
- ☐ You have completed the contact information for the facility in the front of your handbook.
- ☐ If you are going to be absent or late, you must phone BOTH AGI Education and the facility before your shift starts.
- ☐ You know the learning outcomes which you will be assessed on in the workplace.
- ☐ You have transportation to and from the facility for your shifts.
- ☐ You have suitable clothing for your work-based training.
- ☐ You have read and understood the AGI Health and Safety policy as it relates to work-based training.

### Code of conduct in clinical

- Speak only English at all times, and no regional languages.
- Wear appropriate, clean and tidy clothing according to the pharmacies' dress code.

- Be respectful of all staff and clients at all times
- Obey all reasonable directions and instructions
- Always follow the facility policies and procedures
- Observe personal and work boundaries when interacting with clients and staff
- If unsure, always ask.
- Notify your work colleagues if you need to leave the work setting at any time, as well as AGI Education following the Reporting Absences/Notification Policy.
- Always maintain confidentiality.
- If there are any concerns during clinical, please notify your Clinical Facilitator.
- If you are requested to attend any meetings with the management at the facility, your facilitator must accompany you, and you must always maintain professionalism.

# Academic Guidelines, Rules and Regulations

## Assessment Outcomes

Glossary of assessment terms:

**Assessment-** A submitted written digital assessment through Plagscan, or a written closed book exam, or an oral exam, or a presentation/demonstration.

**Re-assessment-** The second opportunity for assessment when the first oral exam or presentation/demonstration assessment is not passed.

**Re-sit-** The second opportunity for assessment when the first written closed book exam is not passed.

**Re-submit-** The second opportunity for assessment when the first digital submission through Plagscan either fails Plagscan or is not passed.

**Assignment-** A written assessment.

**Re-enrol-** When a student has failed a module and enrolls in the same module the second time.

## Closed book Assessment Rules (refer also to Academic Dishonesty)

- For in person closed-book assessments, you must bring your Student ID card with you, and you are required to place your ID card on your desk.
- For online closed-book assessments, you must ensure you have prepared your device in accordance with our remote invigilation guidelines prior to commencing your assessment.
- Your desk in class or at your remote location must be clear, with the exception of your Student ID card.
- You will be required to login to Moodle to complete your closed-book assessment.
- No speaking with any person during the test.
- Raise your hand if you have a question for the invigilator during the test, or send a message to your facilitator if you are online.
- The test must be attempted within the amount of time allowed.
- For in person closed-book assessments, be on time, as you will not be allowed to enter the closed-book assessment if it has already commenced. Notify your facilitator if you are unable to be on time.
- For online closed-book assessments, you may commence late, however this will reduce the time you have been given for the assessment.

## Assignments – Late Submission

- Assignments submitted after the published / scheduled due date will incur a 10% penalty on the total marks gained on that assessment, for each working day period or part thereof, it is late.
- The maximum penalty for late assignments/digital assessments is 20% i.e. TWO (2) working days.
- After TWO (2) working days the Programme Leader will have sole discretion as to whether the assignment/projects is accepted.

Please Note:

- You must provide a valid reason within FIVE (5) working days for late submission, based upon circumstances beyond your control e.g. severe illness, mental trauma or any other exceptional circumstance beyond a student's control. (Refer to Impaired Performance – Aegrotat Considerations).
- No consideration will be given to late assignments, after the last teaching day of the module.

## Grading System

The following grading system is used when marking assessments. There are some exceptions where a higher than 50% pass mark is used and this will result in a pass or fail. This is noted in the *Assessment Methodology* section.

Grade	Normal mark range	Indicative characterisation
A+	85-100	Outstanding performance
A	75-84	Excellent Performance
B+	70-74	Very good performance
B	60-69	Good performance
C	50-59	Satisfactory to good performance
D	40-49	Poor performance overall, some evidence of learning. Fail
E	0-39	Well below the required standard. Fail
AP	Aegrotat Pass	

### Recount / Reconsideration of marks

If on review of your marked assessment (during the Assessment Feedback), you believe that your marks have been incorrectly awarded or you should be awarded higher marks, you have the right to apply to have your marks recounted or reconsidered.

Please note that a recount/reconsideration will supersede the previous marks. This may result in a lower grade being achieved.

This must be applied for **within 3 working days from the date the Assessment Feedback** was provided by your facilitator.

#### How to apply:

1. You must fill in all the details as required on the *Recount/ Reconsideration of Marks Application Form* and submit to your facilitator.
2. The facilitator will inform you of the outcome of your application/results within 3 working days after receiving the application.

If you are still unhappy with the results, you can then make an appeal against the outcome by completing the Appeals Application Form. This needs to be done **within 5 working days after receiving the outcome** of the Recount/Reconsideration of Marks Application.

### Re-sit / Reassessment / Resubmission

- o You will be given an opportunity to resit tests/quizzes/exams, be reassessed for oral presentations or resubmit digital assessments (assignments) if you fail the assessment.

#### How to apply:

1. You must fill in all the details as required on the *Resit/Resubmission/Reassessment*

*Application Form*, and submit to your facilitator, **within (3) working days after the results have been released to you.**

2. You and your facilitator will agree on the date and time for the re-sit or resubmission/re-presentation to take place and complete relevant sections of the application form.
3. If you are given the opportunity to re-sit, resubmit or re-present you will be eligible to receive a maximum of a 'C' grade (or minimum pass) only for that particular assessment.

### **Assessment Feedback**

You can expect to receive written feedback on the interim outcome of your assessments within 5 working days from the due date / exam date of the assessment.

Your assessment outcome remains interim until your assessment has been through the internal and external post-assessment moderation processes. You will be notified of your final assessment outcome once this process has been completed.

The facilitator will provide you with up-to-date information on your assessment progress in the module.

Feel free to discuss any issues you have relating to your assessments with your facilitator.

### **Assessment Appeals**

For an Assessment Appeal (based on the outcome of plagiarism/cheating/copying OR Recount/Reconsideration process) you must complete the *Assessment Appeals Application Form* **within 5 working days after** you have been informed of your assessment results (or Recount/Reconsideration outcome) in the Assessment Feedback process.

#### How to apply:

1. You must fill in all the details as required on the *Assessment Appeals Form* and submit to the Academic Director.
2. The Academic Director will inform you of the outcome of your application within 5 working days after receiving the application.

### **Re-enrolment**

If you fail an assessment for the second time, you will fail the entire module and will have to re-enrol into the same module on its next offering. This will affect the student's current programme of study. A re-enrolment fee will be at the student's expense depending on the number of credits failed, and will likely involve extending your Student Visa, if you are an international student.

### **Academic Support**

AGI Education operates Academic Support classes for students who want assistance with their studies. This also includes, study skills, assignment writing, and exam preparation. You are very much welcome to attend.

In some instances, a facilitator may make your attendance at Academic Support compulsory. This normally will occur due to low attendance in class, or for students who are falling behind in their module. In this instance, attendance at the Academic Support will become a component of your attendance requirements. Ask your facilitator for further information of Academic Support.

### **Academic Dishonesty**

AGI Education expects that all submissions of work for assessment will be your original work. Copying, plagiarising or cheating is considered to be dishonest.

If you copy another person's work from books, newspapers, information from the internet, or other students' assessments etc., and choose to represent it as your own work without acknowledging the original author, you are guilty of plagiarism and this constitutes cheating.

The following constitutes instances of cheating and plagiarism:

- failing to acknowledge original authors 'work
- copying from another student during an examination
- talking to another student during an examination
- leaving the room during an assessment without permission of the invigilator
- using equipment such as calculators or dictionaries or phones, in an examination without permission of the invigilator
- taking written material into an examination without permission of the invigilator
- collaborating, sharing, or otherwise allowing work to be copied, in full or in part

If you are found to have cheated in the preparation or submission of a piece of work presented for assessment you will be issued with an disciplinary warning, and you may also be subject to any, some or all of the following:

- receiving no marks for the assessment concerned
- failing a module
- being expelled from the module or programme
- being refused admission into another AGI Education module or programme.

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:

- Assignments showing 11% -30% will be given one chance to re-submit with a penalty fee of \$150.
- Assignments showing more than 30% plagiarism will be referred to the Academic Board.
  - The Academic Board may require the learner to resubmit the assignment with penalty fees of \$150 or repeat the module.
- If the resubmitted assignment is again found to be more than 10% plagiarised, the learner will have to repeat the unit or module.
- Maximum allowed resubmission must be in line with the re-sit/resubmission.

#### Appeal against decision

- You will be given an opportunity to appeal the decision, and this will be heard by the AGI Education Academic Board.
- You must lodge the *AGI Education Assessment Appeals Application Form*, which is available from your facilitator, within FIVE (5) working days after you have been informed of your result.
- You must provide comments or evidence to support your application.
- The AGI Education Academic Board will provide a final decision within FIVE (5) working days of receipt of the appeal. The Academic Board's decision is final.

#### **Impaired Performance**

- You may, upon application, be granted a reset, extension, or aegrotat by the Academic Director if exceptional circumstances beyond your control have prevented you from attempting or completing an assessment or have seriously impaired your performance during an assessment.
- In applying for impaired performance, you must complete and submit a valid 'Impaired

Performance Consideration' Form as soon as possible and certainly no later than FIVE (5) working days after the assessment.

- Grounds for impaired performance shall include but are not limited to:
  - A serious physical or psychological illness or injury.
  - Personal bereavement.
  - Critical personal circumstance involving health or wellbeing of relative or close friend.
  - Some other exceptional circumstance beyond your control
- Upon receipt of a completed application form, the Academic Director will investigate the application to determine if grounds for impaired performance exist by taking into consideration documentary evidence provided by you.
- You must produce all requested documentary evidence in support of your application to the Academic Director for your application to be considered.
- If grounds for impaired performance exist, the Academic Director may offer a resit or an extension of time without penalty. Where this is not appropriate, an aegrotat will be considered at the end of the module.
- If, in the opinion of the Academic Director, exceptional circumstances do not apply, you may possibly be given the opportunity to be re-assessed or granted an extension.
- In all cases you will be notified of the outcome of your request within FIVE (5) working days of receiving a completed application.

#### Aegrotat

- An aegrotat grade or pass may be awarded only where you have been able to complete a substantial part of the module and a substantial part of the assessment for that module at a satisfactory level.
- When the above condition is met, an aegrotat grade shall be calculated by either of the following approved methods as appropriate:

#### *Method*

1. Taking the weighted average grade of the student's work at module completion (excluding the assessment applied for)
2. calculating the class grade average<sup>‡</sup> for the assessment applied for against the class grade average<sup>‡</sup> for all assessments at module completion as a scale factor;
3. applying the scale factor calculated in (2) above to the students average grade

<sup>‡</sup>For this method 'class grade average' is defined as the average of three students above and three students below the applicant.

#### **Unsatisfactory Academic Progress**

1. AGI Education requires all academic students to attend and participate fully in scheduled classes, as well as complete self-directed learning tasks assigned by facilitators each week. AGI Education also requires students to have satisfactory academic progress.
  - a. If you fail to complete the total prescribed clinical placement hours within a clinical module, you will be:
    - i. automatically failed in that module
    - ii. issued with a disciplinary warning due to not meeting AGI Education's Academic Requirements and;
    - iii. you will be placed on Academic Probation
  - b. If you fail to participate in class or complete set self-directed learning tasks, you will be:
    - i. issued with a disciplinary warning due to not meeting AGI Education's

- Academic Requirements and;
- ii. you will be placed on Academic Probation.
- c. If you fail a module, you will be:
- i. issued with a disciplinary warning due to not meeting AGI Education's Academic Requirements and;
  - ii. you will be placed on Academic Probation.
- d. If you have had more than 3 resits/reassessments/resubmissions in total at any time from the commencement of your programme, you will be:
- i. issued with a disciplinary warning due to not meeting AGI Education's Academic Requirements and;
  - ii. you will be placed on Academic Probation.

#### Academic Probation

1. You will be required to report to the Campus Director / Academic Team Leader / Programme Leader to discuss your progress and establish a monitoring / support system for the following module.
2. Your continued enrolment will be conditional on you successfully passing your next module. Failure to meet this condition will result in your enrolment being terminated due to your inability to meet AGI Education's Academic Requirements. Immigration New Zealand will be notified of your termination.
3. If you meet the Probation conditions, the Academic Team Leader will remove you from Academic Probation.
4. Remember, we are here to help, so please let your facilitator know if you are struggling. We have several options available to assist you. Do not leave it too late!

#### **Release of final overall module results**

- o Prior to publication, all final module results are ratified by the AGI Education Academic Board, which includes the Academic Director or Academic Team Leader, Programme Leaders and a member of the Senior Management Team.
- o The final ratified results for modules are released to students by the Student Services team via email.



# General Guidelines, Rules and Regulations

Our school rules are very in-depth. One of our staff members will take you through this information during your induction with us. If you have any questions, please do not hesitate to ask us.

## ACC

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

## Alcohol/Drugs

- You must not:
  - Have or drink any alcohol at school
  - Have or take any drugs at school (except medicine a doctor has told you to take)
  - Be drunk or affected by drugs at school
- 'Drugs' include any drug defined in the Misuse of Drugs Act (1975).
- If you break these rules, you may be expelled immediately.
- If you have been told by a doctor to take a medical drug and you think might affect your ability to study in class, please talk to your marketing representative or the Student Experience Co-ordinator on campus. They will then speak to your facilitator about your situation.

## Animals

- No animals are allowed at AGI Education.

## Attendance

- All students at AGI Education should always keep a 100% attendance rate. This ensures engagement in studies at all times, which will lead to a good chance of achievement and success.
    - a. Classes are scheduled into 2 blocks per day for 3 days. Each block consists of 2 sessions. Block 1 commences at 9.00am, Block 2 commences at 1.00pm. All blocks are of 3.5 hours duration. This includes a 15-minute mid-block break. You are expected to be on time and ready to start the class at the commencement times and after all breaks. This applies to in person and online classes.
    - b. If you are attending a Clinical Placement you are required to attend in accordance with your training agreement. You are expected to be on time and ready to start your placement at the commencement times and after all breaks.
1. Attendance Warnings
- a. If your attendance rate falls below 90% you will be issued with an attendance warning. One of our support staff will arrange to meet with you to discuss your attendance warning.
  - b. If your attendance does not improve after your first attendance warning, you will be issued with a second and final attendance warning. You will then need to meet with our Campus Director on-site to discuss how AGI Education can further support you to improve your attendance.
  - c. If your attendance does not improve after this, your enrolment with AGI Education will be terminated.

## 2. Unsatisfactory Academic Progress related to Attendance

- a. If you fail to complete the total prescribed clinical placement hours within a clinical module, you will be:
  - i. automatically failed in that module
  - ii. issued with a disciplinary warning due to not meeting AGI Education's Academic Requirements and;
  - iii. you will be placed on Academic Probation

## 3. Reporting and explaining absences

- a. Contact us before 7.30am. If you do this and have a good reason (e.g. you are sick), your absence may be counted as 'explained' and so not included in your overall attendance percentage.

Report absences before 7.30am to [attendance@aka.ac.nz](mailto:attendance@aka.ac.nz) This is the only email address we will accept as a valid notification of your absence.

### *Clinical Placement*

If you are attending a Clinical Placement, your **FIRST CALL MUST** be to your Clinical Placement Provider contact person. This is especially important to occur as early as possible **PRIOR** to your start time.

Then please send an email to report your absence before 7.30am to [attendance@aka.ac.nz](mailto:attendance@aka.ac.nz), and cc our Clinical Placement Co-ordinator, and your Clinical Facilitator.

Please note that you will need to make up for any missed days/hours. Your clinical facilitator will discuss a plan with you. This will only be made available if you notified your absence in accordance with the above requirements for Clinical Placements.

Please remember you need to report your absence **on each day of your absence**.

## 4. Explained Absences

- a. This only applies to absences that have been reported as per the Reporting and Explaining absence process.
- b. The Student Services team will decide whether your reason for being absent is reasonable (for example if you are sick).
  - i. If the Student Services team decides your reason is acceptable, this will count as an 'explained' absence and not count against your attendance percentage.
  - ii. If the Student Services team thinks the reason for your absence is not reasonable, your absence will be recorded as 'unexplained' and counts against your overall attendance percentage.
- c. You will be allowed 12 sessions of 'explained' absences per semester. If you are absent for more than 12 sessions in a semester, you will need to provide a medical certificate to the Student Services team for your absence to be 'explained'.
- d. Any absences during Clinical Placements are not eligible for Explained Absences.

## 5. For absences of 3 study days or more

- a. If you are absent for 3 or more study days, you need to:
  - i. report your absence each day as per the Reporting and Explaining absence process, and
  - ii. provide the Student Services team with a medical certificate ([attendance@aka.ac.nz](mailto:attendance@aka.ac.nz)). If you do this, then your absence will be counted as 'explained'.

Please note: You must provide your medical certificate to the Student Services team within 48 hours from when it was written. If you provide a medical certificate later than this, you will be marked as absent for each day after the second day of absence.

- b. If you are absent for 3 or more days in a row without telling the Campus Director why, you may be expelled straight away.

#### 6. Medical Certificates

##### a. Must be:

- in English
- written by a NZ Registered Doctor
- give the date he/she saw you, and
- say how long he/she thinks you need to be away from school to get better.

Please note: AGI Education has the right to accept or reject a Medical Certificate.

#### 7. Late arrival to class

- a. If you arrive later than the scheduled start of your class/session, but within the first 15 minutes of class, you will lose 0.50 of the session (0.25 of the block) you are attending.
- b. If you arrive to class more than 15 minutes after its start time, you will not be allowed into the room and you will lose 1.00 of the session (0.5 of the block) you are attending.
- c. Please note that repeated lateness will cause your attendance percentage to fall and this may lead to the attendance warnings and ultimately termination of your enrolment.

#### 8. Termination due to not meeting attendance requirements.

- a. A termination of enrolment will be issued if you have not improved your attendance after two warning letters.
- b. Terminations will be issued to your supplied email address.
- c. You may also be terminated without warning if you are absent for 3 or more study days in a row without notifying AGI Education via the Reporting and Explaining Absences process.
- d. If you are terminated, AGI Education will notify Immigration New Zealand, who may then cancel your visa and ask you to leave New Zealand.

#### 9. Attendance Report

- a. Your final official attendance report will be available at the end of your module or on request.

#### 10. Leave (Holiday)

- a. You will only be able to have holidays during the break weeks (and Christmas break) that are timetabled into the programme.
- b. If you want to take leave, you must fill out an 'AGI Education Application for Leave form' and submit it to the Student Services team, the Campus Director on-site or send to [attendance@aka.ac.nz](mailto:attendance@aka.ac.nz), **at least 10 working days** before the first day of your holiday. This form is available from Student Services on-site. They can help you to fill it out.
- c. To be eligible for consideration of leave, you must have attendance that is 90% or above. Low attendance will mean that your application will not be approved.
- d. If you take leave without approval, you will be marked absent.
- e. The school closes for 4 weeks over the Christmas period.

#### 11. Special Leave

- a. You may ask for special leave if you need it. This may be for the illness or death of a family member, or any other special situation where you need time away from school.

- b. Please complete a 'AGI Education Application for Leave form' explaining why you need the Special Leave and submit it to the Student Services team (attendance@aka.ac.nz). This will be processed to the Campus Director for a decision.
- c. To be approved, further information may be required, such as:
  - A medical certificate relating to an ill family member
  - A letter from parents confirming a death in the family
  - These may be emailed/faxed from your home country and be in your own language.
  - Other evidence or details of the event details and/or a flight ticket if you need to return to your home country
  - And/or any further evidence requested by Campus Director.

## Behaviour

You must follow the laws of New Zealand at all times while you are enrolled at AGI Education. In addition, if you do not follow the following regulations, this may also result in you being expelled:

- You must not impede (i.e. stop someone from doing their work, study etc.) the work or activities of
  - AGI Education staff
  - visitors to the school
  - other students of the school
  - staff or customers of any company you may be visiting as part of your course
  - staff or students of any other company in the building or any member of the public.
- You must not harass anyone (i.e. worry or upset someone by saying or doing unpleasant things to them) or discriminate against them (i.e. treat somebody or a particular group in society less fairly than others), based on their sex, culture, religion or ethnicity/nationality or sexual orientation. Intimidation (i.e. frightening or threatening somebody) of any kind is also unacceptable and will lead to expulsion.
- You must also not help or encourage anyone else to harass or discriminate against another person or break any other of the AGI Education rules. If you do so, you may also be considered guilty of the same offence.
- You must not show anyone else official AGI Education records or change, add to or delete any of these records. This applies to records of staff, past or present students, and/or records in paper or computer form.
- You must not give us false information, or fail to give us relevant information a) concerning your liability (i.e. being legally responsible) for fees or b) your status as defined by the Education Act 1989 and its amendments, or c) any other information that we reasonably ask you for.
- Unacceptable behaviour may also result in expulsion. This includes, but is not limited to (at the discretion of the Chief Executive):
  - Disrespect to staff members and visitors to the school
  - Disrespect to other student/s
  - Disrespect to people in other businesses in the building
  - Repeated use of your own language in class instead of English
  - Not doing class work given by your facilitator during class or for homework
  - Smoking in any part of the building
  - Damaging the school building or property
  - Behaving in a way that causes danger to other students, staff or members of the public

- Not following the rules and regulations of AGI Education.
- The school will do its best to help you understand the reasons that you need to follow school regulations by offering you advice and guidance from staff.
- For further details, see the section 'Disciplinary Procedures' below.

### **BYOD@AGI (bring your own device)**

- At AGI Education we understand that technology has become a key component to our everyday lives. Our programmes incorporate device driven activities and interactions, including online delivery. This allows your learning to continue effortlessly wherever you are.
- We use Zoom for our online sessions. Your facilitators will provide you with the necessary links.

#### What type of device do you need?

Laptops are AGI Education's preferred device. It is important that your laptop operates effectively in the AGI Education BYOD environment. We therefore recommend the following:

If purchasing new, the following minimum requirements should be met:

Windows 10 (or Mac Os 10.x Yosemite or higher)

- i3 dual core or equivalent processor 4GB RAM
- 320GB or greater hard drive
- Wireless capability 802.11n dual band
- At least a 13 inch screen
- Up-to-date antivirus software
- Battery life of a minimum of 6 hours (there is limited access to charging facilities in class)

If you currently have a laptop, the following minimum requirements should be met:

- 10 inch screen or larger
- 4GB RAM
- 50GB free space minimum
- Windows v7.0 or higher
- Apple Mac 10.6 (Leopard) or higher
- Wireless capability 802.11n dual band
- CPU meets vendor OS minimum requirements.
- Battery life of a minimum of 6 hours (there is limited access to charging facilities in class)

If you are enrolled into the programme in Online or Blended mode, you will also need to ensure you have a camera, headphones and microphone, either integrated into your laptop OR as additional pieces of equipment.

#### Microsoft 365

AGI Education provides a free version of Microsoft 365 to every academic programme student. This ensures that you have the latest version of Microsoft Office. You can use this software online.

During induction, you will be given further information for accessing MS365 and any other technology that you will be using during your studies.

### **Buildings and Classrooms**

- You are expected to help keep the school clean and tidy.
- When you leave a classroom make sure all rubbish is put in the bin, put tables straight and push chairs in under the tables.
- Food, cups or glasses are only allowed in classrooms with your facilitator's permission.
- Spitting is not allowed.

- Please use toilets carefully and keep them clean. Only toilet paper is to be flushed down the toilet, other waste (e.g. sanitary waste) goes into the bins provided.
- Posters and/or other advertising material can only be placed on walls/noticeboards with the agreement of AGI Education management – for permission see Student Services.

### **Cell phones**

- In general, cell phones should be switched off or set to silent and left in your bag. There are times, however, when your facilitator may allow you to use your phone for activities. Your facilitator will make it clear when this is allowed.
- Receiving calls: you must not make or take phone calls during class unless with your facilitator's permission. If you are expecting an important call during class time, please talk to your facilitator before class and explain why you need to take the call – your facilitator will then decide whether to allow you to take the call.

### **Certification**

- To be awarded a qualification, you must have successfully completed all of the relevant modules prescribed in the programme outline/s.
- An Academic Transcript and Attendance Report will be sent to you within 3 weeks upon completion of your programme.

### **Change of Contact Details**

- You must tell us immediately if you change your address, home or mobile phone numbers. You can do this by emailing: [studentinfo@aka.ac.nz](mailto:studentinfo@aka.ac.nz) or speak directly to the one of our Student Services team members on campus.

### **Communication**

- AGI Education will issue you with your own AGI Education email address.
- AGI Education will communicate all notices, attendance information, letters, student results, facilitator communication, job placement and events to students via your AGI Education email.
- It is your responsibility to check your "@studentkauri.ac.nz" emails. This is the link to our student webmail. <http://portal.office.com>
- Your default Login is provided to you at Student Induction. You will be prompted to reset your password the first time you login.
- If you have any problems with your email, please talk to our Student Services Team.

### **Complaints**

#### Lodging a complaint with AGI Education

- For issues that remain unresolved by discussing with the facilitator or Student Services, or the Campus Director, you can put your complaint in writing to the Chief Executive. An appointment will be arranged for you to discuss the matter further.
- The outcome of the meeting will be provided to you in writing, no later than 14 days after your meeting.

#### Lodging a complaint with NZQA

- If AGI Education's complaint/grievance process does not address your concerns or complaints, you can contact:

**NZQA** for both international and domestic student concerns and complaints.

**iStudent Complaints** – for international students who have concerns and complaints about money or contracts.

#### NZQA

You can submit your complaint query using this link <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/complaint-enquiry-form/> OR by completing a form <https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf> OR sending an email to [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz)

### iStudent Complaints

You can contact them through their website - [www.istudent.org.nz](http://www.istudent.org.nz) (See Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) pamphlet on noticeboards for further information.)

## **Computer/Wifi Network Use**

You must not misuse the wifi network or computer equipment/software belonging to the school. This includes:

- Trying to access private systems
- Illegal copying of any software
- Installing computer viruses on school equipment
- Sending viruses from school equipment to other computers
- Viewing and/or downloading of any inappropriate/offensive content.

## **Discipline procedure**

- If you contravene AGI Education rules and regulations or breach your enrolment contract with AGI Education, you will be issued with warning(s) following the AGI Education discipline procedure:
  - 1<sup>st</sup> offence will result in a verbal warning, confirmed in writing.
  - 2<sup>nd</sup> offence will result in a written warning,
  - 3<sup>rd</sup> offence will result in a final written warning.
  - If you then continue to break AGI Education regulations you will be expelled, and your enrolment with AGI Education will be terminated.
  - The Senior Management Staff can instantly expel you without warning if you seriously break the rules in this handbook or regulations of AGI Education and/or the laws of New Zealand.

Please note that Attendance and Academic issues are part of the disciplinary process.

You will not be entitled to a refund of your fees if your enrolment with AGI Education is terminated for Attendance or Disciplinary reasons.

## **Driving**

- We recommend that you do not drive in New Zealand unless you have had lessons for New Zealand driving conditions and have a legal licence.
- The New Zealand Driver's Licence comes in three stages and applies to all applicants:
  - A Learner licence means you cannot drive without a fully licensed NZ driver in the car
  - A Restricted licence means you may drive on your own, but may not have passengers, and are only allowed to drive within certain periods of time
  - A Full license has no restrictions
- You must carry your driver's licence when driving and follow New Zealand driving laws at all times.
- If you want to buy a car, we recommend you talk to one of our staff members on campus first.
- Remember you cannot own or drive a car if you are under 18.
- You should make sure you have full insurance cover if you buy a car.
- If you have a driving accident of any kind you should tell one of our staff members on campus.
- If you are break NZ traffic laws, you may find extending your student visa more difficult.

## Eligibility for Health Services

- Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that 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.moh.govt.nz](http://www.moh.govt.nz).

## Emergency Evacuation Procedures

- At your Induction/Orientation you will be told what to do if there is an emergency and we need to evacuate (i.e. leave the building).
- In an emergency evacuation, leave the building immediately using the stairs and meet at the assembly area designated for your campus.
- Do not bring your bags or other belongings.
- Do not bring food or drink into the stairwells during an evacuation.
- After arriving at the assembly area, wait for your facilitator to say it is safe before returning to the building.
- If you don't know what to do in an emergency, you should **ask your facilitator or any other staff member today**.
- Practice evacuations will happen throughout the year to make sure evacuations go smoothly.

## Extensions to Start date

- Extensions to start dates can only be approved if they are applied for in writing at least 5 working days prior to scheduled commencement date outlined in Offer of Place. Extensions will be at the discretion of the Academic Director. If approved, the extension will be provided in writing within 3 working days of request. Please note that extensions to start dates may result in changes to study visa, and medical insurance for international students. The student will be liable for any impacting charges, which must be paid prior to commencement of programme with new start date. If the extension to start date results in a new end date, a new Offer of Place will be generated.
- AGI Education expects the student to inform Immigration New Zealand of the change in start date. AGI Education will also inform Immigration New Zealand and StudyLink in the event that you have applied for Student Loans/Allowances. Students who do not have extensions to start date and do not attend the programme at commencement, may be subject to termination.

## First Aid

- A first aid box is available at reception for emergency treatment.
- All injuries must be written in the Accident Register.
- There are First Aid Officers at each campus – check who they are by looking at the student noticeboards or ask at reception.
- Serious accidents will be referred to the nearest hospital and the NZ Occupational Safety and Health Agency will be notified within 24 hours.

## Health and Safety

- Please help keep the school a safe and healthy place for staff, students and visitors.
- Make sure nothing you do (or don't do) will hurt or harm another person
- Follow all safety procedures, rules and instructions
- Make sure accidents, incidents and dangers are reported to a staff member.

### *Please be prepared for emergency*

- Know what to do in an emergency - from your induction, this handbook, your facilitator, signage in class and emergency evacuation signage.
- Know the emergency exits.
- Know the location of the nearest fire alarm.



- Know who the first aider(s) are on your floor - from your induction and the notices placed on the noticeboards.

#### *Security*

- If for any reason you feel unsafe, you should tell your facilitator or any of our staff straight away, so that the situation can be put right.
- You must follow all safety instructions given by your facilitator or other staff member.
- Your facilitator may exclude you from class if you break safety rules.
- Health and Safety procedures and hazards will be an important part of your orientation – listen carefully and ask questions if there is anything you don't understand.

### **Immigration**

- Full details of visa and permit requirements, advice on rights of 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: [immigration.govt.nz](http://immigration.govt.nz)

### **Information (Privacy Act 2020)**

- Personal information is protected by the New Zealand Privacy Act 2020
- The information collected and held by AGI Education will be used to register and enrol you, to assist you with your studies, to arrange for your stay in New Zealand, to monitor your welfare and progress, and to keep in touch with you in the future.
- AGI Education is also required by the Privacy Act 2020, to provide some personal information (this typically may be name, current address, date of birth, ethnicity or academic details) to specified agencies. The agencies that may require AGI Education to provide this information include the Ministry of Education, Work and Income New Zealand, Inland Revenue Department, Immigration NZ, New Zealand Police, New Zealand Qualifications Authority and the Department of Justice.

### **Kitchen/Lunch Areas**

- Kitchen and lunch areas are provided for your convenience.
- Please place food waste in bins in the kitchen area.
- Please keep kitchen areas clean and tidy.
- Please wash and dry your dishes when finished.

### **Library**

- There is an online Student Library for you to access. See one of our teaching staff members for further information.
- All AGI Education students are strongly encouraged to join the local public library.

#### Christchurch Campus

Christchurch Public Library - our closest branches are in 60 Cathedral Square, Central Christchurch, Christchurch 8011

<https://my.christchurchcitylibraries.com/locations/CENTRAL/>

#### Auckland Campus

Auckland Public Library - Central City Library 44/46 Lorne St, Auckland, 1010 Ph. 09-377 0209.  
<http://www.aucklandlibraries.govt.nz/EN/Pages/Home.aspx>

- It is free to join a Public Library. You are issued with a personal Library Card. You must have your Passport as a proof of your identity and age, and proof of your current residential address, like a letter with your name and New Zealand address on it.

## **New Zealand Qualifications Authority (NZQA)**

- NZQA make sure that all private training establishments have and follow good quality management systems to make sure your education is of high quality. All of our programmes have been NZQA approved, so you can be sure that we offer quality education.

## **Pastoral Care**

- We are a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code), which is designed to support the wellbeing of tertiary and international learners enrolled with New Zealand education providers.
- Bi-lingual student counsellors or advisors can be made available for any student experiencing difficulties associated with study or living in NZ.
- All matters relating to pastoral care should be directed to our Student Services Coordinators, Campus Director for your respective campus, our Marketing team or direct your query to [studentinfo@aka.ac.nz](mailto:studentinfo@aka.ac.nz)

## **Presentation and Dress**

- You should be dressed appropriately for class. Generally this will mean being clean and tidy, unless there are special clothing rules that need to be followed for a particular activity or trip.
- When you are visiting other organisations (i.e. excursions) as part of the course you may be asked to dress in particular clothes. If you do not do so, you may be excluded from this trip.
- You will be provided with polo shirts and a name badge to wear at your clinical placements.

## **Privacy**

- Personal information is protected by the New Zealand Privacy Act 1993
- The information collected and held by AGI Education will be used to register and enrol you, to assist you with your studies, to arrange for your stay in New Zealand, to monitor your welfare and progress, and to keep in touch with you in the future.
- AGI Education is also required by the Privacy Act 1993, to provide some personal information (this typically may be name, current address, date of birth, ethnicity or academic details) to specified agencies. The agencies that may require AGI Education to provide this information include the Ministry of Education, Work and Income New Zealand, Inland Revenue Department, Immigration NZ, New Zealand Police, New Zealand Qualifications Authority and the Department of Justice.

## **Programme / Timetable Changes**

- AGI Education reserves the right to cancel or postpone any programme components / papers and shall not be liable for any claim other than the proportion of component / paper fee which the cancelled portion bears. Components/papers may be dependent upon the number of enrolments and/or any other factors.
- AGI Education reserves the right to change the timetable of programmes, and shall not be liable for any claim in terms of the impact this may have on the student. Changes to timetables are dependent upon number of enrolments and/or any other factors.

## **Quality Assurance**

- NZQA assesses the standard of education for tertiary education organisations through a regular system of external evaluation and review (EER). Through periodic EER, tertiary education organisations are held accountable to their students, employers, funders, quality assurance bodies and other interested parties.
- Please go to <https://www.nzqa.govt.nz>, and search our name to view our latest EER report from NZQA.

## **Security of Personal Possessions**

- AGI Education will take no responsibility if your possessions are lost or damaged.
- AGI Education will take no responsibility for any possessions you leave in classrooms etc. when you are not in class.
- Any possessions found by AGI Education after you finish school will be kept for a maximum of 3 months after the date you finished, last attended or withdrew.

### **Smoking/Vaping**

- Smoking/Vaping is not allowed inside any AGI Education buildings.
- You may smoke outside the building, but please keep clear of the doors/entrance areas.

### **Student ID Cards**

- You will then be issued with a Student ID card which you must have on you at all times.

### **Student Fee Protection Policy**

- Section 236A of the Education Act 1989 and subsequent amendments require student fees to be placed in an approved trust account to provide security for the repayment of prepaid fees in the event programmes are terminated early. Accordingly, student fees paid in advance are held in the AGI Education's Public Trust account. Fees are drawn down after commencement in stages as the course is completed.
- In the event a programme is terminated and alternative tuition services are not provided, the student is entitled to a refund of prepaid student fees pro rata for the balance of the course based upon the number of full weeks required to complete the programme.

### **Student Notices**

- Student notice-boards are available on all levels.
- The Student notice-boards give you the latest information on school policies and rules that affect you.
- Make sure you look at these noticeboards regularly for important school information.
- Student notice-boards also give information about school activities and excursions, as well as upcoming events in Auckland that might interest you. Attending activities, excursions and events will help you improve your communication skills while also having fun and learning more about New Zealand and its culture.

### **Student Support Services**

- AGI Education is happy to offer you support whenever you need it. If you are having problems please talk to your teacher or the Marketing team or our Campus Director on campus. We will help you as much as possible to fix whatever problem you have.
- If you need help outside of school times, list of Key Contacts is available on our website. You can contact these people for help, even when the school is closed.
- If we can't help you, we will refer you to other, external support services that have been approved by us. A list of external Student Support Services is also available on our website, or you can the Student Services Co-ordinator on campus for a copy of the list.
- These external support services include groups helping with: drug and alcohol abuse, budgeting, legal problems, family health, counselling, literacy/numeracy etc.

### **Teaching Staff**

- Tuition is presented by highly qualified teaching staff who have various tertiary qualifications, including University degrees, teacher training, industry and teaching experience in NZ and/or internationally.

### **Under 18 Students**

- All Under 18 International students must be approved by the relevant Campus Director for

enrolment. The Campus Director will ensure that plans are in place for accommodation that meet the rules and regulations of AGI Education. This includes:

- residing in AGI Education approved homestay OR
- residing with AGI Education and Parent approved Designated Caregiver
- Parents must be fully informed at all times of the student's progress, and well-being
- AGI Education have designated staff to monitor and ensure the safety of all Under 18 students.

### Wi-Fi Access

- Free student wi-fi access at all AGI Education campuses. Ask one of the staff members for the password.

### Withdrawal / Termination from the programme

1. Students must notify AGI Education of withdrawal from a programme using any of the following ways:
  - a. in writing on the official **AGI Education Request for Withdrawal Form** These are available from reception or can be downloaded from our website [www.aei.ac.nz](http://www.aei.ac.nz) and either emailed ([studentinfo@aei.ac.nz](mailto:studentinfo@aei.ac.nz)) OR submitted physically to a member of our Student Services / Marketing team.
  - b. in writing in an email or any other way to a member of our Student Services / Marketing team ([studentinfo@aei.ac.nz](mailto:studentinfo@aei.ac.nz)); OR
  - c. verbally to a member of our Student Services / Marketing team
  - d. The withdrawal date will be the date the notification was received by AGI Education or the withdrawal date indicated by the student in their notification (whichever is the latter).
2. A student will be treated as withdrawn if;
  - a. the student fails to attend or participate in the programme in the first 10 working days from the Offer of Place commencement date (or extension date where approved prior) OR
  - b. the student attends or participates in the programme within the first 10 working days from the Offer of Place commencement date (or extension date where approved prior) but stops attending or participating in the programme before the end of this period.
  - c. 2.b does not apply where a student attends or participates in the programme after the end of the period defined.
3. AGI Education reserves the right to terminate a student's enrolment in the event of:
  - a. Academic or disciplinary non-compliance
  - b. Attendance non-compliance
    - i. Non-attendance for more than 5 consecutive days without contact or approved leave, after the first 10 working days from the Offer of Place commencement date (or extension date where approved prior).
    - ii. Failure to meet AGI Education's Attendance Requirements.
  - c. Failure to obtain or extend an appropriate visa for study.
4. Terminations will be notified to the student via personal email once actioned.
5. Immigration New Zealand will be notified of all international student withdrawals / terminations. If you are terminated and you are in receipt of Student Loans / Allowances AGI Education will notify Study Link, who will cancel your Student Loans / Allowances entitlement. This may affect your ability to access Student Loans / Allowances in the future. This may also impact your ability to access MSD support benefits.

### Refund Information

1. Students who withdraw in accordance with AGI Education's Withdrawal Policy and are deemed eligible for a refund as per **Withdrawal / Termination from Programme 1a.**, will have their refund paid within 5 working days from the date of the notification of withdrawal. This timeframe is subject to the student providing the required documentation (for the refund to be

- paid by Public Trust) within 2 working days of a documentation request from AGI Education.
2. Refund timeframes and refund criteria will be calculated in accordance with the **AGI Education Refund Calculation Table**. (See Table 1.1)
  3. All refunds are made in New Zealand dollars, unless otherwise permitted by Public Trust.
  4. All refunds will be paid to the student OR a nominated person approved and requested in writing by the student. This is also subject to Public Trust requirements.

Refunds of fees when withdrawal occurs prior to and within the first 10 working days from the Offer of Place commencement date (or extension date where approved prior).

5. The student will be entitled to a full refund, less up to 25% of the total monies paid, based on the actual costs incurred by AGI Education.

Refunds of fees when withdrawal occurs after 10 working days from the Offer of Place commencement date (or extension date where approved prior)..

6. A withdrawal due to exceptional circumstances may, at the sole discretion of the Chief Executive, be grounds for a refund of fees.
  - a. The Chief Executive may require documentary evidence in support of the application for the refund. Exceptional circumstances may include:
    - serious illness or disability of the student.
    - death of a student or close family member (parent, sibling, spouse or child);
    - political, civil or natural event that prevents arrival of the student.
  - b. If refund is approved under exceptional circumstances, AGI Education will at a minimum deduct any fees which have been paid or incurred by AGI Education including, but not limited to:
    - tuition utilized
    - resource fees
    - the student's Recruitment Agent fees
    - the cost of any additional services that were completed prior to withdrawal.

An application can be made in writing to the Chief Executive. A response will be sent within 10 working days of receipt of request for consideration of exceptional circumstances. Refunds will be paid within 5 working day of the decision by the Chief Executive to permit a refund under exceptional circumstances.

7. Any excess fees or other funds will be managed by Public Trust as follows:

Refunds to Consolidated (Unclaimed Funds)

Scenario 1:

- The student pays a deposit or full fees but does not start the course or withdraws within the refund period. Funds can be transferred to consolidated 12 months from payment receipt date as the student has had 12 months to claim their fees

Scenario 2:

- The student has withdrawn after the refund period or finished the course and there is a balance of fees left on their account. Funds can be transferred to consolidated 12 months from the course end date.

Once in Consolidated they are held for a further 6 years and if no claim on the funds, after 6 years the funds are released to NZ Treasury.

8. In the event that AGI Education withdraws an Offer of Place, or is unable to provide the programme, all tuition fees will be refunded.
9. In the unlikely event that AGI Education:
  - a. ceases to provide a programme as contracted with a student, due to a requirement by an education quality assurance agency OR
  - b. ceases to be a signatory or provider
 Students will be entitled to a full refund of fees for any undelivered tuition/services.

- c. If AGI Education ceases to provide a programme as contracted with a student, on its own accord, students will be entitled to a full refund of fees less 20%.

**Table 1.1**

<b>AGI Education REFUND CALCULATION TABLE</b>						
<b>Timeframe</b>	<b>Programme length of less than 5 weeks</b>		<b>Programme length from 5 and 12 weeks</b>		<b>Programme length of 13 weeks or more</b>	
	Prior to and within the first <b>2</b> days of the programme	After more than <b>2</b> days	Prior to and within the first <b>5</b> days of the programme	After more than <b>5</b> days	Prior to and within the first <b>10 working</b> days	After more than <b>10 working</b> days
<b>Refund Criteria</b>	50% of total fees paid	No refund	75% of total fees paid	No refund	Full refund, <u>less</u> up to 25% of the total monies paid, based on the actual costs incurred by AGI Education.	No refund
<b>Other</b>	<ul style="list-style-type: none"> <li>Weeks refers to Calendar weeks</li> <li>Students who fail to obtain an appropriate visa for study to commence their programme, will receive 100% refund less the registration fee OR \$300 in the event a registration fee has not been charged. If this equates to more than the Refund Criteria above, the Refund Criteria maximum will apply.</li> <li>Any costs incurred from additional services eg. External exams, requested by the student that have been rendered and/or completed are the liability of the student, and are subject to the cancellation/refund policies of the service where applicable.</li> <li>Where a student withdraws from a programme before fees are paid, the student is responsible for payment of outstanding fees as notified.</li> </ul> <p><b>NO refund</b> will be paid in the following instances:</p> <ul style="list-style-type: none"> <li>Existing AGI Education students who fail to obtain an extension to their current visa for study and:</li> <li>their original Offer of Place programme commencement date has not changed, or</li> <li>if the student has agreed to continue to study on an interim study visa after the expiry of the valid visa they commenced their programme on.</li> <li>Student's enrolment is terminated by AGI Education due to <b>Withdrawal / Termination from Programme 1a</b> Academic, Attendance 3b.i and 3bii or Disciplinary non-compliance.</li> </ul>					