



PROGRAMME HANDBOOK

New Zealand Certificate in Study and Career Preparation (Level 4) (Commerce)

Imperial College of New Zealand

Level 3, 16 Waverley St

Auckland City, New Zealand 1141

Phone 0064-9-377 1395

Email: info@imperial.ac.nz

Website: www.imperial.ac.nz

Page	Contents
3	1. Welcome to Imperial College of New Zealand
3	2. Programme introduction
3	2.1 Programme Aim 2.2 Content 2.3 Outcome 2.4 Education pathway 2.5 Employment/Cultural/Community Pathway
5	3. Programme Regulations 3.1 Entry criterion 3.2 Technical Requirements for online study 3.3 Grading scale
7	4. Programme Length and Structure
8	5. Student Code of Conduct – Online (Tips for Online Learning and Online Etiquette)
10	6. Student Attendance and Academic Performance Requirements
15	7. Academic integrity policy and procedure
17	8. Student Cross and Transfer Credit, Recognition of Prior Learning
20	9. Fee Protection – Student withdrawals and Refund Policy
22	10. Student Support 10.1 Pastoral care 10.2 Academic Support 10.3 Student Complaint, Grievance and Appeal

1. Welcome to Imperial College of New Zealand

HaereMai ,Nau Mai, Kia Ora

Thank you for choosing Imperial College of New Zealand for your study. We hope you enjoy your learning and look forward to participating in your academic development. This course book identifies the details of the programme of study and is provided to the student to assist in understanding the overall structure, timetable and academic workload for the student.

At Imperial, we understand the aspirations of our students, and have focused our philosophy on imparting premium quality education. The College caters to the needs of students in the field of vocational education. We are committed to providing a warm and caring educational environment and make our students a top-notch leader in their chosen profession.

2. Programme Introduction

2.1 Programme Aim:

This programme has been designed to provide learning experiences that enable students to develop the core knowledge, skills and personal attributes required for academic tertiary study in New Zealand, and for entry-level positions in commerce industries.

Graduates of this programme will be able to progress to further study or training at NZQF Level 5 and above (degree, diploma or certificate) related to the context of this programme.

2.2 Content:

Content

The programme comprises 5 compulsory modules:

- Soft Skills for University Success (information & digital literacy, problem-solving, academic writing and oral and written communication)
- Study and Career Planning
- Fundamentals of Marketing
- Economics
- Accounting

2.3 Outcome:

At the end of the programme learners should be able to:

- Find and analyse context-relevant information and evaluate its reliability.
- Work independently and collaboratively to solve problems.
- Formulate arguments and communicate findings via visual displays and written essays.
- Plan effectively to achieve study and career goals and recognise and overcome barriers to successful time management.

Graduates of the programme will be awarded the Zealand Certificate in Study and Career Preparation (Level 4), [NZQF Reference: 2860].

2.4 Education Pathway:

This qualification builds on New Zealand Certificate in Foundation Skills (Level 3) [Ref: 2863]. This qualification leads to further study or training at New Zealand Qualifications Framework Level 5 or above related to graduates' chosen field of study.

2.5 Employment/Cultural/Community Pathway

Graduates of this qualification may have enhanced employment opportunities associated with the context of their chosen field of study.

“The programme is approved by the New Zealand Qualifications Authority under section 439 of the Education and Training Act 2020, and Imperial College of New Zealand Limited is accredited to provide it under section 441 of the Education and Training Act.”

3. Programme Regulations

3.1 Entry criteria:

Applicants must:

- be 16 years old at the time of application
- have an Internationally recognised English language proficiency test listed in the Appendix to Rule 18 of NZQF Programme Approval and Accreditation Rules 2018 <https://www.nzqa.govt.nz/assets/About-us/Our-role/Rules/2020/NZQF-PAA-Rules-with-all-amendments-to-April-2020.pdf>
- Or meet other acceptable evidence of English proficiency <https://www.nzqa.govt.nz/providers-partners/qa-system-for-teos/english-international-students/>
- Completed secondary school study, equivalent to New Zealand Year 12, or
- Completed secondary school qualification from your country of origin, or
- New Zealand Certificate in Study and Career Preparation (Level 3).
- Undergo an interview with the Academic Manager to ensure their readiness and suitability for the programme

3.2 Technical Requirements for online study

Technical

You should be proficient in the following:

- basic computer skills
- sending/receiving email
- sending and receiving attachments via email
- using a web browser
- finding resources through search engines
- downloading and installing software
- familiarity with using browser plug-ins (e.g. PDF reader, video, audio)
- using a word processing, presentation software, or other productivity applications
- experience/familiarity with a variety of file formats such as: .pdf "Portable Document Format", .rtf "Rich Text Format", .doc or .docx "Microsoft Word Document", and .txt "Text document"
- the ability to be self-directed in learning new technology skills (e.g. following a handout, a step-by-step tutorial, online video help, or access to support to learn necessary skills)

Internet Connection

- High speed Broadband Internet Connection is Required

Hardware

- PC or Mac with Fast Processor
- Monitor
- Speakers
- Microphone

- Headset
- Webcam
- Additional Hardware may be Required (Details can be found in the Course Syllabus)

Software

- Windows 8.1 or Above
- OS 10.14 or Above
- Additional Software may be Required

3.3 Grading Scale

The grade available for summative assessments is Achieved.

Grade	%Mark Range	Definition
A+	90-100	Pass
A	85-89	Pass
A-	80-84	Pass
B+	75-79	Pass
B	70-74	Pass
B-	65-69	Pass
C+	60-64	Pass
C	55-59	Pass
C-	50-54	Pass
D	40-49	Fail
F	0-39	Clear Fail
W		Withdrawn from course/programme
NC		Did not complete the course
CC		Cross-credit
CT		Credit Transfer
RPL		Recognition of Prior Learning

4. Programme Length and Structure

The programme is a full-time programme of study and will be delivered over 20 teaching weeks, including a two-week break.

Average Hours per week:

- Total (weeks) 22
- Teaching (weeks) 20
- Direct learning hours per week 20
- Self-study learning hours 10
- Total hours per week 30
- Total learning hours per week 30

Total programme hours = 600 hours

Total directed learning hours = 400 hours

Total self-directed learning hours = 200 hours

Total learning hours = 600 hours

- Morning Session: 09:00am – 10:45am
- Break 1: 10:45am – 11:00am
- Morning Session Continue: 11:00am – 12:30pm
- Break 2: 12:30pm – 13:00pm
- Afternoon Session: 13:00pm – 13:45pm

Programme length:

- Total length = 22 weeks
- Teaching weeks = 20 weeks

Indicative Self-directed learning

Self-directed learning activity	Measure	Estimated time per week
Readings and research	Successful completion and engagement in related class discussions	3
Assignments preparation	Successful completion according to the expected standards	3
Study groups	Engagement in discussions	2
Test and exam preparation	Successful completion	2

5. Student Code of Conduct – Online (Tips for Online Learning and Online Etiquette)

Responsibility for the policy

The Principal is responsible for the implementation of this policy and procedure and to ensure staff and students are aware of its application and that staff implement its requirements.

Purpose of the policy

The purpose of this policy is to define the system used to determine that all students participate in an orientation after enrolment at Imperial College of New Zealand.

Statutory obligations for the policy

- Education and Training Act 2020
- And any subsequent amendments

Background to the policy

Imperial College of New Zealand orientation sessions are designed to familiarise students with the online teaching and its requirements, and introduce them to the online services and online staff that are available to them. Imperial College of New Zealand recognises that International Students have unique needs and accommodates for these during orientation.

Policy statement

Imperial College of New Zealand will provide an online orientation program, in which students will be given support and information to assist them in the transition into New Zealand education system.

Procedures for the policy

Organisation

- The principal is responsible for ensuring the implementation of orientation sessions.
- The designated staff will conduct an online orientation with students and complete an attendance sheet and attach to the orientation checklist.

Content

Our aim is to provide student of Imperial College of New Zealand all the support and guidance you need to achieve success.

We expect your cooperation so that we can help you to achieve your success in a supportive environment.

1. Be on time and attend all classes. You are expected to start online class on time and attend all your classes. Failing to do so may affect your attendance and academics.
2. Respect the rights of others.
3. Demonstrate respect for others especially those in positions of authority.
4. Respect the need of others to work in an environment that is conducive learning and teaching in an online setting.
5. Be courteous and polite at all times especially in electronic mail exchanges.

6. Avoid side conversations and multitasking, Save your meals and snacks for between your classes; eating during class is generally frowned upon and being in an online classroom is no different.
7. Keep your image “live” during class sessions. It is important to make eye contact into your camera to demonstrate your commitment to learning to your classmates and teacher.
8. Microphone Awareness: Microphones are almost always on. Remember that your classmates and teacher can hear noises in your environment such as dogs barking, family member conversations, TV sounds, whispering, chewing, sneezing, and tapping your pen or pencil, etc. so please keep distractions to a minimum or mute your microphone. It is preferable that you find a quiet place in your home to isolate and be free from distraction.
9. Camera Awareness: During online classes, it is required that you be live on camera the entire time that the class is in session.
10. Interactions with tutor and staff:
 - Students should phrase communications with tutors and staff in a polite and courteous manner appropriate for speaking to adults. The tone of emails and phone conversations must be respectful.
 - Since our online environment is a learning environment, students should not use excessive “slang” or language that they might use in other environments.
 - Students are not to use obscene, profane, threatening, or disrespectful language or images in any communications with faculty and staff. These actions are prohibited.
11. Interactions with Other Online Classmates
 - All communications with other online students in any forum, course related email, discussion post, etc., must be polite, courteous, and respectful and be of a course-related nature.
 - The integrity and authenticity of student work is something that we take seriously and check using a variety of technologies. Copying the work of others, allowing others to knowingly copy a student’s work, and/or misusing content from the Internet could result in removal from our courses with a failing grade.
 - Students are expected to abide by the Academic Integrity Policy that is accepted as part of our institutional code of ethics.
 - Do not collaborate with other students (work with) on your assignments unless directed to do so by your teacher. Working together is useful in the traditional classroom, but it is not permitted in our online environment without specific teacher instructions to do so.
 - Parents or any other person may not login to a student account and complete coursework on behalf of the student.
12. Appropriate Use of the Internet
 - Protect your privacy and that of others by not giving out personal information including full names or contact information, Only uploading or using images where you have permission from the people in those images and not giving out your password(s).
 - Talk to your tutor or online coordinator if you need help online

6. Student Attendance and Academic Performance Requirements

Responsibility for the policy

The Principal is responsible for the implementation of this policy and procedure and to ensure staff and students are aware of its application and that staff implement its requirements.

Purpose of the policy

The purpose of this policy is to define the system used to determine that all courses that have minimum attendance requirements have clear policies and procedures in place for recording student attendance and addressing the issue of students who are not meeting course attendance and/or performance requirements. These procedures must accord with Imperial College of New Zealand policies and academic standards, and facilitate due process at all times.

Statutory obligations for the policy

- Education and Training Act 2020
- Human rights Act 1993
- And any subsequent amendments

Background to the policy

Imperial College of New Zealand delivers education provision for courses and qualifications that have minimum attendance requirements for course and qualification completion. There are also clear guidelines for International students to satisfy Immigration requirements to maintain student visas.

Policy statement

1. All international students attending the Imperial College of New Zealand must meet the attendance and competency requirements as set out in the Student Handbook and curriculum document regulations for the course for which the student is enrolled.
2. Students who are unable to attend a class for any genuine medical or personal reason, e.g. bereavement, should advise the Student Support Staff the earliest possible opportunity.
3. Students who need to have an extended absence due to exceptional circumstances beyond the control of the student must apply to the Principal and/or nominee at the earliest opportunity. A decision about attendance requirements for students is at the discretion of the Principal who will consider all factors in terms of academic quality, unique circumstances and the need to maintain educationally sound practices.
4. The Teacher will monitor students' academic progress. In cases where a student is failing to meet minimum performance requirements, the procedures as set out below will be followed.
5. For each qualification or course, a system for accurate monitoring and recording of student attendance and academic performance is required to be in place, to an auditable standard.

6. Students, Teaching staff and administration staff will have equal responsibilities to implement this policy.

Responsibilities of Students: Following are the responsibilities of the students in regard to their attendance:

- They must attend all the classes as per their timetable (20 hours per week)
- They must inform their teachers/student support staff in case of any absence. In case of illness, they must present medical certificate as evidence.
- They must apply and get approval for any planned leave at least two weeks before the leave. Leave without approval will be marked absent.
- They must contact student support officer along with academic staff and make arrangement to make up any work missed during their absence/approve leave.

Following are the responsibilities of the students in regard to their academics:

- They must submit their assessment by due dates given by the teacher
- They must apply for extension with valid reason, if they are not able to submit the work on time.

Responsibilities of Teaching Staff: Following are the responsibilities of the teaching staff in regard to the attendance:

- They must ensure that the students are attending classes all the times
- They must inform the student support staff if they receive any message (text/call/email) from student in regard to absence
- They must encourage students to attend their classes regularly and remind them about the attendance policy and requirements
- They must mark the attendance at the prescribed timings with appropriate codes
- They must ensure that attendance is marked correctly and timely
- They must ensure that procedure for this policy is fully implemented
- They must ensure that attendance sheets are given to designated staff at the end of each academic week

Following are the responsibilities of the teaching staff in regard to the student's academic performance:

- They must provide assessment with clear guidelines
- They must ensure that students received the assessment along with due date information
- They must encourage students to submit their work on time and provide any assistance if required
- They must fill in a "International student concern form" when there is a concern and report to the Programme Coordinator

Attendance Procedures for the policy

- It is the responsibility of the designated support staff to print the student attendance sheets from Enrolpro for the week and provide to all teaching staff
- Teaching staff will record the student attendance daily on the student attendance sheets at the prescribed timings with appropriate codes:

Code:

- A – Absent: Student is not present in the class/workplace during attendance recording
 - AL – Approved Leave: If student's leave is approved by the principal. Support staff will again check while entering in the system to ensure that students leave is approved and evidence is available.
 - H – Holiday: Public Holiday
 - L – Late: If the student arrives up to 15 minutes late after the attendance recorded by the teacher which only applies for the first session
 - P – Present
 - S – Sick: Student is not present in the class due to any serious sickness and provided evidence of sickness.
-
- Designated staff will contact the absent students on daily basis. The communication will be recorded in the "Student Contact Form – ADM70".
 - Designated staff must ensure that all the attendance sheets are duly signed by admin
 - Designated staff must enter the attendance record for each class into Enrolpro at the end of each academic week.

Monitoring of Attendance Procedures for the policy

- Designated staff will ensure that the attendance is correctly entered in to Enrolpro at the end of each academic week.
- Designated staff will ensure that any correspondence with student (Leave record, notification of absence etc) is correctly updated in the system.
- Designated staff will strictly follow the monitoring procedure and will calculate the attendance percentage for all students on the first week of every month (as per student meeting plan).
- Designated staff will identify the students whose attendance doesn't meet the requirement i.e minimum of 90%
- Designated staff will take appropriate actions to issue warning letters/terminations/reporting to the Immigration NZ etc
- Student will receive first warning letter if it is found that their attendance doesn't meet the requirement i.e. minimum of 90%.
- Student will be given 4 weeks to improve the attendance. If after 4 weeks, it is found that the attendance doesn't meet requirements; Student will receive second warning letter.
- Student will be given further 4 weeks to improve the attendance. If after 4 weeks, it is found that the attendance is still not up to the requirements; Student will receive final warning letter. At this stage, student will be given 10 days to report to the College to appeal.
- If the student fails to contact the College, the student will be terminated and NZ Immigration services will be advised about the termination.

- If the student wishes to make an appeal, the student would be given an opportunity to provide the evidences within 5 working days. The Principal will review the evidence provided by the student to make a final decision. The final decision will be given to the student in writing.
- At every stage, designated attendance staff will ensure that the copy of each letter issued to the student is placed in the student administration file and updated in Enrolpro.

Absence Procedures for the policy

- If this is a leave, student will complete the “Student Leave Application Form” and submit to the student support staff with the appropriate evidence.
- Support staff will forward the request to the Principal.
- Principal, in consultation of the support staff (also class teacher if required) will make a decision of approval if they are satisfied with the reason and evidence provided.
- Student support staff will advise the student accordingly with the outcome of the leave request.
- If the leave is approved, it is the responsibility of the support staff to mark the correct code “AL” in the attendance sheet and notify the teacher.
- It is the responsibility of the support staff to ensure that the form with any outcome is correctly filled in the student administration folder and updated in Enrolpro
- In case of unplanned (leave taken in case of emergency), student will fill the “Notification of Absence Form” and submit to the support staff as soon as they come back to the College and will be considered as approved leave (depends on the evidence provided).

Note: We encourage students to plan their holidays either during term break or overlapping with term break to avoid any disadvantage to their studies. College approves maximum of four weeks holiday (depends on evidence provided by the student). Student to make arrangement with their tutor (on their return from approved leave) to compensate the missed work; this may include one to one session during term break or tutorial. There is no extra cost for these sessions for approved leave students. Students are responsible to apply for their visa extensions, if required.

Attendance will not be marked for approved leave students during their leave period.

Imperial College of New Zealand appreciate the student who attend 100% classes and recognises their achievement by giving them achievement record as “Perfect Attendance Award” during their graduation.

Academic Performance Procedures for the policy

1. It is the Teachers responsibility, in the first instance, to gauge when a student’s academic performance falls below – or seems likely to fall below – for the stated course or course requirements.
2. When a student’s academic performance is identified as at risk, the Teacher will bring the matter to the attention of the Principal and/or nominee using “International Student Concern Form”.
3. The Principal and/or nominee will contact the student as soon as possible, outline the nature of the concern, and explore various options which may include learning assistance or referral to

counselling. A verbal warning may be given to the student at this stage, and a “International student concerns reporting form” is completed and kept in the student’s file.

4. If these performance measures are not met and if there is an ongoing problem, appropriate actions will be taken on case to case basis.
5. During term break, all academic results will be updated and students falling behind will be identified and actions appropriate actions will be taken.

Assessment Extension/Late Submission: College encourages students to submit their assessment work on time. If student is not able to submit work on time, we recommend students to fill the Extension form and submit to his/her teacher in person and clarify the reasons. If teacher will find that the reason given by the student is genuine, extension will be granted accordingly.

Late assessment Procedure

1. All students are given 2 attempts to achieve their assessments.
2. If the student is not able to submit assessment on first due date given by the teacher then student will lose this attempt and will need to resubmit assessment by second due date given by the teacher.
3. If the student is not able to submit assessment on second/final due date given by the teacher then student will have to re-enrol for the unit standard/paper by paying \$250.00

Procedure after 2 attempts

1. All students are given 2 attempts to achieve their assessments.
2. Failure to achieve in 2 attempts, student will have to re-enrol for the same unit standard/paper by paying \$250.00.
3. Students are responsible to apply for their visa extension; if required.

7. Academic integrity policy and procedure

Responsibility for the policy

The Principal is responsible for the implementation of this policy and procedure and to ensure staff and students are aware of its application and that staff implement its requirements.

Purpose of the policy

The purpose of this policy is to outline the system used for ensuring students meet the behaviour requirements of Imperial College of New Zealand.

Background to the policy

Maintaining a supportive learning environment at Imperial College of New Zealand is dependent on staff and students' awareness of, and compliance with, their respective areas of expectation and responsibility and this has been defined in a Student Code of Behaviour.

Policy statement

Students are required to adhere to the College Student Code of Behaviour at all times. The Principal must, prior to implementation, approve any discipline actions arising from breaches of the Student Code of Behaviour.

Procedures for the policy

Academic honesty is one of the most important values of our organisation. Imperial College of New Zealand does not accept any kind of academic dishonesty, which includes: Cheating and Plagiarism.

Cheating:

Cheating is a fraudulent practice for the purpose of achieving course work. It includes any dishonest action taken by the student to gain credits.

Plagiarism

Plagiarism is also a form of cheating, which includes the "use/representation of someone else's work as your own work". This work could be published or unpublished, but it is considered as the intellectual property of someone else.

The college understands that student will need to include information from various authors, books, websites, articles, researches etc in order to do their assessments, but student need to be aware to include correct references.

Complete information on plagiarism and referencing are discussed during orientation; hence student must attend orientation. This information is also discussed on an ongoing basis as a part of student's assessment conditions.

If a student is suspected of cheating, plagiarism or any kind of fraudulent activity, the following procedure shall be implemented:

1. Student will receive a letter to attend a meeting with a Panel (Academic Leader, Programme Coordinator and Tutor). Information about allegation (Cheating or plagiarism) will be given to the student along with the letter.

2. During the meeting, student will be given a chance to discuss/explain about the allegations. Students are entitled to provide any evidence to prove that the allegations against you are not true.

3. After the meeting, a decision will be made by the panel.

- If the Panel feels that student was unintentionally involved in the fraudulent activity, student will be given 7 days to submit/resubmit your work. Student may also receive warning letter.
- If student accepts the allegation and it is found that this is the first offence, student may be given one chance to submit/resubmit the work. This will be the final attempt for the student. Student will also receive a written warning letter and this will be placed in student's record file.
- If student accept the allegation and it is found that this is not the first offence, then the College will have no choice but to terminate student's registration and inform Immigration New Zealand.
- If student deny the allegation but the Panel is satisfied the allegation is true then the student can appeal internally to the Principal of the College. The Principal will investigate the case, have a meeting with student and will make the final decision. If Principal is satisfied the allegation is true then the College will have no choice but to terminate student's registration and inform Immigration New Zealand.

If student fails to attend the meeting, the college will assume that you accept the allegation.

4. If Student is unhappy with any of the decisions, student can appeal to the designated external authority. The contact details of the external authorities are given in your handbook and also are displayed on the notice board.

8. Student Cross and Transfer Credit, Recognition of Prior Learning

Responsibility for the policy

The Principal is responsible for the implementation of this policy and procedure and to ensure staff and students are aware of its application and that staff implement its requirements.

Purpose of the policy

The purpose of this policy is to define the system used to determine that all policy and procedures for the assessment of credit transfer, cross credit and recognition of prior learning (RPL).

Statutory obligations for the policy

- Education and Training Act 2020
- And any subsequent amendments

Background to the policy

The Education and Training Act 2020 assigns to the New Zealand Qualifications Authority (NZQA) responsibility for recognising “competency already achieved. In its publication *The Recognition of Prior Learning*, NZQA defines Recognition of Prior Learning (RPL) as “A process of awarding credit for unit standards in the National Qualifications Framework (NQF), where the outcomes have been achieved outside the Framework.”

Assessment for credit on the NQF involves the collection of evidence of what students know, understand and can do. That evidence is then judged against criteria expressed in unit standards or local standards. There is no course attendance, work experience or time served requirement. Previous proven achievements are as valid as evidence as that gained during learning activities, from assessment tasks, and from current performance observed ‘on the job’.

Assessment of prior learning may relate to two different situations:

1. where there is verifiable evidence of prior performance, via letters of validation, or work samples or
2. where there is no verifiable evidence of prior performance, as the demonstration of knowledge or skills has not taken place within an established organisation. In such cases, planned assessment tasks and/or an interview with the person concerned may provide evidence sufficient to award unit standard credits.

Credit Transfer has more specific requirements than RPL in that evidence comes from student achievement in a course at another TEO

Key principles of the policy include expectations that:

- programme design will facilitate credit recognition and transfer
- credit transfer decisions will be: student-focussed, fair, defensible, timely and facilitate access to new learning opportunities
- TEO’s will have policies and procedures that support credit recognition and transfer, and such systems will not be limited by cultures or national borders.

For the purposes of this policy terms have the following definitions:

- *Cross-crediting*: credit gained from a course taken previously at Imperial College of New Zealand
- *Credit Transfer*: credit gained from achievement in a course taken at another TEO where course content is matched.
- *RPL*: credit awarded for informal, un-certificated learning or overseas qualifications

Policy statement

Imperial College of New Zealand recognises the importance and relevance of assessment of prior learning and credit transfer through procedures that ensure processes are fair, open, defensible, timely and educationally sound.

Imperial College of New Zealand will provide students with clear and current information on the processes for cross crediting, credit transfer and assessment of prior learning, and on the scale of fees applicable to RPL assessment services.

Cross crediting for current Imperial College of New Zealand is available and students are able to have their current unit standard achievements cross credited and applied against another course when there is an internal course transfer or the student is returning to study.

Maximum credit recognition for students who have been awarded credit at another TEO in this policy is 30%.

Prior learning will be assessed against the same standards and within the same moderation systems as are used within Imperial College of New Zealand programmes.

Procedures for the policy

1. The Principal will nominate appropriate assessors in relation to RPL/ Credit Transfer.
2. Internal cross credit for students who are transferring their course of study, or returning to study at Imperial College of New Zealand will be done in consultation with the individual student and the Administration. At the time of transfer, or enrolment the student's academic transcript with current record of learning will be printed and the available unit standard id numbers for cross credit will be identified. A printed copy of this record will be given to the student and a copy kept in the student file.
3. Students must apply for RPL/Credit transfer a minimum of four weeks prior to a course start date.
4. Students are responsible for provision of relevant evidence, where this is available; and Imperial College of New Zealand will arrange for assessments where these are required. Evidence supplied, and/or collected must relate to specific units or other programme content for which RPL / Credit transfer is sought and Imperial College of New Zealand must establish that this evidence is valid, authentic and sufficient in relation to the specified unit or programme content.
5. Imperial College of New Zealand recognises that prior student activities provide evidence relevant to assessment. Evidence for assessment of prior learning may be accepted from one or more of: prior performance, learning activities, specially created assessment tasks, and current competency.

6. Credits and/or unit standards awarded as a result of assessment of prior learning are of equal standing to credits awarded through other forms of assessment.
7. Imperial College of New Zealand attests to the “special nature” of its qualifications. The maximum credit able to be awarded is not more than 30%.
9. Where a student has gained unit standards through study at another TEO, Imperial College of New Zealand will allow the student direct credit for this standard. Imperial College of New Zealand reserves the right to use challenge assessments for current competency.
10. All decisions on RPL or credit transfer will be clearly communicated students, along with appeal procedures.
11. Where credit or RPL decisions lead to a student needing to attend only part of the hours of a programme, the decision to allow this will be balanced against the needs of tutors and other students. Any perceived difficulties will be discussed with the RPL applicant.
12. Where an appeal is received from the applicant about the RPL outcome, the appeal must be in writing and addressed to the Board of Directors. The appeal must be accompanied by all documents related to the RPL decision. Appeals must be lodged within 21 days from the date of the original letter. The CEO will re-assess and may reassign application to alternative assessors, including, but not limited to, external moderators or industry subject matter experts. Any further appeal beyond this is directed to use the policy on student complaints and grievances.

9 Student withdrawals and Refund policy

Fee Protection

Imperial College of New Zealand has an arrangement with the Public trust, which acts as a trustee to protect student's fee by holding the fee amount in a trust account. This protects all students fee against the withdrawal of accreditation of the College, any unlikely event of insolvency or the regulatory closure. This is a NZQA approved arrangement for fee protection.

Student Withdrawals and Refunds Policy

Purpose of the Policy

Imperial College of New Zealand ensures that students and other stakeholders receive clear information about the student withdrawals and refund requirements. ICNZ ensures that the fee refund procedure fully meets the requirements of the regulators (NZQA and MoE) and the Education (Pastoral Care of International Students) Code of Practice 2016.

PROCEDURES AND RESPONSIBILITIES

- Students wishing to withdraw from any of the courses must complete the course withdrawal request form with the reasons for withdrawal from the College
- The Principal or nominee makes decision (either approves or declines) on the application. Refund requests are approved or declined by the Principal or nominee based on the withdrawals and Refunds schedule as below
- When the refund applications are approved, Public Trust refund forms are generated by the administration and are given to the students for their signature and any relevant information. When the refund applications are declined, students are given opportunity to have meeting with Principal to discuss the reasons for decline
- Completed Public trust refund forms are then sent to Public Trust for authorisation and processing of fees held by Public Trust.
- In instances where a course is being cancelled, the College shall arrange for a full refund of fees paid by the students. In the event that a course is cancelled part way through due to unforeseen circumstances (including course closure or regulatory closure), a proportional refund of fees paid will be given.
- Students whose attendance is below the accepted percentage, or has failed to make contact with the College, despite warning letters being sent or phone calls made will be withdrawn from the course and Immigration New Zealand will be notified immediately, and no refund applies.

Refund Schedule

The amount of refund depends on the period of enrolment and period between the course start date and the application for withdrawal.

1

a. **Course length less than 5 weeks**

- i) Student withdrawing on or before the 2nd working day from the commencement of the course, the College will retain up to 50% of the course fee based on actual expenses incurred.
- ii) Student withdrawing after the 2nd working day, there will be no refund

b. **Course length greater than 5 weeks and less than 3 months**

- i) Student withdrawing on or before the 5th working day from the commencement of the course, the College will retain up to 25% of the course fee based on actual expenses incurred.
- ii) Student withdrawing after the 5th working day, there will be no refund

c. **Course length of 3 months or greater**

- i) Student withdrawing on or before the 10th working day from the commencement of the course, the College will retain up to 25% of the course fee based on actual expenses incurred.
- ii) Student withdrawing after the 10th working day, there will be no refund

2 Students withdrawing before the course starts will also be subject to the above criteria, i.e they will be entitled to a refund less any amounts (such as Insurance fees if already applied by the provider, the homestay placement if already confirmed by the student) allowed to be retained.

3 A full refund of any and all course-related fees paid by students will automatically be given for courses which are cancelled by Imperial College of New Zealand, or which did not start due to an insufficient number of enrolments.

4 Imperial College of New Zealand reserves the right to cancel any course for which there are insufficient enrolments.

10.1: Student Pastoral Support and Welfare

Responsibility for the policy

The CEO is responsible for the implementation of this policy and procedure and to ensure staff and students are aware of its application and that staff implement its requirements.

Purpose of the policy

The purpose of this policy is to define the system used to determine that there is a framework in which Imperial College of New Zealand will deal with student pastoral support and guidance policy and procedures in accordance with the requirements of the Code of Practice for the Pastoral Care of International students.

Statutory obligations for the policy

- Education Act 1989
- Ministry of Education and Code of Practice for the Pastoral Care of International students.
- Human Rights Act 1993
- Privacy Act 1993
- And any subsequent amendments

Background to the policy

Students must be provided with information about welfare and support services both within and outside Imperial College of New Zealand. These services include support for personal issues that may impact on the student's ability to learn and complete their study. Student support allows for students to adjust to study and life in New Zealand.

Policy statement

Imperial College of New Zealand provides for learning support and student advisory services to assist learners to achieve their learning goals and personal development and recognises that International students experience welfare and support issues and concerns as they are studying away from their home country. Imperial College of New Zealand recognises these and maintains internal and external support systems that are current and relevant to the student cohort and population.

The student support person must possess knowledge and experience with the legal and regulatory compliance obligations for the Code and is the first point of contact for students. The student support person is clearly identified in the student handbook and is displayed on the College notice boards.

Procedures for the policy

Student Pastoral Support and Welfare Guidance and Guidelines

The following procedures will be adhered to if the Imperial College of New Zealand has concerns regarding the pastoral welfare and safety of the student. All student meetings are recorded.

Indicators of support concerns may be:

A. If a student is attending their classes regularly, but not performing in their studies;

B. In the event that a student seems to be regularly absent due to minor illness;

1. As an educational provider for adult learners the College encourages students to become responsible for themselves.
2. Student handbooks will identify a variety of external support agencies that may be of assistance to a range of student issues/concerns/problems.
3. Teaching staff interact with students in classrooms and on campus and are likely to respond to any changes in a student's participation or academic performance, these should be notified to the student support person.
4. For other support and guidance, students can make an appointment to see the student support person. The student support person will complete the support and guidance forms and these are filed in the student file.
5. The student support person and/or nominee will counsel the student, on a weekly basis if necessary. All meetings will be documented in writing by completing a support and guidance form. This will be filed in the student file.
6. The student support person and/or nominee may talk to the student's friends, if appropriate, in order to identify the problems that may be encountered by the student.
7. If the student shows no improvement or interest in their studies, the College will consider terminating the enrolment and meet with the student to discuss this option. The meeting will be documented in writing by completing a support and guidance form. This will be filed in the student file. If the decision is made to withdraw early from the course the New Zealand Immigration Service will be notified that the student has ceased to attend using the required NZIS form. A copy is kept on the student file.

10.2 Student Academic Support

Responsibility for the policy

The CEO is responsible for the implementation of this policy and procedure and to ensure staff and students are aware of its application and that staff implement its requirements.

Purpose of the policy

The purpose of this policy is to define the system used to determine that there is a framework in which Imperial College of New Zealand will deal with student academic support and guidance policy and procedures in accordance with the requirements of the Code of Practice for the Pastoral Care of International students.

Statutory obligations for the policy

- Education Act 1989
- Ministry of Education and Code of Practice for the Pastoral Care of International students.
- Human Rights Act 1993
- Privacy Act 1993
- And any subsequent amendments

Background to the policy

Students must be provided with information about academic support services both within and outside Imperial College of New Zealand. These services include academic support to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course.

Policy statement

Imperial College of New Zealand provides for learning support and student advisory services to assist learners to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course and personal development.

International students experience academic support issues and concerns as they are studying in a different country. Imperial College of New Zealand recognises these and maintains internal and external support systems that are current and relevant to the student cohort and population.

Procedures for the policy

Student Academic Support Guidance and Guidelines

The following procedures will be adhered to if the Imperial College of New Zealand has concerns regarding the pastoral welfare and safety of the student. All student meetings are recorded using template forms.

This policy can be read in conjunction with Policy 6.7: Student Attendance and Academic Performance Requirements

Indicators of academic support concerns may be:

A. If a student is attending their classes regularly, but not performing in their studies

B. In the event that a student ceases attendance before course completion

1. As an educational provider for adult learners the College encourages students to become responsible for themselves and their own learning.
2. Teaching staff that have a concern that a student is having difficulty in the classroom or in completing the required course work will have a discussion with the student. Teaching staff will document the meeting in writing by completing the academic concerns form. The form is filed in the student file.
3. If the teaching staff continues to be concerned about the students lack of academic progress, they will notify the student support person and clearly identifying the student and the concerns and details of what has been done to support the student.
4. The student support person will make an appointment to meet with the student to discuss what academic support the student may require.
5. The student's performance will be monitored by the student support person, if the student continues to fail in meeting academic progress then the procedures from Policy 6.7 Student attendance and Academic Performance Procedures will be implemented.

10.3 Student Complaints, Grievance And Appeal

Responsibility for the policy

The CEO is responsible for the implementation of this policy and procedure and to ensure staff and students are aware of its application and that staff implement its requirements.

Purpose of the policy

The purpose of this policy is to define the system used to determine that Imperial College of New Zealand provides a teaching and learning environment for students that is physically safe and free from harassment of any kind and conducive to the achievement of good learning outcomes and personal development.

Statutory obligations for the policy

- Human Rights Commission Act 1993
- Education Act 1989
- And any subsequent amendments

Background to the policy

Factors outside the control of Imperial College of New Zealand which can adversely affect the interests of students, while it is important for the College to be considerate, sympathetic and, where possible, helpful in their response to the distress this can cause, complaints and grievance procedures are limited in their scope to address the following:

- inappropriate policies and procedures of the College,
- failure to act in accordance with appropriate policies and procedures, and
- action(s) by staff or students which cause upset to others.

For the purposes of this policy the following definitions shall apply:

Complaint – expression of dissatisfaction

Complainant – person making the complaint

Object – matter about which the complaint is made

Respondent – person(s) alleged to have committed the action giving rise to the complaint

Facilitator – person receiving the complaint who has the responsibility to facilitate resolution

Policy statement

Imperial College of New Zealand has a documented complaints and appeals policy together with procedures that cover the action to be taken in the event of a complaint or appeal, the required follow-up to the complaint or appeal, the recording of the complaint or appeal and the action taken.

Students are given full information about the grievance/complaints process through orientation. Procedures are printed in student handbooks.

Students can raise issues of concern in an environment free from fear of retribution or breach of confidentiality. (There will be times when the only way to deal with a complaint involves identifying the

complainant to the respondent. Where this is deemed to be the case, the facilitator should secure the agreement of the complainant beforehand.)

Attempts to solve problems should be focused at the level closest to the problem itself and should only be referred to a higher level if this fails.

The respondent has as much right to fair and just treatment as the complainant (innocent until proven guilty).

Solutions should focus on conflict resolution or solving the problem rather than taking punitive action (although punitive action may sometimes be necessary).

Possible outcomes may include but are not limited to: doing nothing, mediation, revising policies, referral to the police, providing compensation, taking appropriate disciplinary action.

The event of the complaint must have taken place in the last six months.

Procedures for the policy

Informal Process

Any student with a question or complaint may raise the matter with staff of Imperial College of New Zealand and attempt an informal resolution of the question or complaint.

Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the staff member involved determines that the issue question or complaint was relevant to the wider operation of Imperial College of New Zealand.

Examples of informal complaints might include the following:

- a. minor classroom irritations (e.g. other students break concentration by always talking in class, tutor fails to keep order);
- b. concerns arising from miscommunication or misunderstanding;
- c. minor disagreements over academic matters (e.g. teaching staff didn't accept my late assignment, when I felt I had a good excuse);
- d. resource difficulties (e.g. internet connection keeps crashing).

Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

Formal Complaints

Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so. To register a formal complaint a student must complete the student complaint form and contact the Principal to arrange a meeting. At this meeting the complaint can be raised and a resolution attempted.

At the stage of the complaint meeting, the complaint must be recorded in writing and signed and dated by the complainant and the Principal. The complaint is recorded in writing by completing the student complaint form prior to the meeting or a new document can be prepared and signed during the meeting.

Each party to the complaint may be accompanied and assisted by a support person at any relevant meetings. The student will have an opportunity to formally present their case, in writing or in person.

The Principal will then attempt to resolve the complaint with the student and any other parties who may be involved. The resolution phase must commence within 10 working days of the complaint being lodged in writing and a maximum time of two weeks will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.

At the end of the resolution phase (two weeks or such other time as agreed to by all parties in writing) the Principal will report the College decision to the student. The Imperial College of New Zealand decision and reasons for the decision will be documented by the Principal and placed in the students file with a written statement of the outcome including details and reasons for the decision.

Following the resolution phase Imperial College of New Zealand immediately advise the student of this and implement any decision and/or corrective and preventive action required from the complaint.

If a student is dissatisfied with the outcome of the formal complaint process then they may institute an appeals process by completing the appeals form.

Appeals

Appeals may arise against discipline actions and appeals against decisions arising from complaints. The essential nature of an appeal is that it is a request by a student to reconsider a decision made by Imperial College of new Zealand.

The appeals process is initiated by a student completing the student appeals form. A student's enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.

The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing. A maximum time of 30 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

After a student makes an appeal, the management will appoint an independent person or body to hear the appeal and propose a final resolution. The College will pay for the costs of mediation.

- The student will have an opportunity to formally present their case, in writing or in person.
- Each party to the appeal may be accompanied and assisted by a support person at any relevant meetings.

- The outcome of the appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and Imperial College of New Zealand and placed in the student file.
- In all other respects the appeals procedure will be determined by the independent mediator.
- Following the appeal decision phase Imperial College of New Zealand must implement the decision as conveyed to the student.
- There are no further avenues within Imperial College of New Zealand for complaints or appeals after the appeals phase has been completed.

The outcome of the internal appeal and reasons for the outcome will be recorded in writing with a written statement of the outcome including details and reasons for the decision and signed and dated by the student and Imperial College of New Zealand and placed in the student file.

Following the internal appeals phase Imperial College of New Zealand will immediately advise the student of this and implement any decision and/or corrective and preventive action required from the appeal.

There are no further avenues within Imperial College of new Zealand for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available if the appellant doesn't agree with the decision.

External Appeal Process

If the complainant is still dissatisfied with the outcome they should be informed of their right to appeal to the NZQA.

NZQA deals with all student problems, NZ Qualifications Authority, PO Box 160, Wellington 6140, Phone 0800 697 296

If your concern is related to financial or contractual dispute, you can contact *istudent complaint* <https://www.istudent.org.nz/>