

INTERNATIONAL STUDENT HANDBOOK

2023

Skills
Ignite





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01 INTRODUCTION

KIA ORA - WELCOME

Ignite Colleges extends a very warm welcome to you and looks forward to providing you with quality education and training in a friendly and supportive environment.

This handbook includes the policies, procedures, rules and regulations of Ignite as well as information to assist you to settle into studying at Ignite. Additional information may be found on the Ignite website at ignitecolleges.ac.nz

Who we are:

Ignite is based in south Auckland, New Zealand and was registered by the New Zealand Qualifications Authority (NZQA) as an education provider in 2002. All the programmes we offer are approved and accredited by NZQA. We offer a range of programmes to domestic (NZ) and International students.

Ignite Colleges is ranked as a Category 1 provider by NZQA which means that NZQA is highly confident in our educational delivery, performance and continuous improvement. The NZQA report can be viewed at: nzqa.govt.nz/providers/details.do?providerId=750247001&site=1

All Ignite Colleges' academic staff have relevant qualifications in their programme areas and have experience in providing education and training.

Our Vision

To develop the highest performing, inspirational tertiary college, offering programmes of study that lead to strong employment opportunities and a brighter and fulfilling future for our students and their families.

At Ignite Colleges, we dream big. And we're here to help you dream big too! We want you to be the best you can be, and we'll support and encourage you every step of the way.

- Our personal touch and family feel will put you at ease so you can unlock your potential
- Our first-class facilities mean you'll have everything you need to master practical, hands-on skills
- Our inspiring tutors come direct from industry - they know what it takes to succeed and will switch your mind onto learning
- We're connected with New Zealand's fastest growing industries and employers are lining up for our graduates

Together, we'll ignite your career!

02 WHY CHOOSE LIFE IN NZ AND AUCKLAND

Location

We are located at 98 Kerrs Road, Manukau, Auckland. Our cutting edge facilities and student cafeteria provide a friendly and welcoming atmosphere in a convenient central location that makes Ignite Colleges the ideal place to train for your new career. We are right by public transport so you don't even need a car!

Life at Ignite Colleges

Life as an Ignite Colleges' student is fun and fulfilling. Our vibrant campus is equipped with all the latest facilities, including state-of-the-art training kitchens, a bar, barista room, and student-run café. You will be studying alongside students from New Zealand and around the world, in an environment that is welcoming, inclusive and supportive.

At Ignite Colleges, life on campus means much more than just study. Thanks to our regular line up of events and activities, you'll have plenty of opportunities to make friends, build industry networks, and make the most of all that life in New Zealand offers.

Student Support

You will be well supported by our friendly team at Student Support. They can help you settle in and provide you with advice on living and making the most of your studies in New Zealand. The following staff member of Ignite Colleges can be contacted outside hours 24/7 if you need urgent help:

Andreas Kasoulides 021 996 845.

New Zealand is a favourite destination for international students from all over the world - and it's not hard to see why.

It is politically stable and affordable, with a top-quality education system - and it's one of the safest countries on the planet. In New Zealand unrivalled natural beauty sits side by side with a thriving economy, in a friendly melting pot of vibrant cultures. People of all nationalities are welcomed here, and encouraged to innovate, inspire and strive to reach their full potential.

Auckland is New Zealand's largest and most cosmopolitan city and has a population of around 1.5 million. It is regularly ranked as one of the top places in the world to live and study. As well as exceptional educational facilities, you have world class restaurants, bars and entertainment, plus your pick of adrenalin-pumping outdoor activities, from yachting and surfing, to hiking and horse riding. Auckland is also New Zealand's economic hub, and with that comes a plethora of job opportunities for local and international students alike. You can work while you study and gain valuable industry experience as you build your skills and grow your career.

NZ People -multicultural environment

In New Zealand you will find people from a variety of cultures, such as Māori, European, Pacific Island and Asian. New Zealanders (Kiwis) are friendly, laid-back and have a down-to-earth approach to life. For example: most Kiwis are friendly when talking with strangers.

New Zealanders tend to follow standard procedures, laws and are prepared to wait their turn. For example: New Zealanders would not consider bribing a police officer and New Zealanders would queue in a line and wait for their turn.

New Zealanders have a relaxed communication style.

For example: you do not need to use titles of respect and status when addressing someone, and it is acceptable to address your tutors and managers by their first name.

In casual situations, Kiwis often use informal language.

The table below lists some common New Zealand phrases and expressions:

All good	It's ok	Chips	French fries
Jandals	Slippers, flip-flops	Sunnies	Sunglasses
Bach	Holiday home	Dairy	Local small convenience store
Mate	Friend	Sweet as	Good, cool
Bloke	A man	Eh (pronounced 'ay')	Pardon
No worries	It's ok, it's not a problem	Togs	Swimwear
Bro	Friend (short for brother)	Heaps	A lot
Not even	Not true	Whanau	Family
Cheers	Thanks, goodbye	Kiwi	A New Zealander
Stuffed	Tired, broken	Yeah, nah	No

Māori and Culture

Māori are the indigenous people of New Zealand (Aotearoa). Māori have a rich culture, represented in art forms, relationships and the environment. The table below lists common te reo (Māori language) words you are likely to encounter in New Zealand:

Aotearoa	New Zealand	Hongi	Cultural greeting by pressing noses
Marae	Gathering place	Te reo	Maori language
Haere mai	Welcome	Kai	Food
Pakeha	New Zealander of European descent	Tikanga	Maori customs
Haere ra	Farewell	Karakia	Prayer
Pōwhiri	Welcome to a marae	Waka	Maori canoe
Haka (Kapa haka)	Maori dance (haka) in a row (kapa)	Kia ora	Hello, Agreed
Tāmaki Makarau	Auckland	Whakapapa	Family origin
Hangi	Traditional food cooked underground	Iwi	Tribe
Tangata whenua	People of the land	Whanau	Family

Introducing yourself in Māori

Pepeha is a way of introducing yourself in Māori. It tells people who you are by sharing your connections with the people and places that are important to you. You can have your own personal pepeha by filling in the gaps in the template below:

MY PEPEHA

“Tēnā koutou, tēnā koutou, tēnā tatou katoa

Ko *(name of a mountain in your hometown)* **toku maunga**

Ko *(name of a river/ocean in your hometown)* **toku awa/moana**

Ko *(name of your tribe/village)* **toku iwi**

Ko *(your mother's name)* **toku Maama**

Ko *(your father's name)* **toku Paapa**

Ko *(your name)* **toku ingoa**

Nō *(your country)* **toku ahau**

No reira, tēnā koutou, tēnā koutou, tēnā tatou katoa”

Treaty of Waitangi

Māori chiefs (Rangatira) and the British Crown signed New Zealand's founding national document, the Treaty of Waitangi, in 1840. The Treaty of Waitangi serves as a founding document for Māori and non-Māori partnership, protection and participation in New Zealand. For further information about the Treaty of Waitangi please visit:

teara.govt.nz/en/treaty-of-waitangi

Transport

The Auckland bus and train service provides an adequate means to get to and from Ignite from where you are living, and around Auckland. Ignite Student Support can advise you on the best means of transport and timetables. Bus and train services later in the night and on weekends are less frequent or sometimes not available.

As a student, you are entitled to a public transport fare discount through the AT Hop card. You can purchase the Hop card and register yourself on the AT website. A student identity card with a valid tertiary student sticker is required to get the discount. We will provide you more information on transport when you arrive.

Driving

Although we do not recommend buying a car as it is expensive and there is risk involved, you may decide to buy a car after you have been in New Zealand for some time. If you do, you need to be aware of the following issues:

- In New Zealand we drive on the **LEFT** side of the road. Beware of this, even when walking, if you come from a country that drives on the right side of the road.
- A 'Road Code', which includes New Zealand's road rules, can be obtained from New Zealand Transport Authority, nzta.govt.nz. It is important to understand this code before you drive.
- You must have a driver's licence to drive in New Zealand. You can use your licence from your home country to drive for a short time in New Zealand but you must get a New Zealand licence after this period elapses. The Automobile Association (AA) can provide details on getting a New Zealand licence. Information can be found at aa.co.nz or **0800 822 422**.

- Take care when purchasing a car whether new or used. Some 'good cheap deals' often turn out to be very expensive. The AA can offer advice on buying a car, see contact details above.
- It is strongly recommended you obtain insurance for any vehicle you buy. Again the AA can offer advice but it does pay to 'shop around' for car insurance.
- If you have an accident:
 - 1. STOP**
 - 2.** if anyone is hurt **DIAL 111** for emergency services, and;
 - 3.** if no one is hurt then collect details and inform the police or your insurance.
- TAKE CARE – New Zealand road rules may be different to your home country and New Zealand drivers may behave differently on the road. Please read the information in the link below before you start driving:

nzta.govt.nz/resources/driving-in-nz

Airport Pickup

We can pick you up from the airport if you wish (fee applies). Alternatively, you can take a taxi or airport shuttle from the airport. For more information about these services, check out the following links:

intercity.co.nz/cheap-north-island-buses/auckland-airport-shuttle

Accommodation

It is important to plan ahead for accommodation. It is not always easy to find somewhere suitable to stay. If you intend to rent a place, landlords will most likely want to meet you in person.

Consider the distance from school and the transport options available when deciding

Where to stay

If you cannot arrive early to find a suitable place, you will need to book temporary accommodation for a reasonable period. If you want to arrange accommodation yourself, you need to be aware of New Zealand tenancy laws, costs, and other day-to-day aspects of independent living.

You have several accommodation options, and we can assist you with any of these.

Renting or sharing an apartment or house

If you want to rent a house, flat or apartment in Auckland, whether on your own or with others, look at the following websites: trademe.co.nz, easysroommate.co.nz and nzflatmates.co.nz, and browse information on rental types, costs and agreements (tenancy.govt.nz/). The suburb you live in will affect the cost of renting a house, and lifestyle factors such as commuting, public transport and access to work, schools and shops. Find information on Auckland suburbs at Hometopia:

hometopia.co.nz

Renting or sharing an apartment or house is a popular choice for many long-term students, however most landlords (owners of apartment or houses) expect four weeks rent in advance, part of which is kept as security (called a bond), in case a tenant cannot pay their rent or causes damage to the property. The bond is repaid to the tenant when the rental agreement expires if there is no damage and rent has been paid on time.

Apartments and houses in Auckland are often not furnished so you must get your own furniture, but they do have cooking facilities and often a fridge and washing machine. Check if the apartment or house is furnished prior to signing up.

Rooms in shared flats and houses generally range from about NZ\$90 – 200 per week and you will normally be expected to pay rent in advance. Food is usually not provided and food expenses are shared by flatmates who take turns cooking, or you buy and cook your own.

NOTE: You should NEVER sign anything which you do not agree to or do not understand.

If you have any problems with a landlord, or do not understand your rental agreement, you can contact the Tenancy Service for advice and information on telephone 0800 83 62 62. This service is free of charge. The Ignite Student Support team can also provide advice and support.

Homestay

We recommend staying in a homestay for the first four to eight weeks of arriving in New Zealand. Starting your stay in New Zealand with a homestay gives you the chance to get used to being in a new country, and to meet other students you might want to share accommodation with later.

A homestay will provide you with a secure and welcoming environment and show you a glimpse into the kiwi way of life. It will provide you with an opportunity to understand the culture and customs of the NZ people and expose you to the NZ accent. Homestays provide breakfast and dinner every day, with lunches provided on weekends. You will have your own room (with a desk), which you are expected to keep clean and tidy.

Homestay accommodation costs NZ\$250-280 per week and is payable one month in advance. There is a non-refundable homestay placement fee of NZ\$250.

The homestay families that work with Ignite Colleges are registered homestay companies that have agreed to abide by the conditions of the Code of Pastoral Care of International Students. This is a mandatory Code that protects your rights as an international student. For further information on the Code, refer to:

nzqa.govt.nz/providers-partners/education-code-of-practice

If you have any problems regarding your homestay please inform the staff of Ignite immediately.

YOUR WELFARE IS OUR TOP PRIORITY.

Backpackers:

If you haven't arranged permanent accommodation before your arrival in New Zealand, you may choose to stay at a Backpackers Hostel or Motel while you look for somewhere to live. However, these are probably not the best options for a long term stay as they are usually more expensive than homestay accommodation or flatting with other people and there is usually little privacy for study.

Below is a list of some backpackers and motels in south Auckland that range in price from \$60-\$200 per day:

Luxury Room In Auckland:

luxury-room-in-auckland.business.site

The Gardens Bed and Breakfast:

thegardensbedandbreakfast.newzealandhotels.website

Budget Travellers Inn:

budgettravellers.co.nz/Kiwi Airport

Backpackers:

kiwairportbackpackers.co.nz

You can find more options online by conducting a search for backpackers or motels in south Auckland.

Serviced Apartments:

Provide laundry/dining facilities along with optional services such as a gymnasium and/or swimming pool but these are expensive and range from NZ\$160 to NZ\$240 per night.

Living Costs

INZ will require you to prove that you have at least \$20,000 per year to support yourself while studying. Working part time, if your visa allows this, can help you with some of your living costs. Living costs will vary depending on where you live and your lifestyle, for guidance For guidance to typical living costs in New Zealand refer to New Zealand Education link : [studyin NZ living costs](#)

Getting Help

Ignite can assist you in gaining access to a wide range of external support services to help you settle into your new environment and for ongoing support. Please refer to Appendix A for the list.

04 NEW ZEALAND LAWS

Keep up-to-date with the latest policy changes. We've taken care to ensure these summaries are accurate, but please contact the Student Support team or the relevant organisation directly for the most up-to-date information.

Human Rights Act

The Human Rights Act prohibits discrimination against people or differential treatment based on a person's race, ethnic origin, sex/gender, sexual orientation, age, religion, political views, marital status or disabilities. Ignite Colleges upholds the Human Rights Act by providing equal opportunities to all students and staff. For more information contact the Human Rights Commission or talk to Student Services.

Harassment

Any kind of harassment, including sexual, racial or general harassment is unacceptable at Ignite Colleges. Examples may include physical or verbal harassment, offensive remarks, or inappropriate and unwanted contact. If you feel you have been harassed, speak to the Student Support team or any staff member for confidential support.

Sexuality and Age of Consent

In New Zealand, the minimum legal age an individual can consent to participate in sexual activity is 16 years old. Individuals aged 15 or younger are not legally able to consent to sexual activity, and thus such activity may result in prosecution. It is also illegal to engage in sexual activity with a person that is unable to consent, for example a person that is too intoxicated by alcohol and/or drugs. You should never feel pressured into participating in any sexual activity. If you have concerns, please speak to the Student Support team or any staff member for confidential support. In New Zealand, anyone of any age has the right to access sexual health services, information and advice including contraception, testing or treatment for sexually transmissible infections, pregnancy and abortion, and all of these services are confidential.

Workplace Rights

In New Zealand your workplace rights include having a right to a healthy and safe work environment (Health and Safety at Work Act). You have employment rights, rights to wages and pay (Minimum Wage Act, Wages Protection Act, Equal Pay Act), holiday and leave (Holidays Act). For more information please visit:

nzstudywork.immigration.govt.nz/work-rights-for-all-workers
or
newzealandnow.govt.nz/work-in-nz/employment-rights

Privacy Act

The Privacy Act relates to the accuracy, collection, storage, security, use and disclosure of personal information, as well as requests for access and correction of personal information. Ignite Colleges upholds the Privacy Act by not disclosing your information to a third party without your informed consent. Government authorities such as New Zealand Qualifications Authority, TEC, The Ministry of Education or Immigration NZ may require your information with consent.

Alcohol and Tobacco

In New Zealand, anyone aged 18 years or older and shows an approved ID can purchase alcohol or enter licensed premises. Approved ID may include a current passport, current NZ driver license or a Kiwi Access Card (**kiwiaccess.co.nz**). It is an offence to supply alcohol to a person aged 17 years or younger. If you are driving, there is a zero alcohol limit if you are under 20 years. If you are 20 years or older, the legal alcohol limit is 250 mcg of alcohol per litre of breath or 50 mg of alcohol per 100 ml of blood. For more information, please visit: **police.govt.nz**

Similarly, anyone aged 18 years or older and shows an approved ID can purchase cigarettes and tobacco products. It is an offence to supply these to persons aged 17 years or younger. The New Zealand Government is committed to a goal of New Zealand becoming smokefree by 2025, and smoking is prohibited in most indoor workplaces including restaurants, bars, public transportation and outdoor school areas with limited exceptions.

05 STUDYING AT IGNITE COLLEGES

Medicine and Drugs

It is illegal to buy, use, possess, cultivate, sell or traffic certain drugs. These offences may result in fines and/or imprisonment. For example, methamphetamine and ecstasy are illegal drugs (Misuse of Drugs Act) and have severe penalties. If you are involved in illegal drug activities, your enrolment at Ignite Colleges will be terminated and Immigration New Zealand will be notified. For more information, please visit: [police.govt.nz](https://www.police.govt.nz)

What can I expect on my first day? Orientation.

Your journey with Ignite Colleges begins with an Orientation programme.

You are required to attend this programme on the date advised at the time of enrolment. Attendance is mandatory as it will help you to settle in well, prepare you for life and study in New Zealand, meet staff and make new friends

You MUST bring your passport on Orientation Day, and if you have an electronic visa you MUST also bring a paper copy of that visa.

You will be able to complete the final step of the enrolment process by signing a 'Declaration' after attending the Orientation programme. Two weeks after completing the declaration you will receive your Student ID card which will provide access to a range of services and student discounts.

Staff will be available to assist you with any questions you may have during and after Orientation.

Topics covered during Orientation will include:

- Tour of Campus
- Introduction to your tutor, Student Support Team and Site Manager
- Contact details of 24/7 staff member for urgent support outside hours
- The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
- Refund policy
- Grievance procedure (internal and external)
- Student Complaints process
- Building evacuation in case of emergency
- Meet and greet other students in your programme
- Introduction to Life in NZ
- Facilities at Ignite Colleges
- Support Services for international students
- Health and safety
- Attendance
- Disciplinary process
- Termination of enrolment
- Programme overview

Breakfast and lunch are provided on Orientation Day.

Staffing, Facilities and Equipment Staff

Ignite Colleges has many highly trained, qualified and experienced academic staff to teach the NZQA-approved programmes delivered at Ignite Colleges. Their extensive industry experience and networks enable access to industry experts to enhance the learning experience.

Teaching staff maintain an open-door policy to students, and this together with small class sizes allow for numerous opportunities for growth and learning.

Class numbers range from 15 to 25 students, depending on the course.

In addition to the academic staff, students also have access to student support staff to help with pastoral care issues.

Equipment and Facilities

Ignite Colleges offers learners a high-quality educational environment with modern classrooms, computer suite, break out spaces, healthcare practical training area, commercial and science kitchens, outside gardens and café, and bar and dining areas for paying customers.

Student ID card

Upon payment of fees and commencement of your study, Ignite Colleges will take your photo for your student ID card. You will receive your student ID card within two weeks of starting your study. You can use your student ID card to get discounted travel on certain bus and train services (please speak to your tutor or reception for more information).

Attendance Policy

Notify your tutor if you need to be absent by calling **0800 200 345** or emailing Ignite at **info@ignitecolleges.ac.nz**

Please treat your attendance here as you would at a workplace. Our strict attendance policy is put in place to maximise the effectiveness of your training and learning and to support you on your path to success.

You are required to attend every lesson for the full duration of your programme. Unless granted exemption by the Site Manager, you are required to maintain an attendance rate of 100%. This means attending all classes for the full period, except for scheduled breaks. Any absenteeism must be supported by a valid reason and documentation.

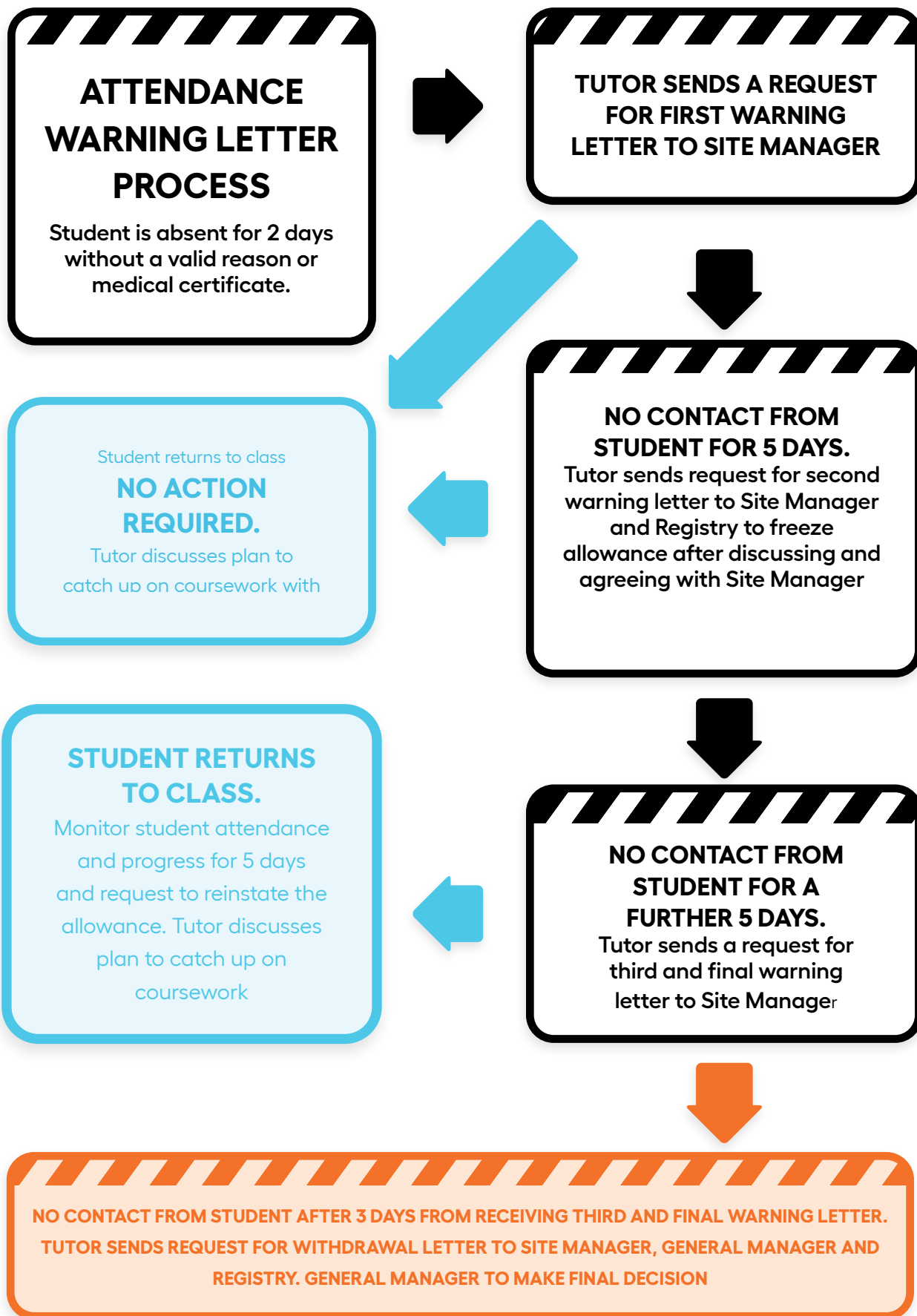
Students are required to be punctual. Arriving late or needing to leave early without a valid reason will affect your attendance as you will be marked absent during those times. If you are sick or unable to attend class due to unforeseen circumstances, it is your responsibility to inform Ignite Colleges in writing and present a valid medical certificate. As a student, it is your responsibility to comply with INZ attendance requirements.

Unexplained absences will result in the termination of your enrolment at Ignite Colleges and Immigration NZ will be notified. Immigration will cancel your student visa and you will be required to leave New Zealand. This will jeopardise your chances of returning here and possibly travelling elsewhere overseas.

Attendance of all classes for international students is a requirement by INZ when applications are made for visa extensions.

Immigration New Zealand, NZQA and Ignite Colleges require students to abide by attendance requirements at all times.

The following actions will be taken if the attendance policy above is not adhered to:



Student-free days

From time to time Ignite Colleges may schedule student free days to accommodate various operational requirements. On such days, your tutor will plan specific learning activities for you to complete at home.

Student Fees and Refund Policy

You can pay your fees once you receive a Conditional Offer of Place and invoice from us. The bank account details will be included on the invoice. You must pay all fees due before your course enrolment can be confirmed.

Fees paid by students are banked directly into a trust account with Public Trust (www.publictrust.co.nz)

International Students Tuition Refund Policy:

Course Duration and Specific Condition applicable	Reasons for wanting a refund	Information Student must Provide	Timing for providing information	Amount Refunded
Less than 5 weeks - Any	Any	None	Within the first two days including and after scheduled start date	50% of total fees paid
5 weeks or more but less than 3 months - Any	Any	None	Within the first five days including and after scheduled start date	75% of total fees paid
Three months or more – Prior to Course Commencement	Visa not granted or extension of visa not granted	An official letter from INZ indicating the rejection of the visa application	Anytime	Total fee paid minus an administration fee of \$ 500
Three months or more – Prior to Course Commencement	Student no longer wishes to study at Ignite Colleges	A letter in writing confirming withdrawal from the course	Before programme commences	Total fee paid minus an administration fee of \$ 500
Three months or more – Within 10 working days after course commences	Student no longer wishes to study at Ignite Colleges	A letter in writing confirming withdrawal from the course	Within 10 working days after course commencement date	75% of total fees paid
Three months or more – After 10 working days after course commences				None

General Refund conditions applicable to all courses

No refund will be made:

- Where a student has been expelled
- Where a student wishes to transfer to another school
- Where the enrolment application is found to be inaccurate in any way and the contract is terminated

Before processing a refund of fees, Ignite Colleges will require written confirmation of the withdrawal.

If Ignite Colleges decides, for any reason, to discontinue a course, before the planned start date, all funds received will be fully refunded. Ignite Colleges Limited will not be liable for any other claims other than the full refund of funds received if such an event does occur.

If a refund is appropriate pursuant to the Ignite Colleges Refund Policy:

- If the funds are received via an Education Consultant or directly from a member of a student's family, Ignite Colleges will endeavour to refund fees to the party that paid the fees to Ignite Colleges.
- If Ignite Colleges is aware that a student has obtained a bank loan for the purpose of attending Ignite Colleges, Ignite Colleges will endeavour to refund fees to the relevant lending bank unless otherwise instructed by that bank.

Credit Transfer and Recognition of Prior Learning

Students who have undertaken a formal course of study at a tertiary institution other than Ignite Colleges, and successfully completed all or part of that course, may apply to be awarded appropriate credit towards their programme at Ignite Colleges. Credit transfer is only awarded when the learning outcomes of the course completed match the learning outcomes for the programme of study.

Students seeking "Recognition of Prior Learning" should provide a portfolio of evidence of a match between their skills and knowledge or competence and the learning outcomes of the Ignite Colleges programme.

Evacuation

All evacuation procedures are displayed in your class. At all times please stay calm and follow the instructions of staff. There will be random drills throughout the year.

Health and Safety

Students will be expected to be aware of and adhere to the Health and Safety Policies not only of Ignite Colleges but also of each site that the student visits / works in.

Students must declare on their Enrolment form any medical conditions or injury which may affect them and any medication that they are required to take.

Students participating in off-campus activities must abide by Ignite Colleges' student rules and the Health and Safety Regulations of the place they are visiting.

Sickness

If you are sick, please provide us with a valid Medical Certificate from a registered New Zealand medical practitioner.

Ignite Colleges reserves the right to verify a medical certificate or to require students to see a specified doctor. Medical certificates must be from a New Zealand registered doctor - this excludes homeopathy or international doctors.

If you are sick or injured while at Ignite Colleges, inform your tutor or come to reception where First Aid Kits are available. It is the policy of Ignite Colleges not to dispense any oral medication.

For non-emergency daytime medical attention, we are close to the following medical centres:

- Cavendish Doctors 175 Cavendish Drive, Manukau, Auckland 2104; **09-869 9963**
- Southpoint Family Doctors 652 Great South Road, Manukau, Auckland 2104; **09-2620072**
- Wiri Family Doctors 10/792 Great South Rd, Wiri, Auckland 2104; **09-263 6622**

You can also search for other hospitals, medical centres and dentists on the internet.

General practitioners (family doctors) in New Zealand work in local medical centres or clinics, not hospitals. You should make an appointment (call the clinic) to see a doctor if you become sick. You can request a male or a female doctor for the appointment; you can also request a support person or other professional to accompany you for your appointments. For medical assistance outside clinic hours, you can go to the nearest after-hours medical centre without an appointment. Only in case of an emergency should you go directly to the hospital.

In general, most international students are not entitled to publicly funded health services while in New Zealand. When you become sick, your travel and medical insurance may cover the costs for visits to the doctor. You need to make a formal claim with the insurance company and you must submit your receipts for this. Please speak to reception if you need help with making insurance claims.

Going to Hospital

Middlemore Hospital, which is located at 100 Hospital Rd, Otahuhu, Auckland (**09-276 0044**), is a 15-minute drive from Ignite Colleges. A visit to this hospital is restricted to emergency care or specialist treatment. In the event of accident or serious injury, call 111 for emergency services or visit the hospital Accident & Emergency department.

Injury or Accident

The Accident Compensation Corporation (ACC) provides 24-hour personal injury or accident cover for visitors to New Zealand. For more information, call free phone **0800 101 996** or check online at **www.acc.co.nz**

Drugs from the pharmacy and diagnostic tests

Many drugs are available directly from the pharmacy or chemist. However, some medicines require a signed prescription. A doctor writes the prescription and a pharmacy provides the medicine. The costs vary depending on the medication prescribed. You will have to pay for any diagnostic tests (such as blood tests) from a laboratory. These may be covered by your travel and medical insurance.

Visiting the Optometrist or Dentist

Search the internet for a list of optometrists and dentists. Most of your travel and medical insurance does not cover optometry or dental services.

Resolving Issues / Complaints Process

We want you to be happy at Ignite. However, there may be times when things do not go as smoothly or as well as we may like. If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem.

The below gives you an idea of what to do if you have a problem. At all these meetings, notes will be taken of your concerns and of the solutions put in place. Please feel free to bring a friend or support person with you when you meet with Ignite staff to assist with language if necessary, or simply to support you. We are here to help.

Problems with friends, landlord or other people outside of Ignite:

Take the time to talk to a tutor the Student Support team or any other staff member in confidence about your concern in order to receive advice and assistance.

Problems related to staff, other student(s) or experience at Ignite Colleges:

Make a time to talk to a tutor or Student Support staff in confidence about your concern. All our staff are very professional and welcome feedback and are only too willing to listen to your concerns. They will do their best to resolve the issue with you.

If you do not think the problem has been solved, please approach the Site Manager. If still unresolved, please talk to the General Manager.

If, after you have tried the above, you still feel that your problem has not been resolved, you may contact NZQA as below:

The Complaints Officer

Quality Assurance Division

PO Box 160

Wellington 6140

You can also email a scanned copy of the complaint form (available from the NZQA website) to **qadrisk@nzqa.govt.nz**

For more information on the complaints process, contact NZQA on **0800 697 296**.

If the complaint is of a financial/contractual nature, NZQA will refer it to the Dispute Resolution Scheme operator, iStudents. There is no cost to students for this service.

iStudents is administered by FairWay Resolutions Limited, which is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on **0800 006 675**. More information on iStudents and the process can be obtained from **istudent.org.nz**

Process to lodge a dispute

1. A student claimant may initiate a dispute against a provider by making a claim under the scheme to the DRS operator.
2. A student claimant may make a claim under the scheme free of charge.
3. The claim may be made in writing or orally.
4. The DRS operator must record in writing a claim made orally and confirm the record of the claim with the student claimant.
5. The DRS operator must provide reasonable support (such as interpretation support) to enable a student claimant to make a claim.

When the DRS operator may decline to accept dispute

The DRS operator may decline to accept a dispute for resolution under the scheme if the DRS operator considers that the scheme does not cover the dispute for one or more of the following reasons:

- the provider has not been given an opportunity to resolve the issue raised by the dispute:
- the dispute is being addressed in another forum:
- the dispute would be more appropriately dealt with by a court, tribunal, or other authority:
- the dispute has been previously dealt with under the scheme:
- the claim is frivolous or vexatious:
- given the age of the dispute, it is no longer feasible to gather sufficient evidence or other information for resolution of the dispute under the scheme.

Note: You must be able to show NZQA or the DRS Operator that you have used Ignite's internal procedures before you contact them. They will consult Ignite Colleges to see if anything can be done to help you.

The flowchart in Appendix B summarises the process for resolving issues.

Assessment

Assessment Preparation

Students complete a period of training prior to assessment. The programme tutor may also require students to satisfactorily complete formative assessments or exercises in preparation for assessment. Self and peer assessment may be used to support students' learning.

The use of formative assessments is encouraged as they support student learning.

Students are fully informed of what is required to achieve competence in a given assessment.

This includes:

- the timing of assessments
- unit standard/module learning outcomes
- methods of assessment
- achievement criteria
- verbal reminder of task requirements prior to assessment
- timeframe for completion and submission
- resit process
- requirements of practical assessments

Equal Opportunities and Fair Access to Assessments

All students will have equal opportunity to access assessments. Ignite Colleges will recognise achievement in a way that is fair to every learner.

'Fair assessment' refers to the fair treatment of all students so that they are afforded the best opportunity to demonstrate their competence on an assessment. Students with an identified need will be neither advantaged nor disadvantaged in comparison to students who do not share that need.

Assessors:

- carry out all assessment process in a fair and objective manner
- operate an effective and inclusive appeals procedure

Workplace Training

Where workplace training is a part of the programme, Ignite Colleges will work with the student to find a suitable work placement.

Tutors support the students in the workplace and liaise with the organisation to ensure that the placement is meeting the needs of both student and workplace. The Tutor or Site Manager will remove the student from the workplace if it is not meeting the needs of either party.

Compulsory Covid vaccination for students enrolled in programmes with a Workplace Training component:

Ignite Colleges' workplace partners will only accept vaccinated students to complete placements at their facilities. Students must be fully vaccinated by the time they start the mandatory work placement. They will not gain their qualification award if they do not comply with this requirement.

Early Completion

All programmes offered at Ignite Colleges are approved and accredited by NZQA.

NZQA prescribes 10 notional hours of study and training for each credit delivered. Notional hours cover the total number of hours required to complete the programme and includes class time as well as self-directed study, assessment and research time.

All students must attend class for the **full programme duration** stated on their letter of offer.

Exceptions to programme durations are only permitted under extenuating circumstances and must have the approval of the General Manager or Site Manager. Where such exceptions are approved, the student is required to attend additional hours of study over a set period to cover the shortened duration to meet NZQA's programme approval requirement.

Academic honesty

All work completed by the student must be original work that has not been plagiarised.

Plagiarism (copying) is:

- Work that is copied or closely paraphrased from other sources (such as workbooks, reference books, Ignite materials and websites) without referencing the source.
- Submitting another person's work as your own.
- Allowing your work to be copied or handed in by others.
- False declaration of authenticity.

How can I make sure I am not copying?

- Practice writing in your own words and paraphrasing to gain confidence.
- If you feel more confident talking than writing, then talk to the topic first before writing.
- Allocate time for your coursework. Go through videos and resources provided by your tutor.
- Your tutor knows all course materials and your individual style. Plagiarism is detectable.
- The declaration you sign is to confirm that your work is your own and remind you of plagiarism consequences.

When there is evidence of plagiarism:

- You will be notified that plagiarism has been detected.
- The remainder of your work will not be marked.
- You will be required to re-do the work in your own words and resubmit authentic work.
- The academic fraud incident will be recorded on your file.

If plagiarism is repeated:

- A meeting will be arranged between the student and Site Manager.
- A plagiarism warning letter will be issued to the student.
- The student may be expelled from Ignite Colleges. Following expulsion, Immigration New Zealand will be notified, resulting in cancellation of student visa.

How this affects a student:

- The assessment will not be marked as soon as plagiarism is detected.
- You will be required to re-do the assessment.
- This will extend assessment completion time.
- This extends the time taken to achieve the qualification.
- As this is recorded on your personal file, this can impact your enrolment on other programmes you wish to enrol on.

Assessment deadlines and extensions

You must submit assessment tasks according to the scheduled dates. Failure to do so without a valid and approved extension will result in a warning letter, and ultimately continued failure to submit assessments on time may result in withdrawal from a programme. If a student is withdrawn Immigration New Zealand will be notified, resulting in cancellation of student visa.

A late submission that has not been approved by the tutor is recorded as NA (Not Achieved).

An extension may be granted by the tutor or Site Manager if:

- the extension is applied for in writing at least two days before the due date
- the application for extension is approved by the tutor and Site Manager

Assessment Appeal

The written appeal must be lodged on the Ignite Colleges Assessment Appeal Form. In the first instance appeals should be directed to the tutor concerned; if the outcome is unsatisfactory the appeal is escalated to the Site Manager and then to the General Manager.

The General Manager will arrange a meeting of all concerned and provide a final outcome.

Resits

Students are entitled to a maximum of TWO assessment resits.

Should a student not be completely successful following the first resit, they are given an opportunity to resubmit specific parts of the assessment.

The tutor provides support, teaching and clarification before the student attempts the second resit.

Where a student is unsuccessful after both resits, they can apply to re-enrol into the unit or module that they have yet to achieve competence on. A fee is applied in this instance.

Reporting of Results

The programme components that are successfully completed are reported to NZQA. This achievement, together with the title of the qualification awarded, appear on the student's NZQA Record of Achievement.

Student Progress

Students receive progress reports every three months during a meeting with the programme tutor.

Replacement Qualification Certificates

If you reapply for a certificate because you have misplaced your previous copy, you will be charged \$20 for this.

Evaluation of Programmes

All students will be asked to evaluate their programmes of study. It is important that you complete the evaluation honestly as it assists Ignite Colleges to improve the programme.

Industry and other providers will also have regular opportunities to evaluate the programme.

Rules and Code of Conduct

- 1.** Students will meet Ignite's attendance requirements. If you are unable to attend class or are going to be late you must contact Ignite prior to your class start time. You must provide a doctor's certificate if you are absent due to illness. Failure to comply may result in termination of study and StudyLink will be notified.
- 2.** Mobile phones are not to be used during class time unless this is used as a teaching tool by the class tutor.
- 3.** No chewing gum is allowed on the premises.
- 4.** Consumption and possession of alcohol or any non-prescription drugs on the premises are grounds for dismissal from the programme. Additionally, arriving to class under the influence of alcohol or drugs is not permitted at any time.
- 5.** Under the Sale and Supply of Alcohol Act 2012, persons under the age of 18 years are prohibited from consuming alcohol on any occasion. This includes any student under the age of 18 years enrolled on programmes that involve alcoholic beverages. Students under 18 are not allowed to swallow any alcoholic beverages even if tasting them is part of your training.
- 6.** Smoking is only permitted in the designated 'smoking only' area.
- 7.** No food or beverages are to be consumed in the classroom except for water.
- 8.** During work experience and other off-site activities, you must abide by all guidelines and policies of the place you are visiting.
- 9.** You will not disrupt the activities of Ignite Colleges, its staff or students, or any organisation they are visiting or working in as part of their course, or any guest of Ignite Colleges.
- 10.** You shall not behave in an abusive (verbal, emotional or physical) manner to another student, staff member and campus guests
- 11.** All coursework must be completed by the required date. Extensions will only be allowed if approved by the class tutor and Site Manager
- 12.** All work must be presented in a professional manner.
- 13.** If your programme requires you to wear a uniform, you are expected to wear this on campus as well as on off-site visits. Your personal presentation reflects your work readiness and must keep with industry standards.
- 14.** Dressing must be smart, tidy and appropriate at all times on campus as well as on off-site visits or work experience.
- 15.** Wearing hats/caps, sunglasses or personal headphones is not permitted in class.
- 16.** Offensive language or behaviour is not acceptable.
- 17.** Accessing any offensive material on Ignite College's equipment or software is not acceptable and will lead to termination of enrolment.
- 18.** You will not damage or remove any property belonging to Ignite Colleges from the premises without the approval of Ignite staff.
- 19.** You must not wilfully create a nuisance or act in a manner that can, in the opinion of Management, create a safety hazard, damage the reputation of Ignite Colleges or the goodwill of the public. This also applies when you are outside the Ignite Colleges premises.
- 20.** No children are allowed on campus. Children can accompany their parents to Ignite prior to enrolment, but are not permitted to be in class or any of the Ignite training areas.
- 21.** Your experience and views are important to us and we encourage you to provide feedback to your tutor or other Ignite staff. This can be done verbally or in writing.
- 22.** Any changes to your address or contact details must be brought to the attention of your tutor as soon as possible.
- 23.** You must abide by all New Zealand laws.

Disciplinary Procedure

Where there is a breach of any of the rules or code of conduct either in or outside of Ignite Colleges, disciplinary action will be taken that may result in student suspension, exclusion or termination of enrolment. Actions will be in accordance with the principles of natural justice and be prompt, considered and fair to all parties involved.

The following disciplinary procedure will apply, depending on the nature of the incident.

The Site Manager will issue a notice in writing to the student advising them of the breach, with an invitation for the student to meet with the Site Manager to discuss this from both the student and Ignite's perspectives. The student will be invited to bring a support person to the meeting. The notice will include the possible penalties for the alleged breach up to or including the final stage of expulsion from the programme.

Depending on the nature and seriousness of the breach, the student may be suspended while an investigation is conducted.

Discipline issues will be handled in accordance with one of the stages below, depending on the nature of the breach:

- The first stage is a formal verbal warning from the Site Manager. This warning will be recorded on the student's confidential file and the student will be requested to sign an acknowledgement that the warning has been given.
- The second stage is a formal written warning. This warning will also be recorded on the student's confidential file and the student will be requested to sign an acknowledgement that the warning has been given.
- The third stage is the final written warning. This warning will be recorded on the student's confidential file and the student will be requested to sign an acknowledgement that the warning has been given.
- The final stage is the student's expulsion and termination of their enrolment.

Where appropriate, a suspension notice may be issued in conjunction with the first, second or third stage above while an issue is investigated.

If the student is unable to be handed a warning due to non-attendance, the warning is considered to have been received by the student if this is sent by mail or email to the last known address or email address provided to Ignite.

The Site Manager or Executive member may go straight to a final written warning, or immediately expel a student, where breaches are considered to be of a very serious nature.

Expelled students are not entitled to a refund of their tuition fees.

The Executive may, at its discretion, dismiss a student by the end of the second week of the course, if the student:

- does not demonstrate a willingness to learn
- and/or causes disruption to the class.

This step is taken only after consultation with the student and tutors concerned.

Suspension of Enrolment

A student's enrolment may be suspended before termination. The reasons for this include the following:

- Failure to provide required information to Ignite, such as valid insurance or visa copy
- Failure to pay outstanding fees by the final due date
- Inappropriate conduct

The list above is not exhaustive and other situations may also result in suspension if the Site Manager and General Manager agree that this is the most appropriate action.

What happens after the student receives the suspension notice?

No further notice will be given by Ignite after a suspension notice is issued. Students are not permitted to continue their study at Ignite until the student takes immediate action to remedy the situation.

Failure to act will result in a termination of the student's enrolment and Immigration NZ will be notified.

05 LEARNER CONTRACT AND AGREEMENT (IGNITE LEARNER’S COPY)

(PLEASE INITIAL ✱)

All sections pertaining to Ignite Colleges’ general requirements and my chosen programme have been explained to me. I acknowledge that by signing below, I agree to be bound by the conditions, rules and regulations of Ignite Colleges, as outlined in the Student Handbook.

✱

I have read and understood all sections including Resolving Issues, Refund Policy, Student Fee Protection, Rules and Regulations, Disciplinary Process and Ignite Colleges’ Policy on Cheating

✱

Details of course costs have been provided to me.

✱

I will not under any circumstances seek to hold Ignite Colleges responsible, accountable and/or liable for any loss, injury or damage (including in each case direct, indirect and/or consequential loss, injury or damage and howsoever arising) whether to myself, to others or to property arising from or related to participation in off-site activities. I will at all times obey the instructions of Ignite Colleges staff and/or the person responsible for the venue and/or activities and will, whether requested to or not, make full disclosure of any medical condition or other information which may be relevant to participation in offsite activities.

✱

COMPULSORY: Covid vaccination for students enrolled in Health and Wellbeing Programmes (face to face mode)

I have been advised by Ignite Colleges that their workplace partners will only accept vaccinated students to complete placements at their facilities.

I understand that I have to be fully vaccinated by the time I commence the mandatory work placement required for the programme I am enrolled in. I will not gain my qualification award if I do not comply with this requirement.

✱

LEARNER NAME

LEARNER SIGNATURE

DATE



04 LEARNER CONTRACT AND AGREEMENT (IGNITE COLLEGES COPY)

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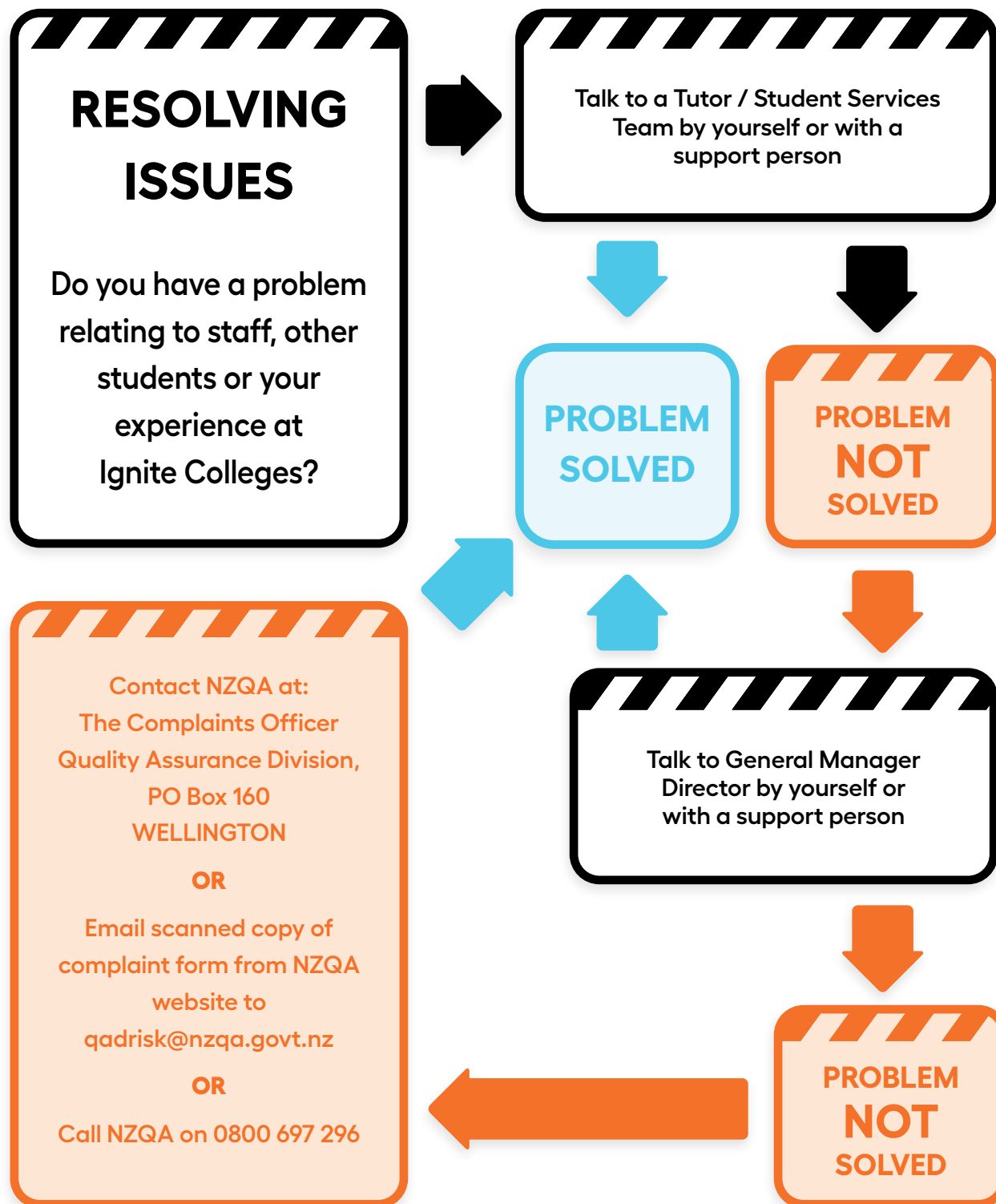
LEARNER NAME

LEARNER SIGNATURE

DATE



Appendix B - Resolving Problems



06 APPENDICES

Appendix A - External Support Services

New Zealand Police

Help with crime, sexual harassment, drugs, intimidation, racism, or any other problems
Phone: (09) 302 6400

IN AN EMERGENCY, CALL 111.

Lifeline Counselling Services

Phone: 09 522 2999 or
0800 543 354 (24/7 helpline)
lifeline.org.nz

Suicide Crisis Helpline:

Phone: 0508 828 865

Immigration NZ

immigration.govt.nz
Phone: 09 914 4100

Alcohol Drug Helpline

0800 787 797

Shakti Migrant Services Trust

Women's development, empowerment and domestic/ family violence intervention, prevention and awareness
Phone: 0800742584
shakti-international.org

Quitline

Quitline offers treatment for addiction and behaviour change/issues including treatment for tobacco or alcohol addiction.
Call 0800 778 778 or text 4006

Auckland City Mission

140 Hobson Street,
aucklandcitymission.org.nz
140 Hobson Street, Auckland Central
Phone: 09 303 9200
Email: info@aucklandcitymission.org.nz

Auckland Sexual Health Service

ashs.org.nz/ Phone: 0800 739432

Mental Health Foundation of New Zealand

mentalhealth.org.nz
Email: info@mentalhealth.org.nz
Phone: 09 623 4812

Banks

BNZ 0800 800 468
ANZ 0800 269 296 Westpac 0800 400 600
ASB 0800 803 804 Kiwibank 0800 113 355



Youthline

Email: talk@youthline.co.nz
youthline.co.nz
Phone: 0800 376 633 + Free txt 234

Citizens Advice Bureau (CAB)

cab.org.nz
Phone: 0800 367 222

Help with domestic violence situations

2shine.org.nz
Phone: 0508 744 633

New Zealand Chinese Students Association

Programmes and help for Chinese students
nzcsa.com

Family Planning Association

Advice on contraception, STIs, the body, relationships, pregnancy, abortion, diverse sexual gender identities, and more.
Phone: 09 524 3341
familyplanning.org.nz

Middlemore Hospital

healthpoint.co.nz/middlemore-hospital
Phone: (09) 276 0000

NZ Aids Foundation

Get HIV/AIDS tested
Phone: 0800802437
Email: contact@nzaf.org.nz
nzaf.org.nz/getting-tested/book-a-test

HELP- Support for Sexual Abuse Survivors

(09) 623 1700 (24 hour confidential phone line)
Email: info@helpauckland.org.nz

Disabled Citizens' Society

dcsinc.org.nz
Phone: 09 638 8153

You can also find a list of helplines on this website:

[mentalhealth.org.nz/get-help/in-crisis/helplines](https://www.mentalhealth.org.nz/get-help/in-crisis/helplines)



ignitecolleges.ac.nz