



New Zealand  
School of Tourism

# **STUDENT HANDBOOK**

## **Rules & Guidelines 2020**

*We are delighted that you have chosen to train with us and we look forward to a positive and successful relationship.*



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***Welcome. Please use this booklet as a guide to refer to during and after your programme of study. We hope you enjoy your time with us - if you have any problems or concerns during the programme please do not hesitate to discuss them with your class trainer or Management who will be more than happy to help.***

## **Our Expectations – getting you ‘work ready, world ready’**

While you are studying with us, we train and upskill you to understand what behaviour as a tourism professional looks like. We call that **‘work ready, world ready’**. The Travel and Tourism industry needs people who are friendly, courteous, and sensitive towards others, have a positive outlook, and who enjoy interacting with others in one to one and group situations. Please respect the other students in the programme. Look after, encourage and help one another if you can. Arrive on time, give the trainers 100% and relax and enjoy the classes.

The following professional ‘work ready, world ready’ guidelines are expected of all students and are required for the successful completion of every programme, entry into further programme enrolments, participation in study tours etc.

### **‘Work ready, world ready’ professional guidelines applicable to all students**

- Attendance level meets required standard for the qualification (refer section on Attendance)
- Corporate dress has been maintained throughout the programme (refer section on Corporate Dress)
- A positive attitude and professional manner (refer note 1 below) has been displayed throughout the programme including any point when you are representing the New Zealand School of Tourism. Examples of this are (but not limited to) study tours, job interviews, job fairs.

**Note 1** - Positive attitude and professional manner is defined as:

- Supporting a team environment in class
- Supporting other students
- Maintaining punctuality
- Participating in a positive manner
- Maintaining a respectful relationship with all fellow students, staff and guests at all times
- Behaving in an acceptable manner on external programme related activities – educational, work experience, site visits etc.
- Behaving in line with the guidelines in this handbook
- Taking constructive feedback on board and applying it in future
- Understanding the part, you play in any situation in a mature fashion

## **Academic Policies**

### **Appealing Results**

If a student wishes to query the marking of an assessment, this must be done **within ten days** of receiving back the assessment, with the Head of Training. Students may appeal assessment decisions they consider are unfair or inaccurate. In the first instance the matter should be raised with the Head of Training, who may discuss the issue with the Trainer concerned. Should this not resolve the matter, the student may then appeal to the Campus Manager, or if still concerned about the outcome, formally to the NZST General Manager, 766 River Road, Hamilton 3210.

## **Assessments**

Assessments for all subjects vary. Some will be by written exam, others by assignments, role-plays, observations, or online. Your trainer will explain the assessment procedures for each individual subject. Regardless of the assessment type, all are equally as important and required towards the successful completion of your qualification.

All work for assessments, both classroom and home study, must be your own work. Copying or using notes, from students or the internet is not acceptable. Management will deal with any cases of cheating/plagiarism seriously.

Paper copy of assessments will be kept on site for approx 12 months and results will be kept indefinitely plus backed up daily. If you would like a copy you will need to request these from your class trainer.

## **Assessment and Exam Procedures**

- These are undertaken at the time and date given by the subject trainer.
- They may be open or closed book, and take place in a classroom. No talking is allowed. A supervisor or trainer will be in the room at all times.
- For open book assessments: you may have with you applicable workbooks, a pen and a calculator (if required).
- For closed book assessments: your trainer will advise what resources are allowed.
- The supervisor will hand out blank paper if required. You may not use your own blank paper or pads.
- No red pens, pencils or twink / white out are allowed.
- No cell phones are permitted.
- If a student is more than 10 minutes late for a formal assessment task, he/she will not be admitted into the assessment room.
- Most assessments will be marked immediately and resits completed on the day or Friday mornings.
- Some assessments may take up to a week for marking.
- We reserve the right to hold digital copies of any assessment for the purpose of comparison with past and future work by others to detect academic fraud.
- If any student suspects any form of cheating they are encouraged and expected to report this to a staff member.

## **Cross Credits and Recognised Prior Learning**

The New Zealand School of Tourism recognises those students who have gained credits towards qualifications that our programmes lead to. Credit transfers can be obtained by producing evidence from a previous tertiary institute of credits achieved and the graduate profile outcomes/qualifications they lead to. If you believe you have completed prior learning in a particular subject that forms a part of a programme you are enrolled in and would like to be recognised for this, please see your Head of Training.

When a student receives cross credits for a subject/module they have already achieved, they have the option of either: 1. having the day/s off without being penalised for being absent, or 2. attending the class to refresh and grow their knowledge about the topic. This option is encouraged as the classroom environment offers a further stretch both in content and employability skills. If the latter option is chosen, they will not be required to complete any assessments.

### **Note:**

Evidence of prior learning will be required and may include a short assessment of some description to confirm knowledge and understanding,

## **Literacy and Numeracy Assessment Tool**

If you are enrolled in our Level 2 and Level 3 programmes you are required to complete an online assessment of your numeracy & literacy levels. These are scheduled at the beginning and end of each programme and are compulsory.



All students enrolled in Level 4+ programmes of study complete the literacy and numeracy assessment towards the end of their programme. This analysis of your literacy and numeracy levels allow us to support you throughout your study with us and we are able to track what gains have been made in these areas.

### **Disciplinary Procedures**

Disciplinary procedures will occur for inappropriate behaviour. The following is a guideline on what is considered to be unacceptable behaviour:

#### **Minor Behaviour**

E.g. Absenteeism, poor standard of dress and presentation, no-show for resits etc.

Discussions will be held with you and the Trainer concerned. Notes on this discussion will go on your file. If the behaviour continues, it could affect your participation in off site visits, study tours, assistance with employment and graduation.

#### **Concerning Behaviour**

E.g. Poor attitude, lack of participation, demonstrating a lack of respect for staff, fellow students, guests or industry partners. This includes inappropriate behaviour or language which may cause concern.

A discussion will be held and notes will be written on your file. It could affect your participation in off site visits, study tours, assistance with employment and graduation. If it continues, a meeting with the Campus Manager will be arranged to discuss whether you want and are able to continue with the programme. If you are under the age of 18, your guardian will be informed unless exceptional circumstances apply. You will be given the opportunity to bring along a support person if you wish. Further occurrences of the concerning behaviour may result in another meeting where a final warning or expulsion may occur.

#### **Major / Expulsion Behaviour**

The following behaviours will be viewed seriously and may result in **instant expulsion and termination of enrolment** or in the circumstances where management does not consider that expulsion is appropriate, a final warning will be issued even if no other warnings have been issued previously. Regardless of the decided outcome, a meeting with the Campus Manager and Head of Training will be arranged where you will be given the opportunity to bring a support person along if you wish. In the interim, you may be stood down from campus. If expulsion is the outcome, you will be given this in writing as well as a copy of your final academic record of learning. A recommended way forward may be discussed with management depending on the situation. The behaviours listed are examples only and the list is not intended to be exhaustive:

- Wilful abuse of or damage to company property or their suppliers
- Drunkenness or being under the influence of or in the possession of, or misuse of illegal drugs on campus or at a campus event off-site/work experience etc.
- Inappropriate or offensive sexual behaviour or sexual misconduct
- Assault or abusive behaviour towards another student, staff member or supplier
- Harassment of a staff member or another student
- Plagiarism or cheating of any description
- Theft
- Bringing the company into disrepute
- Behaviour that has the potential to damage the company's reputation
- Continued concerning behaviour (see above)

In Addition to the above policies **All International Students** must not be involved in the following conduct whilst away from campus and not under the direct supervision or control of the signatory being NZ School of Tourism;

The behaviours listed are examples only and the list is not intended to be exhaustive:

- All of the above behaviours
- Being arrested by the police, or being investigated for unlawful matters
- The breach or breaches would constitute an ongoing risk to the student's education, health, safety well-being or personal welfare for which the school is responsible under the Education (Pastoral Care of International Students) Code of Practice 2016

It would be viewed seriously and may result in instant expulsion and termination of enrolment or in the circumstances where management does not consider that expulsion is appropriate. A final warning will be issued even if no other warnings have been issued previously. Regardless of the decided outcome, a meeting with the Campus Manager and Head of Training will be arranged where you will be given the opportunity to bring a support person along if you wish. In the interim, you may be stood down from campus. If expulsion is the outcome, you will be given this in writing as well as a copy of your final academic record of learning. A recommended way forward may be discussed with management depending on the situation.

## **Student Bullying**

Bullying is unwanted and unwarranted behaviour that another person finds offensive, intimidating or humiliating which is repeated so as to have a detrimental effect upon a person's dignity, safety, and well-being. Bullying can be physical (like hitting or kicking you), verbal (like putting you down or spreading rumours) emotional (excluding you from groups or forcing you to do things you don't want to), or online (posting nasty things about you, sending embarrassing pictures or videos of you to others). It can happen in front of everyone or when no one else is watching.

### **What can you do if you're being bullied?**

Bullying feels awful and it's important to remember it's not your fault.

- Tell the person who is bullying you to stop (if you feel that you can). Or just walk away.
- Tell your Course Trainer or Head of training or someone you trust.
- Spend time with friends who help you feel good about yourself.
- Don't reply to any messages that make you feel sad, threatened or embarrassed. Often people who bully others are just looking for a reaction.
- Keep all messages and take photos of uncomfortable posts. Make a note of the time, date and content. This is evidence you might need if the problem gets worse.
- Use privacy functions on Apps to block or prevent receiving nasty messages.
- If the bullying online or on your mobile involves physical threats, like threats to hurt or fight you, contact the police. Making threats of harm is criminal behaviour in New Zealand.

Our organisation takes bullying very seriously and it can be deemed as Major / Expulsion behaviour

## **Enrolment into future programmes**

Entry into future programmes is restricted to those students that meet the required eligibility criteria for relevant programme as detailed below:

### **All programmes**

- Must have successfully completed current programme of study
- Must meet professional guidelines as detailed at the beginning of this handbook

### **Diploma Level 5 programmes**

- Must be approved by the Campus Manager as being academically capable.
  - Be looking like there will be no issues with a student completing their level 4 qualification
  - Be work ready world ready
  - If a student is under a step 4 in both literacy and numeracy, based on the most current result, in addition to the required approval a support plan will be put in place

## **Flight Attending Practicals**

Due to the limited number of spaces funded by the government, entry into this block course is by endorsement of the Campus Manager only. Students must have completed the Tourism, Airline and Flight Attending Level 4 programme and preference may be given to those enrolled in a level 5 diploma.

The Campus Manager will select which of the students that have applied will be confirmed in the programme around the week 10 mark of the Tourism, Airline & Flight Attending programme. Decisions will be made by looking at the criteria above for 'all programmes'.

Further criteria are applied as follows based on airline requirements:

- Must be able to gain a passport without restrictions
- Must be 18 four weeks after upon completion of the qualification
- Must be able to meet the security requirements for gaining an AVSEC card – this requires a police check (those with a criminal record may not be eligible).
- Must have 2 years customer service experience

### **International Student Visa**

If you are an international student it is your responsibility for checking that you have an up-to-date and correct visa at all times. We can help you to renew your visa but you must let us know at least three weeks before your old visa expires.

### **Re – Assessment (Resits)**

If you don't pass the assessment and wish to be re-assessed, it is only necessary to resit the question that relates to the Learning Outcome of the module that was not achieved. All Learning Outcomes must be achieved as they link with the Graduate Profile for the qualification. It may not be necessary to resit the whole assessment again. The only exception to this is some Moodle assessments. Resits occur on either a scheduled day or as necessary. Appropriate notice will be given to students.

A resit time will be held each week and every student is expected to attend if they have any resits to complete. It is your responsibility to keep up to date with your resits. You will need to bring any workbooks and material (e.g. calculators etc) required to complete your resit papers. If you have resits scheduled and do not attend, you will be marked absent.

Our resources are updated regularly therefore any resits should be completed within three months from the last day of the programme. If an assessment has not been marked as competent within 3 months of the programme ending, the entire module will need to be repeated in order to gain the credits.

### **Results notice / Academic record of learning**

Throughout the programme you will be given an updated Results Notice/Academic Record notifying you of your results. Please check this thoroughly and advise your class trainer of any problems.

### **Self-directed learning hours**

As a part of each programme, students are required to complete a set amount of self-directed learning hours in addition to what they do with trainers, face to face in class. It forms part of the approved programme and therefore supports your learning and ability to successfully complete your qualification.

Each programme has an expected plan for students to follow for a set amount of hours depending on their programme of study as follows:

- NZ Diploma in Tourism and Travel – 20 hours
- NZ Diploma in Hotel and Hospitality Management 17.5 hours
- NZ Certificate in Aviation – 15 hours
- All other programmes – 10 hours

The types of activities included in the plan to meet the learning hours required are:

- Activities set each week by your Trainer to enhance learning and prepare you for your assessment
- Increasing literacy and numeracy skills, including reading
- Study time for closed book assessments and homework

- Additional activities focussed on “Work Ready, World Ready” such as getting ready for employment
- Building industry related knowledge

Your class trainer will give you instructions and expectations on what is included for your programme. Your Trainer will touch base with you each day/week to track your SDL progress. Students will be expected to commit to completing the additional work and to self-manage their time to achieve the requirements. Class trainers will touch base throughout the programme and monitor progress.

### **Choosing to withdraw From Your Programme of Study – DOMESTIC STUDENTS**

If for any reason you feel that you need to withdraw from your programme of study a discussion with your Class Trainer and the Head of Training is recommended. Notice in writing is required if you decide to withdraw. The cancellation fees are as follows:

- From enrolment and up to seven days after the first day of the programme – 10% or \$500.00 whichever is the lesser amount.
- After eight days – students will pay the full programme fee and no refund is given.

If the student withdraws from one programme and transfers to another programme at either the same or an alternative campus an Administration Fee of up to \$250.00 may be charged. Students can request a final academic record of learning if they wish.

### **Choosing to withdraw from your programme of study – INTERNATIONAL STUDENTS**

Once confirmed on your programme if you wish to withdraw you must put this in writing and either post it in or hand it in to the office. Please note being withdrawn from a programme would impact your academic record and may impact future enrolment and the ability to continue future study in New Zealand. Students can request a final academic record of learning if they wish.

The cancellation fees are as follows:

- **After enrolment but before the official start date:**  
8% of programme fees deducted for a programme 36 weeks or longer  
20% of programme fees deducted for a programme less than 36 weeks
- **After programme start date, but up to or including the 10th working day:**  
10% of programme fees deducted for a programme 36 weeks or longer  
25% of programme fees deducted for a programme less than 36 weeks
- **After the 10th day of programme:**  
No refund applicable, full programme fees retained by the campus.
- Please note that there may also be Insurance and Corporate Dress costs if these have already been paid to the companies at time of withdraw.
- If you leave or are withdrawn from a course after the cancellation period you will be liable for any outstanding fees
- Immigration New Zealand will be notified if study is terminated

### **Accepting a Job in the Industry**

If you accept a position in the airline, travel or tourism industry before you complete your programme you may still participate in the study tours / educationals with your group if your employer agrees. No refund is due for any study tours / educationals not attended or for the modules you have not completed.

If the position is not a recognised travel industry position then you will not be able to participate in the study tour as we work with suppliers to obtain discounts on the understanding that you are looking for a position in the industry on completion of the programme.

If you have not completed your programme because of obtaining an industry position the following options (subject to availability) are available to you at no additional charge.

- Join another class
- Workplace assessment

## Administration/Office Hours

Office hours are 8.00am – 5.00pm.

The administration team are there to assist with any queries you may have and are also available for all programme related issues including Studylink payments. Administration staff can be extremely busy at certain times of the year so an appointment to see the appropriate person may be necessary.

### Administration costs sheet

<b>Photocopying</b>	20¢ per page
<b>Binding</b>	\$3.00 per booklet (Including the binding, plastic front and back page)
<b>Printing</b>	20¢ per B&W page printed 40¢ per colour page printed

This can be paid by EFTPOS. Stamps, envelopes or stationery are not available for students to buy.

## Attendance

Our attendance policy is all about ensuring you have completed the required amount of face to face learning so that you can gain your qualification authentically. It's also about getting you "WORK READY" for employment. We expect students to have strong attendance. If you use your Campus Manager as a referee your attendance will be disclosed to your potential employer.

If you are unable to attend class or if you are going to be late, you are required to advise the Campus before 9.00am by phone. A text message to a friend is not acceptable. Please note that this is standard business practice and we are trying to get you 'work ready' for employment. Lateness is recorded in 'quarter days' and applied to any student that arrives after the class has started at the beginning of the day as well as after each break (morning tea, lunch and afternoon tea).

## Appointments

Appointments should be made outside of **class time**. Arriving late or leaving early will see you marked absent for that quarter day. It is your responsibility to catch up on any missed learning.

## Class Times

Class times may vary depending on the qualification being completed at the time. Below is the general guide for each qualification type with a morning, afternoon and lunch break applied unless shown below. Students are required to attend class between these hours to ensure the attendance policy is adhered to (see attendance policy). Please note: on occasion, classes may be required to start earlier at 8.30am however students will be given notice of this prior to the day. The class times detailed below do not apply when students are away on study tours – in this instance, it is up to the escorting staff member to decide on appropriate contact hours.

**All Level 2, 3 & 4 Programmes:** Classes start each day at 9.00am and finish anytime between 4.00pm – 5.00pm Monday to Thursday with a 1 hour lunch-break and 9.00am – 1pm Friday. All sessions are compulsory. Trainers are available before or after class for additional assistance, tutorials etc.

**Level 5 & 6 Diploma Programmes:** Classes are run for half days either from 9.00am – 1.00pm or 1.00pm – 5.00pm. No lunch-break applies. Trainers are available before or after class for additional assistance, tutorial, etc.

## Attendance requirements to gain your certificate

If you wish to gain the Certificates issued by New Zealand School of Tourism, you must have completed the required amount of face to face learning and therefore meet the attendance requirement. The maximum number of days you can be absent, depends on the programme you are currently enrolled in (outlined in

table below). Absent days are accrued if you are absent for any reason (including medical, funeral, tangi etc.) or if you are late to class in the morning/after any break (each late occurrence counts as ¼ day).

<b>Programme</b>	<b>Absent days allowed:</b>
Level 2 programmes	5
Level 3 programmes	5
Level 4 programmes	4
Level 5 & 6 programmes	8 (1 day = 1 calendar day 9am-1pm or 1-5pm)
Diploma with Internship (24 weeks)	6
Flight Attending Practicals	1

**Note:**

If you are enrolled in more than one programme (e.g. Travel, Tourism and Airline Industry Level 3 plus Tourism, Hotel and Airline Level 4), you will not be able to ‘carry forward’ or ‘borrow’ days between programmes.

Please note that medical certificates and any form of explanation note will not gain exemption from being marked absent because you would have missed out on the learning. Remember the purpose of this policy is to ensure you have authentically gained the qualification. A medical certificate however or evidence of attending a funeral/tangi (such as a service sheet) will be placed on file and then can be used when talking with a prospective employer to explain any absences that you have had. This policy is in line with getting you ‘work ready, world ready’ and that is why we have a set amount of days that we would class as ‘acceptable’.

Absenteeism/attendance is monitored closely and students are expected to keep up to date with how many days off they have had in relation to what is ‘allowed’ (as shown previously). This can be done at any time through logging into your “Fishbowl” account.

Remember: the purpose of this policy is to ensure that qualifications are gained authentically regarding the amount of face to face facilitation you have received for the programme you are enrolled in, as well as ensuring students are ‘work ready, world ready’ when they are released to employment in the industry. When students exceed the ‘allowed days’, we begin to manage the situation through the withdrawal process which is outlined in the next sub-section. In exceptional circumstances, the Campus Manager may make exceptions to the rule and will therefore form a plan of action to ensure students are still able to gain their New Zealand qualification authentically. If you are a student that has been deemed as an ‘exceptional circumstance’, this may involve being moved to another intake, so that you can catch up on any learning you may have missed. Where a student is either not meeting course requirements through low attendance or not being on track with their credit achievements, student’s finances may be suspended.

**Being withdrawn from programme of study due to attendance issues**

If the Campus Management team has concerns about your absenteeism/lack of attendance, the following policies will apply:

**Withdrawal policy for consecutive absenteeism (including lateness)**

If you have not attended class for a period of one learning week without advising us, we will write and/or email to inform you of the date you need to contact us by before we assume you have withdrawn from the programme. We will then complete the necessary forms and advise Immigration/Studylink (if applicable). This will mean you are no longer enrolled with us. A final academic record of learning will be issued.

- **First instance of being absent without notifying us:**

After one learning week of no contact, you will be given three days to notify us or return to class without being withdrawn (5 days + 3 days' notice = 8 days). If we do not hear from you, you will be withdrawn from your programme of study.

- **Second instance of being absent without notifying us:**

After three days of no contact, you will be given three days to notify us or return to class without being withdrawn (3 days + 3 days' notice = 6 days). If we do not hear from you, you will be withdrawn from your programme of study.

- **Third instance of being absent without notifying us:**

After one day of no contact, you will be withdrawn the following day.

### **Withdrawal policy for non-consecutive absenteeism (including lateness)**

If you have not attended class for a total amount of time that exceeds what would be expected when you are in employment (including different days off, not necessarily in a row), we will meet with you to discuss our concerns and re-iterate the policy outlined below. If you are under the age of 18, your guardian will also be contacted unless exceptional circumstances apply. Remember that this policy is aligned with getting you 'work ready, world ready' and also ensures you are able to authentically gain your qualifications by attending class and being in the learning environment. We will have mechanisms in place to keep you up to date on your attendance and how the policy works, but the responsibility is yours.

*NOTE: Lateness is defined as 'turning up to class once the trainer has started the recap/activity/lesson'. Exceptional circumstances are at the discretion of the Campus Manager in liaison with the General Manager.*

### **Prior to the withdrawal procedure happening, our expectations would be:**

- a. Student Handbook signed, with the understanding of the attendance policy and consequences that may result
- b. Attendance will be discussed at weekly meetings and Qtime (one on one) sessions
- c. Fishbowl will continue to report absent days so you have direct access to the information

### **Stage 1: When you have exceeded the allowed number of days in the qualification you are enrolled in: (E.g. have gone over TTAI: 5 days, DIP: 8 days, THA: 4 days, TAFA: 4 days, THACE: 4 days).**

- A formal meeting with your Class Trainer will take place where you will be advised you are no longer eligible for any study tours/famil trips, or eligible to gain any NZST certificates. If you are under the age of 18, your guardian will also be contacted unless exceptional circumstances apply. Written confirmation of this will be given to you outlining the next stage.

### **Stage 2: If you exceed 'allowed days' by another 5 days absent:**

- A formal meeting will be arranged with the Head of Training and Campus Manager where you will have the opportunity to bring a support person if you wish. You may be withdrawn and advised of this in writing. If you are unable to attend a meeting or we have not been able to make contact, an official letter will be sent to your current address. You will also be given a final academic record of learning outlining your completed modules.

## **Certificates**

The programmes offered include NZQA New Zealand qualification certificates and our own New Zealand School of Tourism programme certificates. In order to gain any of the NZQA New Zealand certificates included in the programme you are completing, you must achieve 100% of the subjects offered within the programme's curriculum as well as meet the professional guidelines set out at the beginning of this handbook.

Additional criteria may apply for individual certificate types and these are as follows:

## **New Zealand School of Tourism Certificates**

These certificates are awarded by New Zealand School of Tourism and have no additional criteria other than the 100% completion of curriculum and successfully meeting professional guidelines.

### **New Zealand Certificate in Aviation (Flight Attending) Level 4**

Students who successfully complete the 'Flight Attending Practicals' block course will gain this certificate as long as they also meet the following criteria:

- Must be able to gain a passport without restrictions
- Must be 18 four weeks after upon completion of the qualification
- Must be able to meet the security requirements for gaining an AVSEC card – this requires a police check and those with a criminal record may not be eligible

## **Graduation Awards**

At graduation various awards are given out to students including the **Student of the Year Award**. We are looking for students who go that extra mile, have a great attitude, who make a valuable contribution to campus life as well as a high level of academic achievement and excellent attendance.

## **Specialist Product Knowledge Certificates - New Zealand School of Tourism**

These additional certificates are offered to travel and tourism students. They involve a day of learning about the specific product and then a closed book exam written in conjunction with the industry partner. To be eligible to sit the exam for each specialist certificate, you must have attended the product knowledge day with your class.

If you have been absent for medical reasons (or any other reason that management deems acceptable), you may be able to join another class if the timetable permits.

## **Change of Address or Phone Numbers**

Please let us know if you change your address, phone numbers or email address during or up to six months after the programme has finished. We may like to contact you for any employment opportunities or so any additional certificates etc. can be sent to the correct address.

It is a requirement that international students must advise the Campus Manager (Pastoral Care Manager) of any change of contact details, accommodation type, residential address and immigration status.

## **Complaints Procedures**

In all instances when you are not entirely happy, we want to help.

- In the first instance, you should talk to your Class Trainer who is directly responsible for your pastoral care. They will talk it through with you and discuss a way forward
- If you are not satisfied with this result, you can then escalate to the Head of Training, as the person in Management responsible for the academic department
- The Campus Manager is available for any concerns/complaint that the Head of Training is unable to manage
- If you are unsatisfied by campus staff in dealing with your concern/complaint, you can contact the People Development Manager in writing, outlining your concerns and the discussions held to date with the campus staff.

General Manager  
New Zealand School of Tourism  
766 River Road, Hamilton 3210  
Ph: (07) 853 0291



In all stages, the staff member managing your concerns will discuss with you (and other relevant parties) to attempt to solve it.

In extreme cases where a resolution is not found, you can contact NZQA who will ask for specific details, including student handbook guidelines and company policies. They will then determine if we have followed a fair and reasonable path in line with our company expectations.

**New Zealand Qualifications Authority**

The Terrace, PO Box 160, Wellington 6140

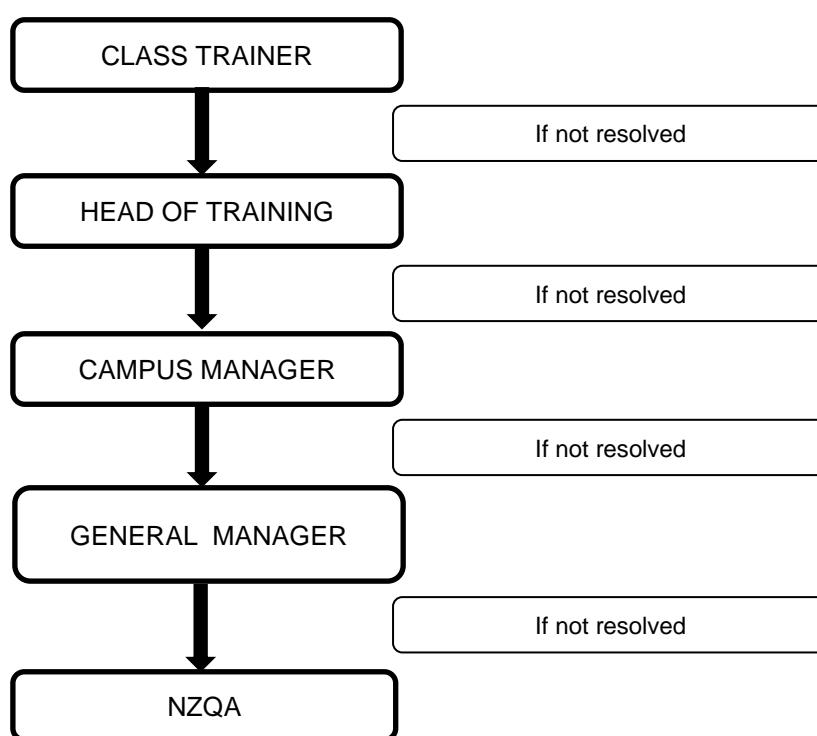
Ph: 0800 697 296

Or

For **International students** if the complaint is of a financial/contractual nature, NZQA will refer it to the Dispute Resolution Scheme (DRS) operator iStudent Complaints. Information about the Dispute Resolution Scheme operator can be found at [www.istudent.org.nz](http://www.istudent.org.nz)

**Flow chart of complaints procedure process**

Who shall I talk to if I disagree with actions/decisions of New Zealand School of Tourism?



**Remember:** In all circumstances, NZQA and New Zealand School of Tourism will stand by the guidelines outlined in this handbook as a point of reference when making decisions.

**Code of Practice for the Pastoral Care of International Students**

New Zealand School of Tourism has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by NZQA. Copies of the Code are available on request from this institution or from the NZQA website at [www.nzqa.co.nz](http://www.nzqa.co.nz)

## Computer Network, Internet Policy and IT Services

Use of the computers or our Wi-Fi network means you have agreed to the following:

### 1. Personal responsibility

The student takes personal responsibility for their actions in accessing the company's computer system or Wi-Fi.

Students understand that they may not, under any circumstances, change any of the settings, screen savers etc. Any such changes would mean disciplinary action including being refused access to the computers.

### 2. Use of personal electronic devices on campus requiring power

Students and staff must only use devices that are electrically safe on NZST campuses as this is a fire risk. Devices should be inspected by the owner and in safe condition prior to use e.g. no split cables, damaged plugs etc. If in doubt, consult the advice of a competent technician.

### 3. Internet access

Students may not access the following:

- Sites that are considered to be offensive or are of illegal nature i.e. pornographic or violent
- Chat rooms during class time
- Facebook or other social media websites during class time

### 4. Restrictions on social media

Due to the high risk of reputational damage to the organisation and the viral nature of social media increasing the 'spread' of negativity, the following policies applies:

- a. Comments or photographs on ***your personal social media platforms*** that could be classed as negative, inappropriate or unprofessional are prohibited.
- b. Comments or photographs on ***any social media platform directly linked to the organisation*** (e.g. NZST Facebook or Instagram pages) that could be classed as negative, inappropriate or unprofessional are prohibited.
- c. Being ***'tagged' or 'linked' to anything of this nature*** is prohibited and students should remove anything of this nature immediately.
- d. ***Linking any social media profile to any staff member*** is prohibited whilst you are a current student.

**Note:** 'organisation' includes any organisation in the Academic Colleges Group.

### 5. Proxy sites

Students may not access "proxy" sites for the intention of accessing websites that would otherwise be blocked by the company's web filtering system.

### 6. Music/videos and films

Music, videos or films may not be downloaded or shared.

### 7. Banned material

Access to and downloading of any material that encourages violence, illegal acts, racist tracts or 'hate' speech is forbidden. The use of torrent software is prohibited.

### 8. Damage to equipment etc.

No student may intentionally cause damage to any equipment, software or other related aspect of the facility; this includes (but is not limited to) vandalising, hacking, destroying technological systems or equipment including computer hardware and software. Vandalism includes (but is not limited to) printing excessive copies, attempting to crash computers or networks, the creation

or intentional use of programmes designed to damage computers, the creation or intentional use of programmes designed to inhibit network traffic, the use of chain letters, or excessive messages, or devices that restrict legitimate use.

**9. User rights**

Students are expected to consider and respect the right of other people to use the facility without disruption or abuse.

**10. Unauthorised copying/loading**

Unless authorised to do so, no student may copy software or load any software onto company owned machines they may be using.

**11. USB sticks**

As a matter of security the use of USB sticks to transfer files are prohibited on the network. This includes plugging them into thin client devices or laptops attached to the NZST network. The company recommends the use of cloud based solutions like Office 365 One Drive or your provided email address to transfer files from home to your NZST account.

**12. Use of network for plagiarism**

Students must not use the computer network in order to plagiarise any form of assessment or project. This includes (but not limited to) emailing your work to another student, obtaining another student's work and replacing their name in the document with yours, accessing another student's files with or without their knowledge or emailing answers during an assessment.

**13. Harassment**

Use of the computer systems to send obscene or harassing messages anywhere or to anyone is totally prohibited.

**14. Office 365**

Office 365 – OneDrive gives you access to your files on campus and at home via the Office 365 platform. You can find the link to the Office 365 login page on your home page when you login and open Internet Explorer. Office 365 allows you to use Office programs such as Word, Excel, and PowerPoint at home. To find support on Office 365 please visit the home page after you have logged in and opened Internet Explorer.

**15. Privacy issues**

All students shall respect the privacy of others. All user files, phone mail and company email messages are private and shall only be accessed with the permission of the owner. Company files are completely off limits. Any attempt to access these will be regarded as a serious breach of conduct and dealt with accordingly.

**16. Password security**

Students must observe appropriate password security and report any problems immediately to trainers. Any damage to or misuse of files must also be reported immediately.

**17. Copying and printing**

Only copying or printing that is of nature to your studies is authorised.

**18. Logging off**

Users must not leave terminals, browsers and other access channels to the network unattended for unreasonable periods of time while they are logged into those systems. Users must log off the terminal they are using when the user is leaving that terminal or access channel unattended for more than 20 minutes.

## 19. Legal

Students agree to abide by all New Zealand laws and understand they will be liable for any law broken.

## 20. Disclaimer

In the event where there is suspicion around the rules of this agreement being broken, the company has the right and the ability to audit your company email and web browsing history. Information gathered from this audit could result in disciplinary action.

The company disclaims any responsibility for the content, quality, performance or any other aspect of the Internet. In no event and under no circumstance will the company be liable for any consequential, incidental, indirect or special damages resulting directly or indirectly from a student's use of the system or the internet.

## Domestic and International Experiences

### Internships

Students enrolled in programmes at level 5 or higher will have the opportunity to include a domestic or international paid internship as part of their programme. This will be for a minimum of three months and on successful completion of the internship requirements will give you 30 credits. The first 24 weeks (90 credits) of the Diploma is completed prior to the internship at the campus. In order to be endorsed for the internship opportunities students must be competent in all assessments for the Diploma programme and meet the professional guidelines outlined at the beginning of this handbook. Additional criteria may apply to each individual internship provider and these are detailed below. Please note, this is not an exhaustive list and you are best to check with the campus staff on an individual basis when applying for an internship.

Please note if you are completing an international internship for more than six months, interest on your student loan will apply. Internship costs of travel, accommodation and living expenses are at your own cost. Programme related costs cannot be used to contribute to the costs incurred to complete an internship. Campus Staff will provide further information about internship options and costs.

All students who have signed up for the Diploma are encouraged to plan ahead and think about which internship opportunity they would prefer. We will be marketing every opportunity to you throughout your journey as often as possible. Look out for opportunities to listen to guest speakers, watch presentations and hear from past students. You will also be provided with an internship brochure which outlines the available internship opportunities, and the eligibility requirements. We hope this will help you determine which opportunity is the best fit for you. Ask your class trainer how you pick your preferred internship on our special employment "fishbowl" tool.

### Walt Disney World - Florida

An opportunity to work at Disney World in Florida is available for our domestic students who are completing a qualification of 32 weeks. This opportunity is available as an employment or an internship opportunity. Interviews are normally conducted twice a year in our campuses for a start the following January or August. This opportunity may be cancelled or changed without notice by either the US Government or Walt Disney World Casting.

This opportunity is subject to current eligibility and selection requirements as follows:

- Be a citizen of New Zealand or Australia
- Be at least 18 years of age at time of application
- Be able to start within 12 months of programme completion
- Be responsible for all costs
- Exit the United States upon completion

To be eligible for us to endorse and recommend you to Disney you must have:

- Met the professional guidelines outlines in this student handbook
- Successfully gained the qualification
- Have the enthusiasm and people skills to ensure every Disney guest experiences the magic

### **The Broadmoor Resort – Colorado, USA**

Diploma in Tourism & Travel Management Level 5 and 6 or the Diploma in Hotel and Hospitality Management Level 5 and 6 international and domestic students can work at the Broadmoor Resort. The eligibility differs dependent on whether you are a domestic or international student.

For our international students you are able to apply to work at Broadmoor once you have completed your Diploma programme. You have up to 12 months after you have completed your programme to apply. For our domestic students you are able to apply to work at Broadmoor and use the opportunity as an internship. You also have the option to apply once you have completed your Diploma programme, you have up to 12 months after you have completed your programme to apply.

This opportunity is subject to current eligibility and selection requirements as follows:

- Be at least 18 years of age at time of application
- Be able to start within 12 months of programme completion
- Be responsible for all costs
- Exit the United States upon completion

To be eligible for us to endorse and recommend you to Broadmoor you must have:

- Met the professional guidelines outlines in this student handbook
- Successfully gained the qualification

### **Subject to change**

All the internships promoted are subject to change and not guaranteed. Reasons for change maybe but are not limited to; a change in legislation, visa types or conditions, management decisions, partnerships not continuing.

### **Eligibility**

Employment opportunities and internships are subject to meeting attendance requirements, professional guidelines (as per the student handbook) and successful academic completion. All employment and internship opportunities will require you to be selected by the company through an interview process.

### **Study Tours**

Study tours (also known as 'Educationals' or 'familiarisation trips' within the travel industry) are available within many of our programmes.

To be eligible to participate in any study tour, you must meet the professional guidelines outlined at the beginning of this handbook.

If you are not eligible to participate in any one or all of the study tours, management may develop an agreed individual action plan with you to see you 'earning back' eligibility for participation in future opportunities. Each individual action plan will be specific to the student/situation and will have different objectives as set out by Management.

The costs of the domestic study tours is included in your fees however personal expenses such as (but not limited to) meals and transport to/from the airport is at your own expense.

### **Level 4 tourism study tours**

This study tour is a 3 day experience to a New Zealand destination. It follows a similar structure to that of a travel industry 'educational' or 'familiarisation' in that you will participate in hotel inspections, tourist activities and be expected to write up a report which forms a part of your curriculum. If you are not eligible to attend (professional guidelines not met), you will be able to complete the requirements of the curriculum locally without the need to travel on the study tour.

### **Auckland Cabin Trainer experience (Flight Attending Practical students only)**

This study tour forms a part of the Flight Attending Practicals block course and is a 3 day experience held at our Auckland Airport Campus where our 737 aircraft and 747 cab trainer are located.

### **Diploma study tours**

As an integral part of the Diploma programmes, students will complete one study tour in New Zealand. Study tour destinations vary depending on operational requirements and availability.

Transport costs from the city your campus is located in, accommodation costs and Industry visits are included in your programme fee. Additional personal expenses such as food and refreshments are at your own cost.

### **Optional overseas study tour (Diploma students only)**

The study tour includes international flights, accommodation, airport transfers, hotel inspections, and possible sightseeing depending on destination which will be to Australia or a South Pacific Island for 3 – 4 days. The estimated cost of the optional overseas study tour will be approximately \$1000.00. This is not included in your programme fees. This cost excludes departure taxes, meals, visa costs (if applicable) and insurance and possibly domestic fares for students if the airfares we manage to secure are ex Auckland. We would recommend you have at least NZD50.00 - NZD100.00 per day for your personal spending money whilst away.

Due to Government regulations no overseas educational can be paid for using a student loan or allowance. Students will need to fund these trips themselves.

In order for an Overseas Study Tour depart a minimum group size is required, depending on the destination. If this is not met the Study Tour may be cancelled.

If you accept a position in the airline, travel or tourism industry before you complete your programme you may still participate in the educational with your group if your employer agrees. There is no refund for not going on the study tour or for the modules you have not completed.

### **Fundraising**

Fundraising as a class is a great way to work together as a team and to earn funds for your international study tour during your diploma programme of study.

- Fundraising for your class is normally led by the class rep or particular fundraising leaders that are nominated for groups in the class.
- All ideas for fundraising must be signed off by your class trainer, and if this involves something on campus the Campus Manager must be informed.
- Fundraised money cannot be kept at home and used for personal items because this is regarded as a group fund and your campus will instruct you about how these funds will be processed.
- All monies raised by each individual class member will be used for the payment of your airfare, transfer costs, activities and accommodation for an international study tour. If you have insufficient funds and wish to go on the international study tour you will be required to make a payment of the balance.

- If you have fundraised money and you do not meet the criteria to travel (professional guidelines and completion of programme to date), or if you decide to pull out of the class trip, your fundraising sum will be distributed to the group travelling and used for an activity or a meal during the educational.

### **Other regulations**

- To organise a raffle ensure that A4 posters are made and authorised by the Campus Manager before being placed on the student common room walls. Once the raffle is drawn the name of the winner must also be displayed as well and an email sent out to all staff and students.
- Alcohol cannot be placed in gift basket raffles.
- If your class wishes to sell fundraiser chocolate bars this must be authorised by the Campus Manager so all monies received are tracked and invoices to the fundraising company are paid on time.
- To organise a sausage sizzle, this needs to be organised a couple of months in advance as places become heavily booked. Mitre 10, Bunning's, The Warehouse and some supermarket chains have all the equipment; you just need to supply a letter on letterhead stating your intentions as a group fundraiser. This letter must be signed by your Campus Manager.
- If you complete a sausage sizzle or any other type of food stall, all hygiene regulations must be adhered to, and the cleanup is appropriate. Students collecting the money cannot serve the food. Some companies may also require you to refill the gas bottle afterwards.

### **General study tour guidelines**

To maximise your learning and enjoyment on study tour undertaken during your programme of study and to ensure that we make the best possible impression with Industry, the following guidelines set out our expectations:

- **Behaviour:** Professional behavior is expected at all times. You will be representing New Zealand School of Tourism and meeting potential employers even after hours when you may be on free time. It is essential that you are always acting in a professional manner. Any reports of misconduct at any time during your tour may affect recommendations /references we make to Industry about you, such as Internship or job opportunities being withdrawn. Serious misconduct as outlined in the Student Handbook may also affect you gaining the qualification you are enrolled in and progressing on to higher qualifications with us.
- **Alcohol:** While away on overnight trips, having an alcoholic drink is acceptable at dinner/out in the evening so long as you do not become intoxicated. If you are under 18 years of age you are not permitted by law to drink alcohol at any time. It is not acceptable to drink alcohol at any time at the accommodation your group is staying at as this is one of our industry partners or during the day when visiting industry partners (e.g. at hotel inspections, lunch etc.)
- **Visitors:** If you have family or friends that live locally to where you are visiting and you would like them to visit you, please discuss with your Campus Manager first and then arrange with the New Zealand School of Tourism staff escort. Please note, this will be dependent on time. Anyone that is not part of the group are not permitted into the rooms where you will be staying.
- **Accommodation:** At night you are to return to the accommodation at the time set by the New Zealand School of Tourism staff escort. You must stay with the group and even if you have family or friends in the area, staying with the group is an important part of the overall experience.
- **Dress standards:** During any off-site visit you are representing New Zealand School of Tourism and your dress needs to align with our brand and the expectations of the tourism industry. See below:
  - L3 team building: casual dress allowed

- Diploma study tour: Due to the exposure to industry, corporate dress is required at all scheduled times unless specifically advised.
- L3 'regional out and about', L4 study tour and L5 international study tour: Corporate dress required for all meetings with industry partners including hotel inspections and any briefing sessions they may have with management of the industry. Smart casual allowed for outside of this time including travelling. Note: depending on how the itinerary flows, a hotel inspection may occur whilst travelling and therefore students will not be in corporate wear. Our staff will need to let the industry know that this is out of the ordinary for us and usually they would be in corporate. In these instances, the level of 'smart casual' might need to be lifted slightly – New Zealand School of Tourism management and staff escort will be able to advise on this.

*Note: smart casual means dressing as if you were going out to a nice restaurant for dinner. Offensive logos, ripped or 'distressed' clothing or beachwear wouldn't be appropriate in this instance as you are representing the New Zealand School of Tourism and need to look smart.*

## Employment

We know that your aim is to obtain employment in your chosen career at the end of your programme, please remember we are to support, encourage and guide you to find you a job. However, it is your responsibility to find your own job. Included in your programme is a series of sessions that relate specifically to finding employment. These sessions include the development of your curriculum vitae (CV), interview techniques and other employment modules. Throughout the year we are approached by the industry wanting to interview our graduates for positions that are available. To be considered you will need to ensure your CV is completed by the end of the CV module and signed off by campus management.

### Job fairs

A job fair may be organised in a city or town near the campus to which industry employers are invited to meet students. These are for Diploma students however there may be other spaces available (at the Campus Managers discretion) for students who have demonstrated exceptional attendance, being up to date with modules, maintaining excellent grooming and have demonstrated the key attributes for which the industry seeks. All students participating in a job fair must meet the professional guidelines as outlined at the beginning of this handbook.

## Student Job Search

Student Job Search (SJS) is a free service helping students gain part-time employment during your programme or full time after your programme has finished.

How Student Job Search works:

- Register  
To get the best experience out of using SJS, you need to register first at [www.sjs.co.nz](http://www.sjs.co.nz)
- Search for jobs  
Search for a job on the website by going to the Find a Job page. Filter your options depending on the location you would like to work in, the type of work you are looking for and the hours you are available to work.
- Apply for jobs  
Find a job on the website you are interested in and complete the application form. You will then be required to call SJS so they can do a quick interview over the phone to make sure you meet the criteria that the employer is after. You must call SJS as soon as possible otherwise your application may be automatically declined. Call SJS on 0800 757 562.
- Contact the employer



Once your application has been screened and approved by SJS your profile will be updated with information on how to contact the employer. Follow the application instructions and apply with the employer - please do so within 24 hours of receiving the employers details or you may miss out! In some cases your application will be forwarded straight to the employer by SJS and the employer will then contact you directly. A range of employment guides can be found on the SJS website with valuable information to help you understand your employment rights.

## External Support

The following agencies can be contacted should you require assistance:

### Salvation Army

- Community & Family Services, 691A Mt Albert Road, Auckland. Ph: (09) 639 1103
- Hamilton Community Ministries, 99 London Street, Hamilton. Ph: (07) 834 7000
- Rotorua Community Ministries, 1188 Amohia Street, Rotorua. Ph: (07) 346 8113
- Central Division Headquarters, 204 Cuba Street, Wellington. Ph: (04) 384 4713
- Christchurch Community Ministries, 9a/166 Moorhouse Avenue, Christchurch. Ph: (03) 366 8128
- Dunedin Community Ministries, 160 Crawford Street, Dunedin. Ph: (03) 477 9852

### Citizens Advice Bureau

- Auckland Central City Library, 44-46 Lorne Street, Auckland. Ph: (09) 379 4015
- 55 Victoria Street, Hamilton. Ph: (07) 839 0395
- 1115 Haupapa Street, Rotorua. Ph: (07) 348 3936
- Central Library, 65 Victoria Street, Wellington. Ph: (04) 472 2466
- 15 Williams Street, Christchurch. Ph: (03) 366 6490
- 301 Moray Place, Dunedin. Ph: (03) 471 6166

### Work and Income New Zealand

- Level 3, 450 Queen Street, Auckland. Ph: 0800 551 001
- 317 Victoria Street, Hamilton. Ph: (07) 957 0399 / 0800 559 009
- Ground Floor, 1207 Pukuatua Street, Rotorua. Ph: 0800 559 009
- Freemason House, 195 Willis Street, Wellington. Ph: 0800 559 009
- 78 Riccarton Road, Christchurch. Ph: 0800 559 009
- Cnr St Andrews and Castle Streets, Dunedin. Ph: (03) 455 0463

### Other companies

- [www.needtotalk.co.nz](http://www.needtotalk.co.nz) - txt free 1737
- <https://thelowdown.co.nz>
- <https://depression.org.nz> - 0800111757 txt 4202
- [www.youthline.co.nz](http://www.youthline.co.nz) - 0800376633 txt 234

## Facilities

An orientation tour will be given on the first day of the programme to show you the location of the training rooms, computer rooms, lunchroom and bathroom facilities.

## Food and Drinks

No food or drinks (except bottled water) are permitted in the training/computer rooms. Please enjoy your lunch in the student lunchroom provided. We provide tea and coffee free of charge for all students. Please do not take your hot drinks outside with you.

It is your responsibility to clear away your empty cups and general "mess" that occurs during the day, in the training rooms and in the kitchen. There is a kitchen roster, which is shared amongst the groups to help ensure the kitchen and lunchroom are kept tidy.

## **Graduation**

Our annual graduation ceremony is held in December and you will be advised of the details closer to the date of the event. Graduation is a time to celebrate your achievements with other members of your class, family and friends, and the staff. As soon as you know the date, make sure you enter it in your diary! Students who have successfully met the criteria for gaining the NZQA certificates and / or our certificates are all eligible to participate in graduation.

## **Health and Safety**

We have a genuine interest in everyone's health and safety. Although we take all possible care, accidents can happen. To assist in this process some guidelines have been established and support details listed below.

### **Accidents**

Please report all accidents to a staff member so they can notify the Campus Manager immediately. All campuses have a Health and Safety plan in place which is reviewed twice annually by the Campus Manager. Any accident that occurs needs to be reported to the Health and Safety Officer (Campus Manager) and logged in the accident register. An investigation will occur to identify all hazards concerned so that the issue can be minimised and or eliminated. Should you notice any potential hazards please advise a trainer or the Campus Manager immediately.

### **Emergency procedures**

Should an emergency arise please follow the instructions of the appointed floor warden. Emergency procedure notices are posted in the building. Please take a moment to read these and familiarise yourself with evacuation routes and assembly areas.

### **Harassment**

The company has clear policies and procedures for dealing with any form of harassment with which staff and students are expected to comply. We define harassment generally as actions or statements which interfere with or inhibit the staff member or students' ability to work or study in a positive and successful manner; and/or which fails to respect the dignity of an individual or group. This includes harassment based on age, ethnicity, nationality, marital status, religious or political belief, sexual orientation, or disability.

### **Procedure**

- a. Any student who feels they have been harassed in any way by a staff member or student should complain to the Campus Manager.
- b. The Campus Manager (or PDM) investigates the complaint.
  
- c. Where the person investigating determines that there is evidence that harassment of some form has occurred they may:
  - Inform the student that the harassment must cease, and detail what behaviour is expected and/or
  - Give the student a warning, indicating that they may be expelled

### **Medical Emergency**

The Customer Service Officer in each campus holds a first aid kit and a list of other qualified staff, for use in an emergency.

If you have any medical conditions (e.g. epilepsy, diabetes) that you feel we should be aware of, please let us know. This information will be accessed only by those who need to know and could be vital in an emergency situation.

It is important to seek medical attention if you have symptoms of communicable diseases to avoid an influenza outbreak/pandemic.

## **Internal Support Services**

### **Impaired performance or learning difficulties**

Let us know if you have any learning difficulties that may make it more challenging for you to achieve, so we can work through an individual plan to assist you. We also have a policy around dealing with instances of impaired performance so if you think this may apply to you, please let us know.

### **Tutorials**

Trainers are available for tutorials before and after class most days. You will be allocated a class trainer who you can go to at any time to discuss any concerns relating either to the programme or issues that are affecting your attendance or performance.

In the first two weeks you will have the opportunity to complete an online assessment of your numeracy & literacy levels. We will then discuss these with you individually and assist you to plan some possible goals around increasing your numeracy and literacy levels. At the end of your programme you will have another chance to resit the online assessment and see what gains have been made.

Regularly throughout your programme, your class trainer will meet with you to discuss your progress, give feedback and discuss goals. An updated results notice for you to check will also be given out.

### **Q-Time (One on one meetings with a dedicated trainer)**

Approximately every six weeks, each student will have the opportunity to catch up with their Class Trainer to discuss a variety of topics such as goal setting, career aspirations, academic progress etc.

These meetings allow the student and trainer to “touch base” and arrange further opportunities for discussion if required.

### **Class meetings**

Each campus holds a class meeting once a week. This is a compulsory meeting as it is vital to your success. A trainer is allocated to each class, to whom any issues can be addressed, as well as new ideas, memos, notices, guest speakers, industry visits etc. The trainer will also monitor and follow up on your results.

### **Student representative meetings**

Student representatives are democratically elected by each class to meet with the Campus Manager on a monthly basis. The student representative is to be aware the highlights and challenges their class are experiencing in order to bring to the meeting any comments on a wide range of subjects including, administration, programme delivery, resources and class meetings.

The role of the student representative is vital as they will work closely with Management to ensure the class is running effectively in line with any company policies, procedures and expectations. At times, information discussed with student representatives may be used to ensure policies, procedures and expectations are being met and or enforced. Student representatives understand that any information they provide could be used by Management in a variety of capacities and that the contribution they make is highly valued.

## International students

For International Students the pastoral (general welfare) support person is the Campus Manager (or for 360 Queen St, the Pastoral Care Officer.) They are available to assist you with requirements such as:

- Accommodation
- Cultural issues
- Road safety and driving regulations and laws
- General student welfare requirements and requests
- A Welcome booklet is provided to all international students at enrolment with more detail on both internal and external support available
- Sonder a 24/7 safety and wellbeing service is also available for all students

There is also a resource of information on the student notice board in the student lunch room.

## Location of classes

Our programmes may be run at our sister campus if one exists in the same city. Students are required to make their way to this location for training. All of the locations are listed below.

<b>Auckland City:</b>	New Zealand School of Tourism, Queen Street, Level 6, 360 Queen Street
<b>Auckland Airport:</b>	New Zealand School of Tourism, Auckland Airport, 3 Leonard Isitt Drive
<b>Hamilton</b>	New Zealand School of Tourism, Hamilton, Level 8, 48 Ward Street
<b>Rotorua</b>	New Zealand School of Tourism, Rotorua, 1178 Pukaki Street
<b>Wellington:</b>	New Zealand School of Tourism, Wellington, Level 2, Eagle Technology House, 135 Victoria Street
<b>Christchurch</b>	New Zealand School of Tourism, Christchurch, Level 1, 829 Colombo Street
<b>Dunedin</b>	New Zealand School of Tourism, Dunedin, Level 3, 9 Moray Place

\* These sites may change

## Mobile Phones

Out of respect for others in your class including your trainer, no texting or cell phone use of any sort is allowed during class times or on visits. This reflects the workplace where use of cell phone during work time can be seen as theft of time.

## Professional Dress

You are required to wear **corporate dress** at all times. A professional appearance will be required of both males and females. Your campus will provide you with information in regards to the suit you are required to wear each day. If you are a domestic student with a student loan, you can use your programme related costs (of up to \$1,000) to pay for your corporate dress.

### Clothing

Females: Students on all programmes, except the Flight Attendant programme (which has a specific blouse, tie and scarf), can wear any business shirt or blouse (no t-shirts). Long hair should be tied up or back off your face. Maximum of two studs per ear and no nose, tongue or facial jewellery (unless it's for cultural reasons). Diploma students only also have the option of wearing the approved dress and belt.

Males: A suit or dress trousers and a business shirt with a tie.

### Footwear

Students must wear corporate shoes at all times. The following guidelines apply:

Females: Flight Attendant students must wear closed toe court shoes with pantyhose at all times.

Travel students must wear closed toe court shoes in winter. Open toe court shoes or summer sandals with a corporate heel (between 4 – 8 cm) is allowed in summer.

**Males:** Business shoes are required at all times.

Note: Jandals, slip on shoes with no backstrap or flat shoes are not considered corporate so should not be worn on campus at any time.

## Programme Content

The company reserves the right to change or remove any part of the programme content should they need to do so. Strike action, political unrest or change in airline policy may mean study tours, visits, guest speakers etc. cannot go ahead as planned. It is not the company's intention to change the programme however agreements between suppliers and us can change at any time. The daily and weekly programme can be subject to change without notice.

Certain criteria must be reached before students can go on study tours, internships or work experience, and complete higher level qualifications. Failure to reach these criteria will result in students being unable to participate with no refund owing.

In circumstances where face to face delivery is unable to occur, students may be given written or online resources to complete from home. Examples of circumstances that may affect face to face delivery include snow storms, earthquakes, excessive flooding, power cuts, staff illness etc.

Please refer to our website, <http://nzschoooloftourism.co.nz/> for current programme content or is available upon request.

## Programme Fees

The cost of the programme for you is on your confirmation letter in your brochure pack. For New Zealand citizens or permanent residents the Ministry of Education subsidises part of your programme fee.

### Programme costs includes:

- GST (Government Goods and Services Tax)
- NZQA registration
- All tuition and workbooks
- All outside visits and domestic study tours

### Programme costs excludes:

#### General

- Personal stationery, text books or ready material
- Lost, destroyed or stolen workbooks: \$10.00 per workbook
- Student ID cards can be ordered at orientation day and in the first week of starting class at \$15 each. If students wish to order outside of this time, there is an additional charge for postage of \$4. Please talk to the administration team to place your order.
- The following domestic study tour components are not included:
  - Transport to and from home to the airport/transport station on all study tours
  - All meals and drinks and items of a personal nature

## Passports and visas

It is your responsibility to ensure you have the correct documentation such as a valid passport, visa and re-entry visa etc. if you participate in an international educational. Some countries require that your passport is valid for six months after departure so you will need to ensure you have the correct documentation. Failure to have this will result in your non-participation on the educational during your programme. A participation criterion applies as per the overseas educational/study tours. To avoid additional expense, please do not leave this process until the last minute.

### **First Aid programmes in Flight Attending Practical's**

If you miss the First Aid programme that is scheduled for your class, you may need to pay to attend another one at a later date. You will need to have a current first aid certificate covering units 6400, 6401 and 6402 in order to meet the completion requirements of the programme.

### **Swimming/wet drill requirements**

If you are enrolled in the Flight Attending Practicals, you will have been advised at the time of your enrolment that there are requirements you will need to meet during the 'wet drills' day near the end of your programme.

These are:

- Swim freestyle (over arm) one length 25 metres, in togs
- Swim with clothing and lifejacket on 50 metres any style with in a 2 minute time frame
- Tread water for 2 minutes, 30 seconds
- Rescue swim (drag a partner) 25 metres and then swap over

These requirements would have been advised to you during the enrolment process and are being outlined to you again so that you are reminded what you need to prepare for. Please ensure you take all steps necessary to prepare for this assessment well in advance and talk to your Head of Training if there is any reason you may not be able to meet these requirements.

### **Smoking**

Smoking is not allowed in the building or the entrance way to the building.

### **Stationery/Calculators**

All stationery requirements are your own responsibility aside from workbooks which are provided. You will need your own calculator for the programme. The calculator need only be a basic one available from stores such as The Warehouse.

### **Student Contact with Industry**

If for some reason you are required to contact industry for information in a written format, please get the letter/fax/email approved by either your Campus Manager or Head of Training. No written communication is to be sent without approval from an authorised person. You will be liable for any misrepresentation of the college.

### **Student Fees & Withdrawal of Services**

In the event of New Zealand School of Tourism going in to liquidation, Public Trust will be holding the unused portion of the programme for which the student has paid. If students wish they may be able to complete any remaining subjects/modules by distance learning if they are available in this format. This may allow students to complete the programme from home. New Zealand School of Tourism will actively try and place students with other providers and negotiate a reduced cost for the balance of any training.

Address: Student Fee Trust Account  
**Public Trust**  
PO Box 31-543  
Lower Hutt 5040  
Ph: 0800 494 733

### **Telephone**

A phone for student use is located at reception. Calls cost \$1.00 for a local/mobile calls.

## Student Declaration Form

### STUDENT COPY

I have read and understood the Rules and Guidelines for 2020. I agree to abide by these as set out in the handbook. I am also happy to authorise that any photographs or videos taken of me (that are deemed appropriate by the organisation) while I am enrolled on this programme can be used for marketing purposes.

Student Name: \_\_\_\_\_

Signature: \_\_\_\_\_

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

(Please sign Office Copy on the following page, detach and return to your Class Trainer/Head of Training)





## Student Declaration Form

### OFFICE COPY

I have read and understood the Rules and Guidelines for 2020. I agree to abide by these as set out in the handbook. I am also happy to authorise that any photographs or videos taken of me (that are deemed appropriate by the organisation) while I am enrolled on this programme can be used for marketing purposes.

Student Name: \_\_\_\_\_

Signature: \_\_\_\_\_

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