

New Zealand Qualifications Authority recognised degrees, diplomas and certificates in Health Sciences and English Language – including Bachelor of Health Science, with majors in Acupuncture or Chinese Medicine; further study options in affiliation with Chinese medical universities in China.



New Zealand College of Chinese Medicine

Student Handbook 2017

Bachelor of Health Science

*** With major in Chinese Medicine (Acupuncture and Herbal Medicine) (Level 7)**

*** With major in Acupuncture (Level 7)**

Diploma in Tuina (Level 7)

NZ Diploma in Wellness and Relaxation Massage (Level 5)

NZ Diploma in Remedial Massage (Level 6)

NZ Certificate in English Language (Level 4)

Learning together to provide

excellent health services for New Zealand and the world

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WELCOME

Welcome to the New Zealand College of Chinese Medicine. We are really pleased that you have made the decision to engage in tertiary education and that you have come here.

Whether this is your first year with us, or you're returning for a further period of study, I hope that 2017 is a very positive one for you. Our hope is that this study will make a positive difference to your options and choices for the future and will provide you with new skills and knowledge to pursue the great opportunities

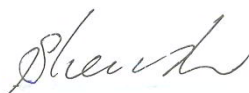
Our commitment here at NZCCM is to help you achieve - indeed it's the rationale for our existence - and to offer a supportive and attractive environment in which this can occur.

This student handbook is a reference guide provided to all students and outlines the general rules and regulations which are necessary in order for NZCCM to operate as an effective tertiary education institution.

If you have any questions about these, don't hesitate to ask one of our management, support staff or teaching faculty.

Have a great year, one that I hope will offer new challenges and opportunities.

We sincerely wish you all the best for the coming academic year.



Stephen Xu
Chief Executive

OUR VISION

A centre of excellence for Chinese Medicine training, treatment and research.

MISSION

Bringing Chinese Medicine into the health care community, to benefit the health and wellbeing of all in New Zealand.

VALUES

- | | | |
|-----------------|---------------|------------|
| 1. Authenticity | 2. Commitment | 3. Honesty |
| 4. Integrity | 5. Diversity | 6. Respect |

GOALS

1. Relevant Knowledge: Teach the best theory and practice of Chinese Medicine (CM).
2. Capable Graduates: Educate students to practice high quality patient care and life-long learning.
3. Comprehensive Skills: Treat people to restore balance and resolve conditions including some conditions that may be seen as complex and difficult.
4. Strong Commitment: Promote and demonstrate the benefits of CM as a complete medical discipline.
5. Vibrant Community: Work in partnership with community groups and other stakeholders.
6. Robust Business: Ensure quality management to support students, staff and patients.

NZCCM COMMITMENT

In the delivery of its programmes and services, NZCCM undertakes to ensure that students benefit from:

- Excellent education, in courses offered that lead to recognised qualifications
- Academic freedom, within the framework of College regulations
- Personal freedom from prejudice and harassment of any kind
- Appropriate services and facilities to support and guide students to meet their individual needs and helping them towards achievement of educational success:
- Accurate, open and up to date information
- Fair, valid and transparent assessment and evaluation of work
- The opportunity to participate in evaluation systems
- Timely resolution of problems

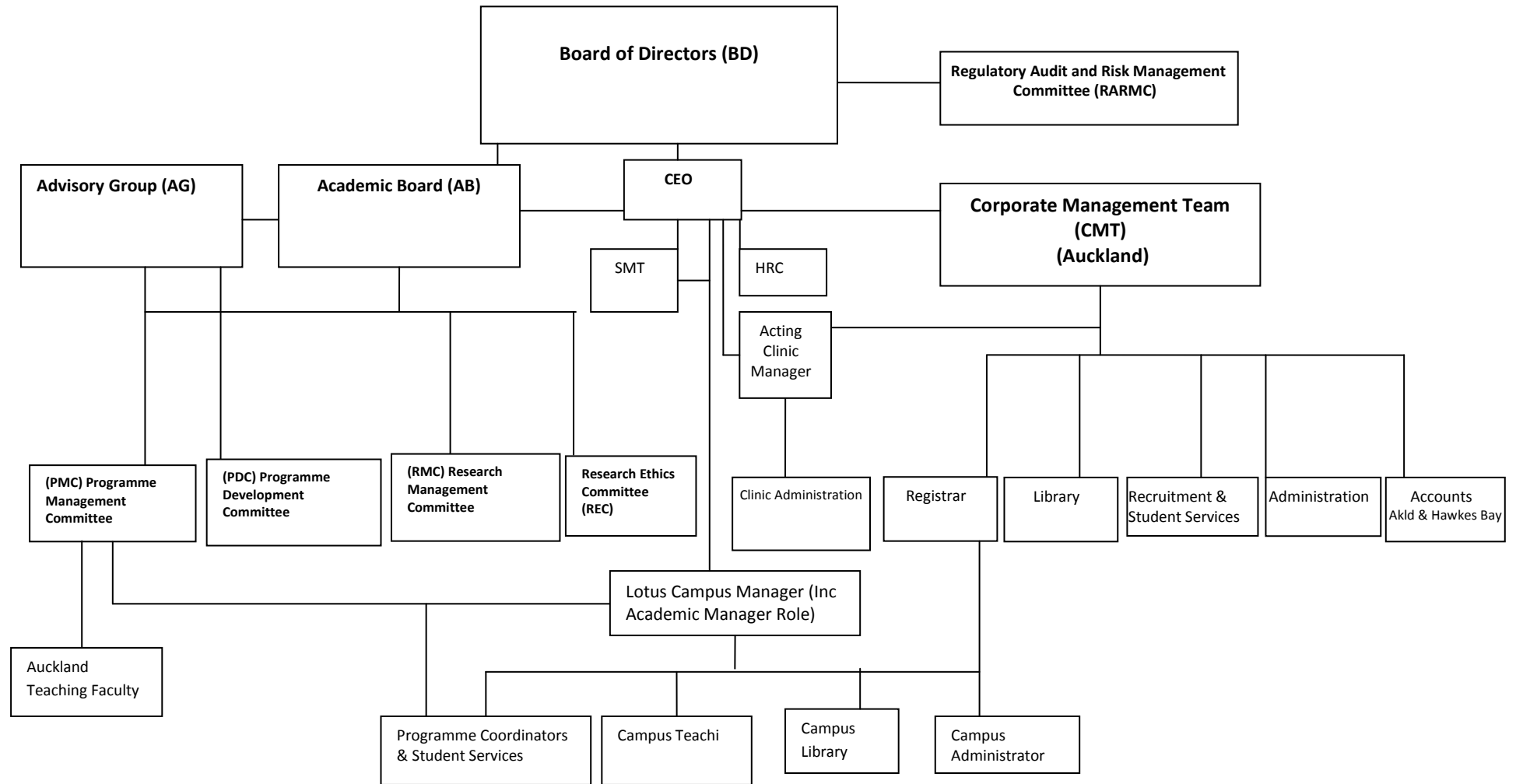
Further to this, NZCCM has clear responsibilities to the government agencies that monitor the standard of education service delivery in New Zealand, particularly the New Zealand Qualifications Authority (NZQA) and the Ministry of Education's Tertiary Education Commission (TEC). All courses delivered at NZCCM and all management policies and procedures meet the compliance requirements of NZQA and TEC and all guidelines and rules from these agencies is examined regularly, and any issues are dealt with effectively by the Senior Management Team (SMT).

MANAGEMENT STRUCTURE AND GOVERNANCE POLICY

NZCCM Board of Directors:

The Board of Directors is the ultimate authority within the College. It currently comprises 6 members, and meets at least four times a year:

- Stephen Xu as Managing Director
- Jessica Li Feng
- Erica Jenkin
- John Hinchcliff
- Glynn Lorrigan
- Michael Byrnes



TEACHING STAFF AND CLINICAL SUPERVISORS

<p><i>College Teaching Staff - Auckland:</i></p> <ul style="list-style-type: none">• Jessica Li Feng• Vahideh Toosi• Shirley Cao• Bob Wang• Dandan Yu• Feng Gao• Linda Tian• Sarojini Kathiravelu• Sridhar Madella• Asmita Patel• Ravi Telang• Susan Wang• Amy Yin• Audrey Peng• Bin Shi <p><i>College Teaching Staff – Hawkes Bay:</i></p> <ul style="list-style-type: none">• Lisa Ratahi• Fleur Du Fresne• Jane Pritchard• Bonita Marshall• Jenny Allan• Trina Bergloff• Susan Eldon• Alan Blacktopp• Giselle Clements	<p><i>Clinical Supervisors - Auckland:</i></p> <ul style="list-style-type: none">• Jessica Li Feng• Feng Gao• Susan Wang• Vahideh Toosi• Bob Wang• Mary Zhang• Bin Shi• Bill Lee <p><i>Clinical Supervisors – Hawkes Bay:</i></p> <ul style="list-style-type: none">• Jenny Allan• Lisa Ratahi <p><i>Academic Support - Auckland :</i></p> <ul style="list-style-type: none">• Jessica Li Feng• Vahideh Toosi <p><i>Academic Support – Hawkes Bay :</i></p> <ul style="list-style-type: none">• Jenny Allan• Lisa Ratahi
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The College has an academic faculty that is highly qualified in their specialist fields. NZCCM has a combination of full time and long term contracted teaching staff. Continued professional development in both subject content and educational, academic and clinical practice is a unique distinctive characteristic of NZCCM.

MANAGEMENT & SUPPORT STAFF

CEO	<i>Stephen Xu</i>
College Principal	<i>Jessica Li Feng</i>
Operations and Quality Assurance Manager	<i>Maria Hayes</i>
Recruitment and Students Services Manager	<i>Peter Coddington</i>
Registrar and Chair of the Programme Management Committee	<i>Philip Dowling</i>
Acting Campus Manager (Hawkes Bay)	<i>Maria Hayes</i>
Campus Administration (Auckland)	<i>Anya Liao</i>
Campus Administrator and Registrar (Hawkes Bay)	<i>Normanna Langman</i>
Accounts	<i>Doria Dong</i>
Programme Coordinator – D-Naturopathy (Hawkes Bay)	<i>Lisa Ratahi</i>
Academic Administration (Auckland)	<i>TBA</i>
Librarian	<i>Linda Platts</i>
Data base training	
Research Leader	<i>Alex Zivaljevicl</i>
Research Project Officer (Auckland)	<i>Asmita Patel</i>
IT Support	<i>George Shi</i>
Clinic Reception and Administration	<i>Audrey Peng</i>

STUDENT ORIENTATION POLICY

Responsibility: Quality Assurance Manager

Policy

All newly enrolled students in programmes of study at the New Zealand College of Chinese Medicine are required to attend an orientation session at the beginning of the academic year, or during the year if applicable. All students should be able to access New Zealand College of Chinese Medicine orientation information in the Student Handbook and Prospectus.

All returning students in programmes of study at the New Zealand College of Chinese Medicine are required to attend an orientation session at the beginning of the academic year, or during the year if applicable. All students should be able to access New Zealand College of Chinese Medicine orientation information in the Student Handbook and Prospectus.

Procedures/Guidelines

1.0 Organisation of new students

1. The Quality Assurance Manager and/or nominee are responsible for the management and implementation of the orientation programme.
2. The Recruitment and Student Services Manager sends enrolled students a letter of invitation, including a copy of the orientation programme and a text book list.
3. Campus administration generates a class list and attendance sheet.
4. Student Hand Books (Domestic and International) are checked for accuracy and currency.
5. Student Hand Books (Domestic and International) are printed.
6. Student Hand Book declaration page are printed.
7. An attendance register of students attending the orientation programme is completed and handed to the attendance monitor.

2.0 Content of new students orientation

New Zealand College of Chinese Medicine orientation programme may include, but is not limited to, the following:

- (a) Explanation of the campus layout;
- (b) An introduction to the all available campus support staff;
- (c) Distribution of the Student Handbook, explaining and highlighting all the New Zealand College of Chinese Medicine academic and administration policies and regulations
- (d) Student Code of Conduct and expectations;
- (e) Health and Safety procedures; evacuation in event of fire or emergency;
- (f) Complaints Procedure
- (g) Attendance requirements and what to do in case of absence
- (h) Student Car Parking
- (i) Normal office hours and access
- (j) Student Facilities on Campus are described
- (k) Location of toilets
- (l) Location of exits
- (m) Hours students can access facilities
- (n) Library facilities and text book purchasing
- (o) Contact details – updated and correct
- (p) Forms and completion of public trust documentation

- (q) Student ID card photos
- (r) Explanation of the Code of Practice for International students
- (s) New policies and procedures
E.G Students name is unable to appear on the class list until all outstanding fees and fines have been paid by the student to the College at Reception
- (t) New rules
E.G Health declaration statement as part of enrolment policy
- (u) New course related costs
E.G. Resubmission fees for an assignment with a plagiarism vericite report of more than 30% - re-submission of an assignment due to unreferenced citations.
- (v) A copy of the 2016 Student Hand Book and a declaration form to sign

TEACHING FACILITIES

The New Zealand College of Chinese Medicine (NZCCM) Auckland Campus is located at 321 Great South Road, Greenlane, Auckland.

The Campus includes both teaching and learning facilities, including classrooms, Library, student learning commons, lunchroom, outdoor decking, and a purpose built teaching clinic with 11 treatment rooms, a Chinese Herb Dispensary, a clinical learning centre and dedicated patient off-site parking. The Administration office and Reception are located on Level 2

The Hastings campus (Lotus Campus) is located at 1024 St Aubyn Street West, Hastings.

The campus provides classrooms, a clinic, library and student recreation facilities and currently provides programmes including:

- NZ Diploma in Wellness and Relaxation Massage (Level 5)
- NZ Diploma in Remedial Massage (Level 6)
- Diploma in Naturopathy and Herbal Medicine (Level 7)

***N.B.** In line with International trends to support the environment and reduce waste and recycling the College no longer supplies drinking cups to students on the campus. There is a water cooler and hot water.

A surveillance camera system is operational throughout the college.
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LIBRARY FACILITIES

The Auckland Campus library has collections of lending books, reference books, multimedia and printed journals available to the students and teaching staff of the College. In addition, the College provides access to 3 databases specifically dedicated to Chinese medicine, Western medicine and alternative and complementary therapy journals. Many of the journals of these databases are available in full text, so should be used to support both study and research.

The Auckland Campus Library is open between the hours of 9.30am and 5.30pm Monday to Friday (closed for lunch between 1:00pm and 2.00pm). Should the librarian be unavailable, library materials due to be returned should be left with Reception. If you wish to renew items you have borrowed, you may contact the librarian by phone or email (lindaplatts@chinesemedicine.ac.nz) requesting a renewal (i.e. an extension), but if another borrower has placed a hold on any item you have, you will not be able to renew and you will be asked to return the item immediately.

All books must be returned or renewed at the end of each term.

The full Library Membership and Lending Policy, and other pamphlets describing library services are available from the library and on Moodle, including information on how to access the online Journal databases.

If you would like any extra help with finding information for your studies or research, or for improving your information literacy skills, contact the librarian to discuss this. Email: lindaplatts@chinesemedicine.ac.nz or telephone: 580-2376.

* **N.B.** Students who have any outstanding fines or library books may not be eligible to receive their official original academic transcript or certificate.

LOCKER FACILITIES

The College Auckland Campus has lockers on the level 1 and a limited number in the student clinic. Lockers keys can be obtained from reception. Locker fees are \$15 per Semester and \$15 deposit/bond. You can pay for a full year or semester by semester. Locker keys are to be returned to the campus reception for a refund of your bond/deposit at the end of each academic year.

* **N.B.** Students may not sub-let the locker to another student.

* **N.B.** Students who have any locker keys may not be eligible to receive their official original academic transcript or certificate.

SHARED LEARNING COMMONS FACILITIES

The Auckland Campus provides a sunny and warm study room for out of class on campus learning. There are several chairs and tables and these are all on wheels to provide adaptability and accessibility for single or group study options. There are a number of power outlets suitable for charging all your smart devices and ICT. The room is code locked and a laminated book mark with the room code is available from the campus reception. Please share this learning commons and respect other students who may be using this space. There is also a study room attached to the Library.

2017 ACADEMIC TERMS AND HOLIDAYS

- **N.B** While every attempt is made to forecast timetable and term dates accurately, NZCCM reserves the right to alter times and dates as necessary without notice.

Week Start Monday	Week End Friday	Primary School Terms	NZCCM Terms	NZCCM Weeks/Terms
30 Jan -17	03-Feb-17	1		
06 Feb 17	10 Feb - 17	2	Orientation – 9th and 10 th February	
13-Feb-17	17-Feb-17	3	1	Teaching Week
20-Feb-17	24-Feb-17	4	2	Teaching Week
27-Feb-17	03-Mar-17	5	3	Teaching Week
06-Mar-17	10-Mar-17	6	4	Teaching Week
13-Mar-17	17-Mar-17	7	5	Teaching Week
20-Mar-17	24-Mar-17	8	6	Teaching Week
27-Mar-17	31 Mar-17	9	7	Teaching Week
03-Apr-17	07-Apr-17	10	8	Teaching Week
10-Apr-17	14-Apr-17	11	9	Teaching Week
17-Apr-17	21-Apr-17	Holiday	Holiday	
24-Apr-17	28-Apr-17	Holiday	Holiday	
01-May-17	05-May-17	1	10	Teaching Week
08-May-17	12-May-17	2	11	Teaching Week
15-May-17	19-May-17	3	12	Teaching Week

22-May-17	26-May-17	4	13	Teaching Week
29-May-17	02-Jun-17	5	14	Teaching Week
05-Jun-17	09-Jun-17	6	15	Teaching Week
12-Jun-17	16-Jun-17	7	16	Teaching Week
19-Jun-17	23-Jun-17	8	17	Teaching Week
26-Jun-17	30 Jun-17	9	18	Teaching Week
03-Jul-17	07-Jul-17	10	Holiday	
10-Jul-17	14-Jul-17	Holiday	Holiday	
17-Jul-17	21-Jul-17	Holiday	Holiday	
24-Jul-17	28-Jul-17	1	19	Teaching Week
31 Jul-17	04 Aug-17	2	20	Teaching Week
07-Aug-17	11-Aug-17	3	21	Teaching Week
14-Aug-17	18-Aug-17	4	22	Teaching Week
21-Aug-17	25-Aug-17	5	23	Teaching Week
28-Aug-17	01-Sep-17	6	24	Teaching Week
04 Sep-17	08-Sep-17	7	25	Teaching Week
11-Sep-17	15-Sep-17	8	26	Teaching Week
18-Sep-17	22-Sep-17	9	27	Teaching Week
25-Sep-17	29-Sep -17	Holiday	Holiday	

02-Oct-17	06-Oct-17	Holiday	Holiday	
09-Oct-17	13-Oct-17	1	28	Teaching Week
16-Oct-17	20-Oct-17	2	29	Teaching Week
23-Oct-17	27-Oct-17	3	30	Teaching Week
30-Oct-17	03-Nov-17	4	31	Teaching Week
06-Nov-17	10-Nov-17	5	32	Teaching Week
13-Nov-17	17-Nov-17	6	33	Teaching Week
20-Nov-17	24-Nov-17	7	34	Teaching Week
27-Nov-17	01-Dec-17	8	35	Teaching Week
04-Dec-17	08-Dec-17	9	36	Teaching Week

STATUTORY HOLIDAYS 2017

Good Friday	April, Friday 14th
Easter Monday	April, Monday 17th
ANZAC Day	April, Monday 25 th
Queen's Birthday	June, Monday 5th
Labour Day	October, Monday 23rd
Christmas Day	December, Monday 25 th
Boxing Day	December, Tuesday 26 th

FEE PAYMENT POLICY

Fees are due before courses start and students should arrange their applications with Study Link.

If a student is not accessing funding from Study Link, they should make payment directly to Public Trust before the course start date.

There is an application fee for each year of enrolment of \$200.00, however the application fee is waived for the final year of study.

Students who wish to enrol semester by semester are charged a fee of \$200.00 for the first semester enrolment and \$135.00 for the second semester to cover administration costs incurred.

The following applies to any outstanding fees, associated with applications for re-sits, late fees, make up classes or any other fees associated with course delivery.

- Students are issued an invoice at the time that the service is required. Students will need to pay the invoice before any service can be supplied.
- Students with outstanding invoices related to any course completion will not have their grades uploaded to their academic transcript until invoices have been cleared.
- Students who have any fees that are sixty (60) days or more overdue may have their enrolment suspended until the fees due have been paid in full.

* **N.B** Outstanding library fees may have an impact on your ability to graduate from your qualification. Please ensure that any outstanding library fees have been paid.

ASSESSMENT OF PRIOR LEARNING POLICY

NB. *This policy and procedure has been reviewed for 2017 and is subject to change on NZQA approval. To remove doubt please confirm with Peter Coddington, Recruitment and Student Services Manager for New Zealand College of Chinese Medicine. Email: enrolment@chinesemedicine.ac.nz

Responsibility: Programme Management Committee

Policy Purpose

To outline New Zealand College of Chinese Medicine's policy and procedures for the provisions for the awarding of credit towards a qualification or exemptions from specific course requirements as a result of assessment of prior learning (APL) cross-crediting (from another course within New Zealand College of Chinese Medicine), credit transfer (from a course awarded by another organisation) or recognition of prior learning (credit awarded for informal or uncertified learning).

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

Recognition of prior learning may relate to different situations:

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

Credit recognition and transfer has more specific requirements than RPL in that evidence comes from student achievement in a course at another TEO - December 2002 NZQA Credit Recognition and Transfer Policy.

Definition of Terms taken from NZQA Programme Approval and Accreditation Rules commencing 01 January 2013

Cross-crediting: credit gained from a course taken previously at New Zealand College of Chinese Medicine. Means formal process whereby credit for outcomes already achieved by a student in relation to a qualification is recognised as credit for comparable outcomes in another qualification.

Credit Transfer: credit gained from achievement in a course taken at another TEO where course content is matched. Means formal process whereby credit for outcomes already achieved by a student in relation to a qualification is recognised as credit for comparable outcomes in another qualification.

RPL: credit awarded for informal, un-certificated learning or overseas qualifications.

“Recognition of prior learning” means a process that involves formal assessment of a student’s relevant and current knowledge and skills (gained through prior learning) to determine achievement of learning outcomes of a qualification for the purpose of awarding credit towards that qualification; and for the avoidance of doubt it does not include credit recognition and transfer.

Policy

1. New Zealand College of Chinese Medicine recognises the importance and relevance of APL through recognition of prior learning, credit transfer and cross credit through procedures that ensure processes are fair, open, defensible, timely and educationally sound.
2. The PMC provides support and guidance to staff involved in providing assessment of all APL, co-ordination of assessment by subject specialists, and the recording of outcomes. The PMC will nominate appropriate assessors in relation to APL applications for RPL/ Credit Transfer and Cross Credit.
3. New Zealand College of Chinese Medicine will provide students with clear and current information on the processes for APL (assessment of prior learning), and on the scale of fees applicable to any services provided within this policy.

4. Prior learning will be assessed against the same standards and within the same moderation systems as are used within New Zealand College of Chinese Medicine programmes.
5. Students are responsible for provision of relevant evidence, where this is available; and New Zealand College of Chinese Medicine will arrange for assessments where these are required. Evidence supplied, and/or collected must relate to specific units or other programme content for which RPL / Credit is sought and New Zealand College of Chinese Medicine must establish that this evidence is valid, authentic and sufficient in relation to the specified course or programme content.
6. New Zealand College of Chinese Medicine recognises that prior student activities provide evidence relevant to assessment. Evidence for assessment of prior learning may be accepted from one or more of: prior performance, learning activities, specially created assessment tasks, and current competency.
7. Credits and/or standards awarded as a result of assessment of prior learning are of equal standing to credits awarded through other forms of assessment.
8. New Zealand College of Chinese Medicine attests to the “special nature” of its qualifications. The maximum credit able to be awarded through any application for APL is not more than one third (1/3) of a programme.
9. Where a student has gained credits through study at another TEO, New Zealand College of Chinese Medicine may allow the student direct credit for this standard. New Zealand College of Chinese Medicine reserves the right to use challenge assessments for current competency. Any prior learning results from courses for which the cross credit or credit transfer is being applied, must have been completed within the last five (5) years.
10. All decisions on APL will be clearly communicated to students, along with appeal procedures.
11. Where APL decisions lead to a student needing to attend only part of the hours of a programme, the decision to allow this will be balanced against the needs of tutors and other students. Any perceived difficulties will be discussed with the APL applicant.
12. Applicants who hold a New Zealand Medical degree and hold a current annual practicing certificate (APC under HPCA Act) or have held an APC or equivalent within the last three (3) years are waived from the requirements of clause 9 of this policy.

Please see the Student Services Manager and Quality Assurance Manager for details of the Procedures and Guidelines for APL ***NB. Fees Apply**

Appeals for APL Outcomes:

Where an appeal is received in writing from the applicant, the Quality Assurance Manager will forward this appeal to the Academic Board Chair, along with all documents related the APL decision. **N.B.** Appeals must be lodged within ten (10) working days from the date of the original letter. The Quality Assurance Manager will check with relevant assessors, and send a written response to the applicant. Any further appeal beyond this is to be directed to the Board of Directors.

If you require a further appeal make a written notification to:

NZQA QAD. PO Box 160, Wellington.

COURSE-RELATED COSTS ESTIMATIONS FOR 2016

Other than the tuition fee, students are required to purchase certain texts and equipment (including any course hand-outs, an acupuncture model, needles, cotton swabs, etc.). Students are also required to contribute towards any additional administrative costs e.g. photocopying, student ID cards, etc. The total will be around \$1000 (including GST) for the first year of study, and vary for subsequent years. A text book list is provided to all students at the start of the academic year.

Course-Related Costs Estimations – 2017

Bachelor of Health Science – Level 7	
Course related materials (some may be available through the College) Compulsory	Estimated costs – may vary
Textbooks	\$800.00 per year
Acupuncture model (optional)	\$60.00 - \$80.00
Needles	\$5.00 per box of 100
Alcohol swabs	\$17.00 per box of 100
Moxa	\$10.00 per box
Clinical practise equipment starter kit	Cost varies allow \$350
Jacket for clinic-level students (incl. observers)	\$50.00 - \$150.00
Diploma in Tuina – Level 7	
Course related materials (some may be available through the College) Compulsory	Estimated costs – may vary
Textbooks	\$800.00 per year
Massage Table – (optional)	\$249 - \$449 estimate
Jacket for clinic-level students (incl. observers)	\$50.00 - \$150.00
NZ Diploma In Relaxation and Wellness Massage (Level 5)	
Class based Learning Resources - Compulsory	Estimated costs – may vary
Textbooks	\$600.00
Massage Table – (optional)	\$249 - \$449
Massage wax pump bottle	\$40.00
Linen (towels and sheets)	\$30 – \$50 approximate
Tunic for clinic-level students (incl. observers)	\$50.00 - \$150.00
MNZ Student Membership (optional)	\$50.00 per annum
Diploma in Naturopathy and Herbal Medicine (Level 7) – Hawkes Bay	
Class based Learning Resources - Compulsory	Estimated costs – may vary
Textbooks	\$800
Tunic for clinic-level students (incl. observers)	\$50.00 - \$150.00

NZ Certificate in Chinese Medicine Health Maintenance (level 4)	
Class based Learning Resources	Estimated costs – may vary
Textbooks	\$500
NZ Certificate In English Language (level 4)	
Class based Learning Resources	Estimated costs – may vary
Textbooks	\$250.00

Other Fees –2017

Fees:	
Re-sit Application Fee	\$20.00 per paper
Re-sit Fee for Theory Assessments	20% of the subject tuition fee
Re-sit Fee for Practical Assessments	\$100.00 per patient
Assignment Late marking fee	\$80.00 per assignment
Clinical extension classes	Fees apply and vary for in length of extension
Re submission fees	\$50.00
Individual Learning Agreements	Fees apply and vary on length and detail of agreement.
APL application fee	\$100.00
Transfer of Credits	\$10 per credit transferred
Enrolment variation fee	\$50.00 1st course; \$25.00 subsequent courses
Enrolment administration fee	\$200.00 Semester 1 or full year; \$135 Semester 2. No fee final semester (Level 7 only).
Other costs:	
Photocopier charge – via copy card	10c per page
Student ID Card – compulsory	\$22.00 per enrolment period
Lockers	\$15 per enrolment period and \$15 deposit/bond
Locker key replacement fee	\$15.00
Transcript of official learning results	One copy free on graduation or withdrawal
Additional Final Transcripts **	\$50.00 each
Replacement certificate **	\$75.00 plus any postage

** Please request this in writing from the Registrar. Email: enrolment@chinesemedicine.ac.nz

The Auckland Campus Student Clinic – the Clinic provides treatment rooms that contain linen, trays, massage tables and computers. Students are required to take the responsibility of maintaining this equipment in good, clean condition as described in the Student Acupuncture and Student Herbal clinic handbooks. If a student causes any loss/damage, the student will be liable to pay compensation.

The Hawkes Bay Campus Massage Clinic – the Clinic provides massage tables, chairs, desks, lamps, alcohol cleaner, and commercial cleaned linen. Students are required to take responsibility for maintaining this equipment in good clean condition as described in the student clinic handbooks. If a student causes loss or damage, the student will be liable to pay compensation.

Student Services Fee

The College does not charge student service fees, and no governing members of the College have any conflicts of interest. There are no other costs required for students in these programmes provided by the College apart from tuition fees and course related costs as above.

EARLY AND VOLUNTARY WITHDRAWALS AND STUDENT FEES REFUND POLICY

Responsibility: Quality Assurance Manager

Policy Purpose

To provide information to all students about withdrawal and refund policies and procedures that meets the requirements of Section 253E (1) of the Education Act 1989

Background

Domestic Students

New Zealand College of Chinese Medicine must have in place policies and procedures that allow for refunds and withdrawals up until the eighth calendar day after a programme started for domestic students, after the eighth day of the programme and cancellation of a programme; either through low enrolment numbers or a course closure.

International Students

New Zealand College of Chinese Medicine must have in place policies and procedures that allow for refunds and withdrawals up until the tenth working day after a programme started for international students, after the 10th working day of the programme and cancellation of a programme; either through low enrolment numbers or a course closure.

Policy

As per Section 253E (1) of the Education Act 1989, students (International and Domestic) have the following entitlements:

Domestic students enrolled in courses **three months or longer** are covered by the withdrawal rules. The statutory withdrawal period covers the seven days that follow Day 1 of the course start date (i.e. **after 8 calendar days**). If a domestic student withdraws within the refund period, New Zealand College of Chinese Medicine is entitled to retain up to 10 per cent of any amount paid or \$500, whichever is the lesser.

*If the student withdraws after the refund period **there is no right** to receive a refund.*

If a **domestic student** withdraws from a course of **less than three months** (noting that there is no statutory withdrawal and refund period for these courses) New Zealand College of Chinese

Medicine is entitled to retain 20 per cent of any amount paid or \$3000, whichever is the lesser, provided the student has agreed, after the following periods:

a) two days of course attendance in respect of courses up to and including four weeks and six days

(b) five days of course attendance in respect of courses of five weeks or more, but less than three months

The statutory refund period for **international students** enrolled in courses that are **three months or longer** in duration is **10 working days** from the day the student is first required to attend. If an international student withdraws during the refund period, a New Zealand College of Chinese Medicine is entitled to retain up to 25 per cent of the fees the student pays with a justification of the costs incurred by the NZCCM.

New Zealand College of Chinese Medicine will provide the student with an indication of how the amount deducted from the refund has been calculated in the process of completing the withdrawal application.

If the student is unhappy with the amount that New Zealand College of Chinese Medicine has withheld in the refund, they can lodge a complaint with the NZQA Disputes Resolution Service through [istudent Complaints](#)

For **international students** enrolled in courses **less than three months**, the Education Act specifies two separate refund periods.

For courses of less than five weeks, a student may withdraw up to until the end of the second day and receive a refund. The student is entitled to receive a refund of at least 50 per cent of any amount paid.

For courses of five weeks or more, but less than three months, a student may withdraw up to until the end of the fifth day and receive a refund. The student is entitled to receive a refund of at least 75 per cent of any amount paid.

*If the student withdraws after the refund period **there is no right** to receive a refund.*

New Zealand College of Chinese Medicine reserves the right to cancel any programme or courses for which there are insufficient enrolments.

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

In the event of a Course Closure Event New Zealand College of Chinese Medicine will refund students on a pro-rata basis according to the proportion of the undelivered services provided by the College to the student.

If programme fees have been paid from a student loan, Studylink will be notified and any refund will be sent to the appropriate student loan account management authority.

Student withdrawal from a course may affect your access to student loans and allowances in the future. Refund process may take up to 2 weeks, or longer where there are unusual circumstances

STUDENT FEE TRUST AND STUDENT FEE PROTECTION POLICY

Responsibility: Accounts

Policy Purpose

To ensure the protection of student fees as per NZQA Student Fee Protection Rules 2013 and the Tertiary Education Commission.

Background **NZQA Student Fee Protection Rules**

These Rules are made under section 253 of the Education Act 1989.

<http://www.nzqa.govt.nz/about-us/our-role/legislation/nzqa-rules/pte-related-rules/student-fee-protection-rules-2013/1/>

New Zealand College of Chinese Medicine is a PTE and must protect student fees. An account to hold student fees has been established with the Public Trust. All student fees and other associated funds will be deposited directly into the Public Trust account. Disbursement of funds will be strictly in accordance with section 236a of the Education Act 1989.

Student fee protection covers all payments made to a New Zealand College of Chinese Medicine by, or on behalf of, a student. These will include, as appropriate:

- Tuition fees (excluding course-related costs which are purchased by the student on an as needed basis and are not charged by the College in a lump sum as part of the tuition invoice);
- Application and student ID fee
- Accommodation;
- Living expenses.

SPECIFIC ISSUES FOR INTERNATIONAL STUDENT FEES

FEE PROTECTION INCLUDES AGENTS' FEES, IF APPLICABLE

The amount of fees to be put in Trust is the amount receipted by the New Zealand College of Chinese Medicine and advised to the New Zealand Immigration Service. This amount will be the greater of either:

- the amount paid by the student to the New Zealand College of Chinese Medicine,
- the amount paid by the student to an agent (if the student paid the New Zealand College of Chinese Medicine via an agent), or
- the recommended retail price for the course (as long as it is not less than the amount paid by the agent or student to the New Zealand College of Chinese Medicine).

The recommended retail price may be more than the amount paid by the agent to the New Zealand College of Chinese Medicine. In that case, the New Zealand College of Chinese Medicine will top up the amount deposited into the Trust account to ensure the recommended amount is in Trust. The student must be advised of the amount covered.

FEE PROTECTION INCLUDES HOMESTAY FEES, IF APPLICABLE

Unless the New Zealand College of Chinese Medicine is also the accommodation provider, monies paid by the student to New Zealand College of Chinese Medicine for safe-keeping and passing on to a third party will not be treated as part of the New Zealand College of Chinese Medicine operating funds.

FEE PROTECTION INCLUDES LIVING EXPENSES, IF APPLICABLE

Policy

New Zealand College of Chinese Medicine operates Public Trust as the Student Fee Protection Mechanism.

All fees will be protected by Public Trust until the period for withdrawal with refund has passed. New Zealand College of Chinese Medicine has in place a policy for withdrawal and refund that covers;

- (a) Student withdrawal before, during and after the relevant Refund Period;
- (b) the Provider voluntarily ceasing its Course or Courses;
- (c) voluntary closure by a Provider; and
- (d) a Course Closure Event.

In all situations where New Zealand College of Chinese Medicine should cease to offer a programme or course in which students are enrolled, the un-expired portion of fees determined on a pro-rata basis relating to the tuition delivered will be fully covered. The Directors, and or nominee have the discretion to refund all fees.

Students are able to choose between alternative replacement providers where available or a pro-rate refund of fees.

New Zealand College of Chinese Medicine informs students of the provisions in place to protect fees, prior to enrolment, and students are required to sign acknowledgement of this, along with their confirmation of enrolment.

New Zealand College of Chinese Medicine operates a Public Trust account to indemnify student fees and distributes funds based on a payment schedule.

Where tuition fees are paid directly to the College bank account and not directly into Public Trust, the fees will be transferred to Public Trust within 24 hours or 1 working day.

See Campus Administration or Accounts for the Procedures/Guidelines and forms for withdrawal and refunds

For more information you are welcome to contact Public Trust direct on 0800 494 733 or visit www.publictrust.co.nz

ALTERATIONS OR CANCELLATIONS

The College reserves the right to:

- alter the course content, provision, or fees for any course or qualification
- cancel a course or qualification because of insufficient enrolment numbers
- change subjects within the programme delivered in any semester to meet exit qualification requirements
- make changes to its policies and procedures as deemed necessary

STUDENT EDUCATIONAL PERFORMANCE, LEAVE AND ATTENDANCE POLICY

Responsibility: Registrar

Policy

New Zealand College of Chinese Medicine (NZCCM) is committed to providing quality education and guidance to all our students. NZCCM monitors student attendance and progress toward meeting course objectives. The College understands that academic success and attendance go hand-in-hand. Whilst students are attending the College we are able to monitor progress and provide the assistance necessary to satisfy the student's learning style and to assist them in every way to achieve our shared goals for success. None of this is possible when a student is absent.

Students are required to attend a minimum of 80% of all class courses. NZCCM has a regulatory obligation to inform the Ministry of Education of any student/s who do not attend 80% of any course. As a result a student loan and/or allowance may be cancelled for domestic students.

Students are required to attend 100% of all clinical course components. This includes pre-clinic training, student clinic, observations and case discussions.

International students are expected to attend 100% and if they fail to do so without NZCCM management approval, they will be reported to Immigration New Zealand who may cancel the student's visa and/or repatriate the student.

Students who are identified in the College's Attendance Reports as having a low attendance record will be sent a warning letter and a note kept on their individual files.

Procedures/Guidelines

Student Clinic

There is a requirement for 100% attendance (a minimum of three hours in the clinic) as a requirement to pass the course. These are listed in the academic regulations. Students who leave earlier than the requirement will be marked as absent for the whole session. Students who arrive more than 1 hour late will be marked as absent.

1. Clinical sessions have a compulsory requirement of 100% attendance. If, for unforeseen circumstances, a student is unable to attend a rostered session the student is required to inform the Clinical Administration staff and his/her supervisor either by phone or email to enable any appointments to be rescheduled or reassigned to another student practitioner.

2. Any student absent from any rostered clinical session in the Auckland Clinic is to make up the attendance shortfall during holiday clinic timetables to ensure he/she meets the 100% attendance requirement.
3. Student attendance is recorded electronically by the Academic Administration on a weekly basis. The Academic Administration prepares the monthly report.
4. The monthly report is sent to the Registrar who monitors student attendance rates. Students identified as having low attendance rates are sent a letter and an email that outlines the attendance rate and a reminder that students are required to follow the school policy.
5. At the end of each semester the attendance is calculated by the Academic Administration to determine which students will need to make up time in the holiday clinic.
6. Students required to work in the holiday clinic roster are emailed by the Academic Administration. The holiday clinic roster is sent by email to all students, supervisors and the SMT.
7. Semester attendance reports are sent by the Academic Administration to the Student Services Manager who monitors for students below the College attendance requirements and sends any attendance warning letters by mail and email. A copy of the letter is retained on the student file and note is made in the SMS.
8. Students with significant issues are documented and discussed at SMT meetings, where potential solutions are generated, particularly if they relate to student support and pastoral care.
9. Students who continue to have attendance rates that are below the 'requirement to pass' stipulated in the course regulations will be sent a letter to invite them to meet with the Programme Management Committee (PMC). Students will be informed that they may have a support person at the meeting.
10. At the meeting with the PMC the student will be given a formal warning that they may not be eligible to complete the course, or to graduate, as they are not meeting the requirements to pass the course. The PMC will establish the Personal learning agreement that the student must follow in order to meet the requirements to pass the course regulations. The student will be asked to sign a Personal Learning Agreement detailing their individual learning plan. There may be associated fees incurred in the administration and implementation of the individual learning plan. Fees will be dependent on the details of the individual learning plan.
11. The Student Services Manager and Academic Administration will monitor weekly that the student is meeting the requirements of the agreed and signed personal learning agreement.
12. Should the student on an agreed and signed individual learning plan continue to fail in meeting requirements to pass the course regulations; the PMC may impose a penalty of up to 20% reduction in any final examinations.

Pre-Clinic Training

There is a requirement for 100% attendance (a minimum of three hours per session in the clinic) as a requirement to pass the course. These are listed in the academic regulations. Students who

leave earlier than the requirement will be marked as absent for the whole session. Students who arrive more than 20 minutes late will be marked as absent.

1. The pre-clinic training is made up of 6 sessions and 100% attendance must be completed before a student is allowed to enter the clinic.
2. Year 2 semester 2 students complete these 6 sessions; if a student is unable to attend these 6 sessions delivered over three weeks and two sessions per week; they will need to pay an additional make up class fee. Details of the cost can be found in the course related costs section of the student hand book.

Case Discussion and Observation Classes

1. These classes require 100% attendance.
2. Students who miss a class for case discussion can make up the class by attending and observing another student in the clinic discussing a patient with a supervisor.

Class Attendance

Policy: There is a requirement for 80% attendance as a requirement to pass the course. These are listed in the academic regulations.

1. Teaching faculty record class attendance on the attendance sheets and returns these to the Academic Administration who enters the data into the electronic tracking system.
2. Students who know they are going to be absent from class are to required to ring Reception on (580 2376) and email auck@chinesemedicine.ac.nz and state the reason for the absence.
3. Reported students absence is emailed to the Academic Administration and the Student Services Manager.
4. Student attendance is recorded electronically by the Academic Administration on a weekly basis. The Academic Administration prepares the monthly report.
5. The monthly report is sent to the Student Services Manager who monitors student's attendance rates. Students identified as having low attendance rates are sent a letter and an email that outlines the attendance rate and a reminder that students are required to follow the school policy.
6. Semester attendance reports are sent by the Academic Administration to the Student Services Manager who monitors for students below the College attendance requirements and sends any attendance warning letters by mail and email. A copy of the letter is retained on the student file and note is made in the SMS.
7. Students with significant issues are raised and discussed at SMT meetings where solutions are generated, particularly if they relate to student support and pastoral care.
8. Students who continue to have attendance rates that are below those required to pass the course regulations will be sent a letter to invite them to meet with the Programme Management Committee (PMC). Students will be informed that they may have a support person at the meeting.

9. At the meeting with the PMC the student will be given a formal warning that they may not be eligible to complete the course, or to graduate, as they are not meeting the requirements to pass the course. The PMC will establish the Individual Learning Agreement that the student must follow in order to meet the requirements to pass the course regulations. The student will be asked to sign the Individual Learning Agreement detailing their individual learning plan. There may be associated fees incurred in the administration and implementation of the ILA.
10. The Student Services Manager and Academic Administration will monitor weekly that the student is meeting the requirements of the agreed and signed individual learning plan.
11. Should the student on an agreed and signed individual learning plan continue to fail in meeting requirements to pass the course regulations; the PMC may impose a penalty of up to 20% reduction in any final examinations.

Leave of Absence Procedures - Students should apply for leave two weeks in advance.

1. Students who are on medical leave of more than three days must provide a medical certificate to reception; this will be kept in the student's file.
2. Students who want to apply for leave of more than two days are required to complete a Student Leave Application Form, which is available from Reception. Students are required to complete all the details including the actual classes they intend to miss. Students take the completed form to each of the tutors concerned, ask the Tutor to sign and indicate whether they consent to the student being absent from those classes, or if there are any vital assessment items scheduled for the dates in question.

***N.B.** Students who apply for leave after they have already taken the leave will not be given permission for leave, unless they can supply evidence of extenuating circumstances.

3. Students applying for an absence of up to two weeks take the completed form to the Registrar for consideration who will determine the approval or otherwise.
4. Students applying for an absence of more than two weeks take the completed form to the CEO for consideration who will determine the approval or otherwise.
5. **If you are worried about your attendance** students can email enrolment@chinesemedicine.ac.nz and request a report on your attendance levels.

Educational Performance

1. Academic grades for all student cohorts are entered into spreadsheets by the Academic Administration and these are further analysed by graphical representation of grade averages across papers.
2. Any areas of concern for both students and grade distributions are discussed at PMC meetings. Strategies are minuted at these meetings.
3. Educational performance and academic progress of students are reported to the Academic Board by the Quality Assurance Manager.

4. **If you are worried about your academic progress** students can email academic@chinesemedicine.ac.nz and request a report on your educational performance levels.

COMPUTER SECURITY

COPYRIGHT AND THE USE OF INTERNET, SERVER, EMAIL AND ONLINE LEARNING POLICY

Responsibility: Chief Executive

Information processing and related ICT technologies are critical academic and administrative components of operating systems at New Zealand College of Chinese Medicine. Unauthorised exposure of confidential and/or sensitive information, loss of data, inappropriate use of ICT technologies and computer equipment and networks and risk of physical damage may be minimised by due attention to the design, security and control of information systems within the New Zealand College of Chinese Medicine.

Adequate security measures are necessary to safeguard the New Zealand College of Chinese Medicine ICT resources, and to protect confidentiality of information/data. These security measures are designed to eliminate, as far as possible, incidences of theft, fraud, destruction, misadventure or other misuse of the College's technology-based resources.

Computer security is the responsibility of all staff and students of the College. The Chief Executive has overall responsibility for administering the provisions of this policy. In addition, it is the Chief Executive responsibility to inform staff and students of the provisions and application of this policy.

Policy

This policy applies to all staff and students who use, or have access to use, any ICT resources at the New Zealand College of Chinese Medicine Campus.

Attempting to circumvent security or administrative access controls in place for information resources, or legal requirements, or assisting or requesting someone else to circumvent these controls and requirements, is an infringement of this policy and may be a breach of NZ legislation. Any breach of this policy will be reported to the Quality Assurance Manager. The Quality Assurance Manager will report infringements to the CEO.

Any person who violates the provisions of this policy will be subject to appropriate disciplinary measures, which may include the laying of criminal charges. Any violation of this policy that may also contravene New Zealand legislation currently in force will be reported to the Police.

The guidelines for this policy will be visually displayed near all College computers used by students. Administration, clinic and academic staff will be given a copy at their orientation.

New Zealand College of Chinese Medicine has a copyright license agreement with Copyright Licensing New Zealand. A copy of the agreement is displayed in the College Library. All staff and students need to make themselves familiar with the particular circumstances that this copyright license agreement allows for their copying of any material for use while working for, or studying at, the College.

Guidelines:

1. Use of the Telephone, Internet, Mobile, Email and other ICT resources

The use of the College telephones, Internet, mobiles and email by staff/students is permitted when it is being used for business/educational purposes and supports the goals and objectives of New Zealand College of Chinese Medicine.

New Zealand College of Chinese Medicine reserves the right to ask staff/students to reimburse the College for personal use of the telephone, internet, mobile, email or other ICT resources, if considered appropriate by College management. If a circumstance arises when staff or students need to reimburse the College for use of such services or resources, as far as possible, they should be warned of this before they make use of the service or resource.

2. Standards of Conduct

The ICT resources should only be used as part of the normal execution of an employee's /students responsibilities and should be used in a manner that is consistent with New Zealand College of Chinese Medicine standards of business conduct. College staff are asked to change computer passwords regularly and notify the IT and Tech Support of the new password.

3. Email Protocols

Users of the email system are required to respect the rights and property of all other users, and must not improperly access, misappropriate or misuse information or files that are the property of other users.

Every effort will be made to protect the safety of individual College accounts. Under special circumstances, however, to resolve technical problems, prevent misuse of the system, or investigate illegal activity, personnel authorised by the CEO may access individual accounts. Furthermore, absolute security cannot be guaranteed and unauthorised or accidental access to an account is possible, as is the interception of electronic messages. All emails are automatically backed up to the College server.

The email system must not be used to transmit in any form – text, images or sound – data or documents in which the content and/or meaning of the message, its transmission and/or distribution would:

- a) contravene any regulation or law currently in force
- b) be reasonably deemed to be obscene, abusive or otherwise offensive to the intended recipient(s).

The email system may not be used for commercial purposes unrelated to educational or administrative functions.

College staff and students are not permitted to send any College documents to a person not authorised to receive College IP. This includes course packs, course handouts. Any contraventions of this policy may result in the withdrawal of user privileges, disciplinary or legal action, and/or withdrawal from a programme (students) or termination of employment (staff).

4. Internet Protocols

Creating, transmitting, uploading or downloading offensive material is a strictly prohibited use of the computer systems. The term "offensive matter" designates documents or images which transgress accepted limits of candour in description or representation of such documents or images, and which taken as a whole lack literary, artistic, educational, or scientific value. Any users in breach of this provision will be subject to disciplinary procedures, and may be liable to criminal charges.

Inappropriate use includes but is not limited to:

- Visiting sites or receiving communications that contain material that is obscene, objectionable, or likely to be offensive.
- Gambling
- Soliciting for personal gain or profit
- Making or posting indecent remarks and proposals.
- Uploading or downloading commercial software in violation of its copyright.
- Downloading any software or electronic files without reasonable virus protection measures in place.
- Passing off personal views as representing those of New Zealand College of Chinese Medicine.
- Any activity that violates New Zealand law and / or the public service code of conduct.

Users should be aware that information on the Internet may be inaccurate or untimely and there is a danger that opinions may be presented as facts.

5. Information and Data Protocols

The legitimate proprietary interest of intellectual property of data on New Zealand College of Chinese Medicine computers will be upheld and supported at all times.

Information that is confidential by law, must be protected from unauthorised access or modification. Confidential information must be kept confidential by all parties to the information. Data, which is essential to the operating systems and functions, must be protected from loss, contamination or destruction.

Confidential information is accessible only by personnel who are authorised by the owner on a strictly “need to know” basis, for performance of their duties. Data containing any confidential information will be readily identifiable as such, and must be treated as confidential in its entirety.

Data and information includes patient files both hard and soft copy. Information and data that is provided for use by one person may only be accessed and used by that person.

Software originals must be kept secure at all times. They are proof of purchase should New Zealand College of Chinese Medicine be audited for software piracy.

6. Copyright Protocols

Staff and students need to be aware that the College is legally required to deal with any users who breach digital copyright. They also need to know that College can have its account with its ISP suspended for up to 6 months, if it is shown that it didn’t prevent one of its users from breaching digital copyright.

Staff and students should not use or copy or distribute post any information or work protected by copyright unless permission has been officially provided. Users must abide by all software licensing agreements, copyright laws and other applicable regulations.

7. Equipment Protocols

Computer hardware or other electronic equipment may not be opened up by unauthorised persons. No peripheral equipment attached to any College computer may be disconnected, and no peripheral equipment other than a USB storage device may be connected to College computers for any purpose. USB storage devices should only be used to upload and download files or documentation

related to teaching and study at the College. As outlined in section 3 above, no College documentation should be downloaded onto a USB storage device for the purposes of providing this information to an unauthorised person outside of the College.

No unauthorised equipment may be connected to computer networks.

No person may remove any item of New Zealand College of Chinese Medicine property (e.g. hardware, books, notes) or any property or item belonging to another person, without the express permission of New Zealand College of Chinese Medicine or that person respectively.

8. Online Learning Support Portal (Moodle) and Logon Protocols

Staff and students who are given user names and passwords must keep these confidential and protected at all times. To prevent unauthorised persons from accessing your account, remember to log off and close your browser before leaving your computer. Use only the user name and login that you have been given to use. Do not logon or use anyone else's logon access. Staff and students should not give or pass on usernames and passwords to any other persons, in particular previous staff or students. Users found to be using unauthorised logon will be subject to disciplinary measures.

New Zealand College of Chinese Medicine has developed an online learning portal. This system is company property and is provided for College-authorised use only.

By logging on to and using this system staff and students understand and consent as follows: you have no reasonable expectation of privacy in any communications or data, personal or otherwise, transiting or stored on this system; any communications or data transiting or stored on this system may be monitored, intercepted, recorded, and searched at any time and for any lawful purpose, and may be used or disclosed for any lawful purpose. You also agree to comply with all other applicable written policies, procedures and guidelines for system use and protection of College information or information that the College has an obligation to protect, including but not limited to proprietary information and personally identifiable information.

MAINTAINING STUDENTS FILES AND INFORMATION POLICY

Responsibility: Registrar

Policy

'Student' as referred to in these policies and procedures means current or past student enrolled in a programme of study at NZCCM.

It is the **student's responsibility to ensure that the College has up-to-date contact details** for both postal and email communication. The College takes no responsibility for information it provides that fails to be received by a student due to inaccurate contact details being held on file.

Maintenance and Storage of Student Files - Student files will be maintained for each student enrolled at New Zealand College of Chinese Medicine by all relevant support staff.

Access to Student Files - Student files will be available to:

(a) the student concerned;

- (b) educational authorities and/or agencies that require access to student records in order to verify attainment of completions or qualifications, or for statistical purposes;
- (c) College personnel who need access to them in the course of their work.

Any request to disclose information other than to the student, authorising educational bodies, or Institute personnel who require the information in the course of their work, must be discussed with the Quality Assurance Manager prior to disclosing any information.

*** N.B** please note that at all times principles five and eight of the Privacy Act are observed by all staff who have access and use your files

STUDENT SUPPORT FOR ACADEMIC AND PASTORAL CARE POLICY

Responsibility: Student Services Manager

Policy

New Zealand College of Chinese Medicine will provide for learning support and student advisory services to assist learners in achieving their learning goals.

The support and guidance of teachers to help resolve study related problems. Support and guidance by the administration and/or management staff in particular the Student Services Manager for all non-academic concerns, and also if the student wishes to bring any matter to the attention of management rather than to teaching staff.

Referral to outside support and/or welfare services, if deemed appropriate and necessary for the student's welfare.

Students have the opportunity to evaluate the quality of the student guidance and support delivery systems by participating in a College Evaluation and encouraging students to use the suggestion box (located in the student lunch room).

There is clear and up-to-date information on all NZCCM services and relevant outside services that are available advertised on the Campus News Board and in the student lunch room.

Members of staff at the NZCCM deal with different areas of support:

- ***Your teacher or course co-ordinator*** can help you with your learning needs and any learning problems you might have. Your teacher can also advise you about further study choices.
- ***The Librarian, Linda Platts*** can help you on matters to do with the library and locating information resources to support your studies including on-line databases.
- ***The Student Services Manager, Peter Coddington*** can assist any student with any concern/s, academic and non-academic that are affecting his/her study - including any matter you feel uncomfortable raising with your teacher. The Quality Assurance and Programme Development Manager, and or nominee is also available to assist international students in relation to accommodation. Peter is the 24/7 pastoral support person.
- ***The Programme Coordinator at Lotus Campus.***
- ***The College Principal, Jessica Feng*** can provide first language support for Chinese students.

- **Stephen Xu**, CEO Mobile: 021 925 710 can be contacted directly if you feel that there is a matter he can help you with.

STUDENT CODE OF CONDUCT POLICY

Responsibility: Quality Assurance Manager

Policy

1. New Zealand College of Chinese Medicine will take every reasonable measure to ensure that students' learning takes place in a positive, safe, and supportive learning community. This will be facilitated by New Zealand College of Chinese Medicine providing clear, concise and timely information relating to the expectations and responsibilities of both staff and students.
2. By signing the enrolment form, students accept the provisions of the current Code of Conduct. This document which sets out students' and New Zealand College of Chinese Medicine responsibilities respectively will be subject to annual review.
3. The Student Code of Conduct will form the basis of any and all other New Zealand College of Chinese Medicine policies relating to student welfare.

CODE OF CONDUCT

NZCCM's code of conduct defines acceptable and unacceptable behaviour for all staff and students. It assists in promoting a high standard of practice and establishes a framework for professional behaviour and responsibility.

All staff and students are expected to:

- Respect each other
- Be open and honest
- Acknowledge cultural diversity
- Provide and maintain a safe and healthy environment
- Adhere to all NZCCM policies and procedures

Failure to comply with this code will result in disciplinary action being taken. Students will be suspended or expelled dependent on the degree of breach.

- 1) Students will behave honestly and respectfully at all times with NZCCM, all staff, and each other.
- 2) Students will refrain from offensive behaviour, including using coarse language and dressing inappropriately. Once students enter clinical practice it is deemed inappropriate for shorts to be worn by either male or female students. Female students should also wear skirts that are at least knee length.
- 3) Harassment or violence towards fellow students or staff will not be tolerated.
- 4) Students will not diagnose or treat clients without both permission and supervision from a practising clinician who is an NZCCM staff member (and is not the patient).

- 5) Clinical records (or part thereof) are not permitted to be removed from the clinic. Students who remove clinical records (either hardcopies or electronic files) from NZCCM clinic will be expelled from the College forthwith.
- 6) Students will keep administration informed in writing of any changes to their personal circumstances such as illness, physical address, e-mail address, etc.
- 7) International students are required under the International Code of Practice for the Pastoral Care of International Students to provide NZCCM with copies of their current travel and medical insurance, accommodation type, and student visa: **international students cannot study at NZCCM without providing these details to NZCCM.**
- 8) Students will maintain the cleanliness and good condition of NZCCM facilities, and refrain from misusing any College equipment or property.
- 9) Students will inform NZCCM immediately if any equipment or property is damaged; NZCCM is entitled to seek compensation for damage.
- 10) Students who intentionally damage or steal any College equipment or property will be expelled from the College.
- 11) Students must ensure their mobile phones are switched to “off” during all classes and clinical sessions.
- 12) No alcohol or drugs are allowed on the premises including the car park.
- 13) No Smoking in the campus premises.
- 14) As a NZCCM STUDENT, you may not actively promote to NZCCM students (verbally or in print) other businesses that may be in direct conflict with the College’s business and/or prosperity or cause the College to be brought into disrepute and certainly not undertake any such activity with intentional or unintentional implications without the CEO written permission.

CLASSROOM AGREEMENT

In respect to other learners, all students should please undertake the following:

- arrive ready to begin class at the scheduled time
- come prepared for class
- wait until there is a break in the lecture before entering the classroom if arriving more than 10 minutes late
- be fully present during class
- respect other students and their learning styles
- treat teaching and management staff with respect
- be polite at all times to both fellow students and staff
- be open, honest and supportive of the learning experience
- keep mobile phones silent during class with the exception of parents/caregivers who may turn their phones to ‘vibrate’.
- only consume food in the common room
- be respectful of the NZCCM facilities and leave facilities clean and tidy for other users
- notify NZCCM if you are going to be absent from class before the scheduled class starts
- inform management of any issues
- ensure desks and chairs are set out appropriately for the next class

Lecturers will:

- ensure the classroom and all resources are ready on time
- offer clear and relevant purpose, guidelines and feedback

- provide useful and interesting course materials and methods
- keep to scheduled start and finish times
- encourage students to respect NZCCM facilities and to be considerate of other College users.

CLINICAL PRACTICE

Inviting clinic patients and hosting guests are a vital part of our business and we require a highly professional code of conduct from all clinical staff and students.

Students who practice either acupuncture or herbal medicine in NZCCM's student teaching clinic in Auckland or Naturopathy and Massage in Lotus Campus Clinical facilities in Hastings should be familiar with both the policy and procedures included in the Student Clinic Handbook as well as the NZCCM Clinic Hygiene Guidelines.

NZCCM has also developed Guidelines for "Note-taking", "Record Keeping" and a "Policy for Herbal Prescription" to assist students understand the level of detail required and learn best practice.

Students must attend pre-clinic training prior to entering clinical practice. The guidelines will be provided together with the clinic handbook at this time.

Students will be required to sign a Confidentiality Agreement prior to entering clinical observation or practice.

At the Auckland Campus the clinical practice will commence in the second year of the BHSc programme at the College's clinic under the supervision of NZCCM clinical supervisors. Clinical practise at the Lotus Campus clinic will be under the supervision of NZCCM clinical supervisors

All students in clinical practice should be dressed appropriately for a professional medical environment.

Business Development forms part of the programme and requires students to develop clinic management and marketing skills. To help reinforce and consolidate this knowledge learned, students are required to market and obtain their own patients.

PROFESSIONAL CODES OF ETHICS

NZCCM is endorsed by the New Zealand Acupuncture Standards Authority (NZASA) and the New Zealand Chinese Medicine and Acupuncture Society (NZCMAS). Students are bound by their codes of ethics, which are available on request from NZCCM or may be obtained from each organisation's website.

Student Practitioner status

While you are a student at the College we prohibit you from promoting yourself as an acupuncturist or Chinese medicine practitioner, a Naturopath or massage practitioner to the general public or for fee-paying services, except in the College clinic.

Students of NZCCM are not allowed to perform any acupuncture treatments outside the NZCCM clinic until they have successfully completed their whole qualification. This includes the whole period of

their enrolment with NZCCM, inside and outside the College, and whether or not a fee is charged. This includes fellow students treating each other and also includes fellow students treating each other on College premises such as in classrooms at lunchtimes. Any student found treating privately outside of the supervised College clinic risks being dismissed from College.

STUDENT REPRESENTATIVE POLICY

Responsibility: Student Services Manager

Policy

The students' representative body will be called Taura Ora ("well students"). The purpose of the group is to provide a bridge between students and NZCCM management, through a forum for:

1. Students to feedback to management about the delivery of training services and students' experience of the policies and procedures of the College.
2. Management to communicate effectively and efficiently with students via representatives chosen by students themselves
3. The Student Services Manager and/or nominee is the Chair of the group.
4. Reps are elected by students to represent their intake group – refer procedures below.
5. Where concern is raised by any party about the way in which a Student Rep is undertaking his/her duties the chair will raise the matters of concern with the Rep and seek resolution and a suitable outcome. Where this is not agreed provision is made for SMT to request the intake group to reconsider and elect another Representative.

Procedures/Guidelines

1. Each student cohort will select one student or two, if the number of cohort greater than 18, to represent them at Rep meetings. Each representative will be chosen by a simple majority of their classmates using discussion, or a vote if necessary. Voting will be conducted by College staff, and if necessary will be by secret ballot namely one vote per member of the class.
2. The term of Student Rep membership is normally for the academic year they are chosen; selections will normally be held for each student cohort at the beginning of the first semester in each cohort, but a simple majority of students can replace their Student Rep at any time.
3. Student Reps are encouraged to share the skills and knowledge they have with other potential Student Reps

Student Representatives Duties are:

- Reps will listen to their classmates and bring ideas or issues relating to NZCCM teaching and policy to Rep meetings. Any items that are likely to involve major discussion should be forwarded to the convenor for inclusion in the agenda;
- Reps will contribute to discussion and take information from Student Rep meetings back to their classmates;
- Reps will liaise directly with management on any issues between meetings as appropriate;

- It is the Student Rep responsibility to check that any matters raised are appropriate to share with other students, and take care not to represent management to students without relevant authorisation;
 - Student Reps should set an example for other students in their knowledge of NZCCM policies and procedures, and encourage students to understand and follow NZCCM policies and procedures;
 - Classes or Reps are able to select a substitute for meetings and for any other duties if the Rep is unavailable.
1. Meetings will normally be convened twice per semester by NZCCM staff, on a date and time when at least half of all Reps and the Student Services Manager will be available. A special meeting may be called from time to time by management if required.
 2. An agenda will normally be circulated for discussion two days before any intended meeting.
 3. Meetings will proceed as scheduled as long as a quorum is present: A quorum will be at least half the Reps or substitute Reps of all class groups that have chosen a Rep, and the Student Services Manager; otherwise the meeting will be postponed until at least half of all Reps or their substitutes are able to attend. If two consecutive meetings are postponed for this reason, the third meeting will proceed whether or not a quorum is present.
 4. Meetings will be facilitated by the Student Services Manager or nominee.

PRIVACY AND CONFIDENTIALITY OF INFORMATION POLICY

Responsibility: Quality Assurance Manager

The Privacy Act, 1993 was developed to promote and protect individual privacy, in particular to establish clear principles with respect to the collection, use and disclosure of personal information by all public and private sector agencies and organisations. The Act also provides for the appointment of a Privacy Commissioner to investigate complaints about alleged breaches of individual privacy or misuse of information held by any agency or organisation as defined in Part One of the Act.

New Zealand College of Chinese Medicine will use the twelve (12) information privacy principles underpinning the Privacy Act 1993, to guide the manner in which New Zealand College of Chinese Medicine collects, holds and discloses personal information pertaining to its staff and students.

Please see the Quality Assurance Manager for details of the 12 principles of the Privacy Act 1993

NB In any privacy matter in which Police involvement is an issue, if the matter under investigation constitutes a criminal offence, and if withholding information impedes the Police in their investigation, the provisions of the Privacy Act are over-ridden.

EQUAL OPPORTUNITY POLICY

Responsibility: Quality Assurance Manager

Policy

This policy is based on the principles that all staff and students have the right to work and study in an environment that is free from discrimination and harassment. New Zealand College of Chinese Medicine will apply the principles of equal opportunity to policies procedures in the management of the College.

New Zealand College of Chinese Medicine is committed to equality in the College with due regard to the following aims:

- Work within legislative requirements to prevent discrimination and harassment.
- Provide a non-discriminatory, culturally sensitive, and safe working environment.
- Be proactive in issues related to all categories of staff and students, including ethnic minorities/majorities and persons with disabilities.
- Ensure that all procedures relating to staff selection, appraisal and Development take place within the constraints of the Human Rights Act and the Privacy Act.
- Select and pay staff on the basis of merit in terms of the relevant job description.
- Identify and deal with any discrimination in organizational practices, procedures, and policy.
- Ensure that there is no discrimination in the areas of recruiting and selection of staff and candidates.
- Ensure that there is no discrimination in the areas of recruiting and selection of students and prospective enquiries.
- Ensure equity in allocation of and access to resources.

Please see the Quality Assurance Manager for further details of the College Procedures/Guidelines

BUILDING AND CAMPUS MAINTENANCE POLICY

Responsibility: Quality Assurance Manager

Policy

The maintenance of all New Zealand College of Chinese Medicine Campus is on-going. The provision of a professional, safe and healthy environment to study and work is the responsibility of all New Zealand College of Chinese Medicine employees.

Procedures/Guidelines

Maintenance Request forms are available, at the Campus Reception for students and staff to report any concerns over maintenance or safety.

HEALTH AND SAFETY INFORMATION

Your teachers and supervisors will ensure that conditions, equipment, information, guidance and supervision for students are delivered in a safe and healthy manner. You will be made aware of any hazards as required by Occupational Safety and Health (OSH) legislation.

The Auckland Campus building is shared with other tenants and it is vital that we all afford these other tenants every respect and courtesy for the quiet enjoyment of their tenancy, as we expect of ours. As a part of this obligation we must all treat the building with respect and not congregate in any way that might hinder or cause nuisance to other occupants and/or visitors to the buildings. Please ensure that your College building and its amenities are clean and tidy when you have finished with them. This is especially important for the toilets, classrooms, and kitchen/lunch area.

ACCIDENTS AND HAZARDS

NZCCM requires that everyone associated with the College takes an active role in creating and maintaining a safe College environment. If you experience or witness an accident, or identify a hazard or potential hazard, you must complete a hazard report. Hazard accident and incident report forms are available from Reception.

FIRST AID

First aid kits and provisions which conform to the First Aid Regulations 1985 Act are provided for student use and are located in the clinic supervisors' office and at Level 2 Reception.

If you are ill and need to leave class tell your teacher who will make sure that you can get to a doctor if necessary.

If you have an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the Quality Assurance Manager or her authorised staff. An Accident/Incident form is to be completed.

EMERGENCY EVACUATIONS

In the event of a fire, earthquake, or any other event that requires the building to be evacuated, either the fire alarm will be sounded the Fire Building Warden will notify the fire wardens to evacuate the building. There is a campus emergency evacuation map available in class rooms. Please follow these for the nearest emergency exit.

You cannot use an elevator (lift) during an emergency. If you are unable to use the stairs you must notify the Fire Warden so that appropriate arrangements can be made for your evacuation.

Fire drills and evacuations are explained to students during Orientation week. All exits are clearly signed and the assembly area is the far side of the rear car park. Evacuation is taken very seriously and must be carried out as quickly and smoothly as possible – do not collect any personal belongings as you leave the building. The only exception is students who are treating a patient when the evacuation drill starts – they may remain with the patient.

In the event of a fire or earthquake, it is the responsibility of the student practitioner and clinic supervisor to ensure patients are safely evacuated from the building and they must remain with their patients at all times.

Once you have evacuated from the building you are to assemble in the designated area in the car park at the back of the building, away from the building with your class teacher or clinic supervisor or as directed by a Fire Warden, and await further instructions. Your teacher will have the day's class list and ensure that all students are present and notify the fire warden that all are present at the evacuation assembly point. Fire wardens will inform the Building Fire Warden that all areas are clear. Do not leave the assembly area under any circumstances until you are directed to do so by a Fire Warden.

COLLEGE CLOSURE DUE TO A NATURAL DISASTER

In the event of the closure of the College due to a natural disaster (including earthquakes) tutors, students and patients will be notified by text, email and, where practical, phone. Notification will also be posted on NZCCM website.

Students and staff should listen to the radio and/or television to hear Civil Defence and Council public information. Where public transport is affected by bad weather or roads are considered impassable, classes will be cancelled and a message put on the College answer phone for students, teachers and patients.

Please ensure you advise the College should you change your cell phone number and/or email address to enable the College to contact you in the case of an emergency.

CAR PARKING

Car parking is only available for visitors, staff and patients.

Car parking is **not** provided for students at NZCCM. NZCCM can organise a towing company to remove unauthorised cars without notice; as per the notice displayed at the car park entrance.



There are a limited number of permit parks available to accommodate disabilities and other extenuating circumstances. Generally a medical certificate, or appropriate equivalent supporting evidence, will be required

If you have an emergency and need to park in the carpark for a short day term please come to reception state your emergency and register your car at the front desk.

This rule also applies during exams. If a student leaves a class during an exam to move his/her car, he/she will not be allowed to complete the exam. Whenever a student leaves the exam room, with or without permission, the lecturer will note this on the exam paper including the time and reason.

NZCCM COPYRIGHT STATEMENT

All teaching materials which include, but are not limited to; course packs, handouts, PowerPoint presentations, belong to the New Zealand College of Chinese Medicine and may be signified by the following (although this is not necessary to establish copyright ownership): **Copyright © by New Zealand College of Chinese Medicine (NZCCM).**

No part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means, without prior written permission of the Chief Executive of NZCCM.

NZCCM has a copyright agreement with CLNZ and this covers all staff and students of the College. The agreement allows multiple copies of up to 10% or a chapter from a book; up to 15 pages of a

single work contained in a collection or anthology of works; a complete article from a periodical or journal; a complete work, if the work is out of print and unavailable for purchase, with permission from CLNZ. Please see the librarian for more details of how to stay within the legislation for copy right. There are also notices displayed in the library and at the student photocopier.

RESEARCH

Research is an integral part of a degree programme. Students are required to understand the research methods and associated ethical issues and procedures. Students will also develop a culture of research consumers. However, students are prohibited from participating in any clinical research without NZCCM Research and Ethics committee approval.

STUDENT DISCIPLINARY PROCEDURES POLICY

Responsibility: Quality Assurance Manager

Policy

Students at New Zealand College of Chinese Medicine are expected to consistently maintain professional standards of conduct, professionalism and hygiene. New Zealand College of Chinese Medicine has the right to exercise disciplinary powers in the event of misconduct by its students.

In particular, students are expected to adhere to the Code of Conduct and all the specified clinical practices in the Clinical Guidelines published by NZCCM.

Any student who in any way assists, or encourages another to commit a breach of the Student Code of Conduct will be guilty of the same breach and subject to the same disciplinary measures.

Procedures

1. Every student enrolling at New Zealand College of Chinese Medicine shall sign an acknowledgement in the Student Hand Book.
2. Any complaint with respect to student conduct will be investigated by the Quality Assurance Manager and or nominee.
3. Such investigation will be conducted having regard to the principles of natural justice and shall be commenced within five (5) working days of the receipt of the complaint.
4. If, after the investigations, the complaint is found to have substance, the Quality Assurance Manager and or nominee may deal with the matter and may impose any of the following penalties:
 - a reprimand;
 - a direction that the student makes an apology;
 - a requirement that the student make restitution in respect of any damaged, lost or stolen property or any other costs or loss suffered;
 - impose conditions on the student to prevent any future breach or disturbance
 - suspension from attendance at NZCCM for such period as determined
 - expulsion from New Zealand College of Chinese Medicine
 - any other remedy seen fit, including other non-monetary restitution

5. Procedures for warning students:
 - The first warning will be in the form of a discussion in which the student's viewpoint is also heard;
 - Any processes for change will be negotiated between the two parties and support systems invoked if necessary;
 - Where a problem persists, a warning will be given in writing, with a further meeting and support processes if necessary;
 - Following an agreed time for addressing the problem, a second written warning will be issued if the student continues to be in breach of College requirements, with a date of dismissal if the problem is not resolved;
 - All such breaches will be dealt with by the Quality Assurance Manager and or nominee, who will make decisions on suspension, dismissal and cancellation of enrolments.
6. A student may appeal against a decision by invoking the Student Complaints Policy.

STUDENTS COMPLAINTS POLICY

Responsibility: Quality Assurance Manager

Policy Purpose

To ensure there are fair and equitable procedures in place for students to make formal complaints about the New Zealand College of Chinese Medicine both internally and externally.

New Zealand College of Chinese Medicine has developed a fair, equitable and consistent system for handling student concerns and formal complaints.

NZCCM encourages students to participate alongside staff and management in the ongoing evaluation of the quality of our services, and to make constructive suggestions for improvement.

Policy

Each class has a student representative and matters of concern can be raised with them privately or as part of a class meeting. Regular meetings between the Student Services Manager, and from time to time invited guests with class representatives is an information sharing forum where students can have their issues raised and management can inform students of important issues or any proposed changes to procedures or planned improvements.

Students are encouraged to place a note in the Suggestion Box located in the student lunchroom. The note can be signed or anonymous. All notes are discussed and actioned at Senior Management Team meetings.

Complaints and petitions are taken seriously and considered as providing the College with valuable feedback regarding the quality of its services.

Students are entitled to make a **formal complaint** about any matter of concern regarding the quality of tuition and services provided by the College, about the conduct of staff members or fellow students, or any other aspect of your relationship with NZCCM. You are also entitled to make a petition regarding a disciplinary decision or similar matter.

1. Students may raise issues of concern in an environment free from fear of retribution or breach of confidentiality. There may however be times when the only way to deal with a complaint requires identifying the complainant to the respondent. Where this is deemed necessary, the facilitator shall secure the agreement of the complainant beforehand.

2. Attempts to solve problems shall be focused at the level closest to the problem itself and should only be referred to the CEO if this fails or is deemed inappropriate to be resolved at a local level.
3. Both the respondent and complainant have the right to fair and just treatment throughout the investigation process.
4. Solutions will focus on conflict resolution or solving the problem rather than taking punitive action (although punitive action may at times be necessary).
5. Possible outcomes may include but are not limited to: doing nothing, mediation, revising policies, referral to the police, taking appropriate disciplinary action.

INFORMAL COMPLAINTS PROCEDURES

Examples of informal complaints might include the following:

- minor classroom irritations (other students break concentration by always talking in class, teaching staff fails to keep order in the classroom);
 - concerns arising from miscommunication or misunderstanding;
 - minor disagreements over academic matters (teaching staff didn't agree to give me an extension, when I felt I had a good excuse/valid reason)
 - resource difficulties (e.g. are not allowed access to library books because of too many overdue returns or unpaid fines)
1. The complainant should be directed to the person best situated to address their complaint and facilitate a speedy resolution (i.e. facilitator, which could be the teacher if related to a course matter and, if appropriate, with management, administration and operations support staff). The facilitator should ensure that the complainant understands and is comfortable with the process. The following points are helpful in reaching a resolution.
 - Ask the person to express their concerns.
 - Restate the problem as you have understood it and seek confirmation that your understanding is correct. Try to encourage the complainant to focus on the object rather than the respondent (unless the object is the behavior of the respondent).
 - Ask them what they would regard as a satisfactory resolution. If they are unsure, suggest a satisfactory outcome which you feel is achievable.
 - Agree and implement a plan for resolution.
 - If their expectations are unreasonable, naïve or based on misunderstanding of policy, help them to understand this in a tactful manner.
 - If they wish to pursue the complaint further then explain they will need to put it in writing to the Quality Assurance Manager.
 2. Resolution of an informal complaint may be achieved by the complainant verbally expressing satisfaction with the outcome, or at least verbally accepting the decision reached by the facilitator.
 3. Informal complaints will normally be able to be dealt with at the lowest operational level relevant to the situation and result in a satisfactory outcome, or at least one which is acknowledged to be fair.

4. If the outcome is unsatisfactory, the complainant is entitled to appeal the decision, at which time it should be put in writing and submitted to the internal appeals process of the School. It then becomes a formal matter which needs to be recorded in the complaints file.

FORMAL COMPLAINTS PROCEDURES

Examples of formal complaints might include the following:

- Harassment by staff or other students
 - inappropriate treatment by staff or other students
 - unfairness in a formal assessment situation
 - unfairness of institutional policies
 - unsafe learning situation
1. The complainant should be directed to the person best situated to address their complaint and facilitate a speedy resolution. The person receiving the complaint should ensure that the complainant understands and is comfortable with the process.
 2. Formal complaints should be made in writing. Complaints should be addressed to the Quality Assurance Manager.
 3. If necessary, the Quality Assurance Manager may need to help the complainant in articulating their complaint in written form and in a manner which is helpful to its satisfactory resolution. Where such help is given the complainant should sign the complaint to indicate agreement with its final form.
 4. When formal complaints are received they should be entered into a complaints file and progress towards resolution should be tracked.
 5. If the complainant/s are uneasy about discussing a complaint with someone whom they see as an authority figure, they should be given reassurances about the integrity of the process and offered the opportunity to bring a friend/colleague in support. Options for alternative facilitators may also be given if appropriate.
 6. The Quality Assurance Manager meets with complainant and discusses nature of complaint. The meeting could seek to establish the facts through the following process, if appropriate:
 - Ask the person to explain their concerns.
 - Restate the problem as you have understood it and seek confirmation that your understanding is correct. If necessary and appropriate seek corroborating evidence.
 - Ask them what they would regard as a satisfactory resolution.
 - If they are unsure, suggest a satisfactory outcome which you think is achievable.
 - Explain what further steps you must take in order to reach a decision. (This may often result in adjournment until the respondent has an opportunity to give their side, or until further evidence can be gathered.)
 - Agree on a plan for resolution.
 - Facilitate the implementation of the plan.
 - If their expectations are unreasonable, naïve or based on misunderstanding of institutional policy, help them to understand this in a tactful manner.
 - Prepare an outcome statement which is communicated to both complainant and respondent outlining the resolution.

- If they wish to pursue the complaint to appeal against advice to the contrary, then explain the possible consequences of proceeding, but help them to understand the next step.

6. **Resolution of a formal complaint is achieved by** an outcome statement being prepared by the Quality Assurance Manager which the complainant signs expressing satisfaction with the outcome, or at least accepting the decision reached by the Quality Assurance Manager. Notes should be kept by the Quality Assurance Manager throughout the process to facilitate effective follow-up. Once the outcome statement has been completed and signed, the notes should be destroyed through a paper shredder. The outcome statement, and any minuted meetings is the only documentation that needs to remain on file and should be retained for at least 6 months after the student has formally graduated and then destroyed through document destruction.

Internal Appeal Procedures

Where a Quality Assurance Manager has reached a decision which is not agreed to or accepted by the complainant (or the respondent) the Quality Assurance Manager should explain that they are closing the file, but if dissatisfied they have the right to appeal to the CEO.

The CEO will form an appeal committee. The appeal committee is comprised of members of the Senior Management Team, and other staff, as deemed appropriate and who have not been a party to the original facilitation/decision-making process. Where an appeal is expected the notes taken during the facilitation should be retained until the appeal process has run its course.

The appeals committee has the authority to investigate the process and the outcome and if they consider the complainant has been treated unfairly or inappropriately, to overturn or modify the decision.

The appeal committee process is a formal one and requires the same level of documentation as a formal complaint process.

External Procedures

If the student is still not satisfied with the outcome of the NZCCM complaints resolution process a student should contact:

- i. the Quality Commissioner of the New Zealand Association of Private Education Providers (NZAPEP); see www.qualitycommission.co.nz or www.nzapep.co.nz. This appeal must be notified to the Quality Commissioner within 6 months of the date of the act or omission giving rise to the complaint.

If complainants are still not satisfied, their final recourse is to the NZQA Student Complaints Process <http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider>
- ii. This appeal must be notified to NZQA within 6 months of the date of the act or omission giving rise to the complaint.
- iii. If you are an international student (on a Student Visa), and you are not satisfied with the internal complaint and petitioning procedures of NZCCM, you may take the matter to the NZQA Disputes Resolution Service through :

www.istudent.org.nz/

ACADEMIC REGULATIONS FOR PROGRAMMES OF STUDY THAT LEAD TO QUALIFICATIONS

NORMAL ACADEMIC PROGRESSION

1. Full-time students are normally expected to complete programmes as follows:

Bachelor of Health Science with major:

BHSc (Chinese Medicine)	Four academic years
BHSc (Acupuncture)	Three academic years
Diploma in Naturopathy	Three academic years

Other programmes and qualifications

Diploma in Tui Na	Two academic years
New Zealand Diploma in Wellness and Relaxation Massage	One academic year
New Zealand Diploma In Remedial Massage	One academic year
NZ Certificate in Chinese Medicine Health Maintenance (Level 4)	Six Months
NZ Certificate in English Language (Level 4)	Six Months

2. The maximum time for students to complete a programme, without special exemption by the Academic Board, is as follows:

Bachelor of Health Science with major:

BHSc (Chinese Medicine)	Eight academic years
BHSc (Acupuncture)	Six academic years
Diploma In Naturopathy	Six academic years

Other programmes and qualifications

Diploma in Tui Na	Four academic years
New Zealand Diploma in Wellness and Relaxation Massage	Two academic years
New Zealand Diploma in Remedial Massage	Two academic years
NZ Certificate in Chinese Medicine Health Maintenance (Level 4)	One academic year
NZ Certificate in English Language (Level 4)	One academic year

***NB.** The maximum time limit includes all failures and repeats of courses.

RE ENROLMENT AND VARIATIONS TO EXISTING ENROLMENT POLICY

Responsibility: Quality Assurance Manager

Policy

New Zealand College of Chinese Medicine provides clear and transparent procedures to manage the internal degree transfer after 18 months from first enrolment in the BHSc Chinese medicine to the BAcu.

Students at the time of first enrolling the BHSc Chinese Medicine are given clear, accurate and not misleading information about the structure of the programme they are enrolling in at New Zealand College of Chinese Medicine.

New Zealand College of Chinese Medicine has procedures for re-enrolment, variations to enrolment, internal degree transfer and internal credit.

New Zealand College of Chinese Medicine has procedures for suspension of studies and extension of studies.

Please see Student Support Services or the Quality Assurance Manager if you would like to see further details of the College Procedures/Guidelines for Re-enrolment and variations to existing enrolments

1.0 Re-enrolment

Each academic year a student will need to complete a re-enrolment form. These will be distributed by the College to existing students.

2.0 Enrolment Variation

- A student who wishes to withdraw or change the courses to which they have enrolled in will need to complete a variation of enrolment form together with an administration fee if any and hand to the College at reception.

3.0 Extension of Studies

- Students requiring an extension for completion of a course that the course has not started (within their programme of study) must complete an application form in writing and submit this to the Programme Management Committee (PMC).
- Students requiring an extension for completion clinic practicum (within their programme of study) must complete an application form in writing and submit this to PMC.
- Students requiring an extension for completion of their programme of study must complete an application form in writing to the PMC. The PMC will make a decision on the application.
- The extension to studies must allow the student to complete their studies within the qualification completion period.

4.0 Suspension of Studies

- Suspension of studies is for students who wish to apply for leave for a term, semester or an academic year or longer due to personal circumstances.
- Students wishing to apply for a suspension of studies will complete an application form and submit this at reception. The application needs to be accompanied by supporting documentation; for example medical certificate or medical record. The nature of any disclosure will be kept confidential.

5.0 Internal Degree Transfer Request

- Before the end of semester three, if a student wishes to exit the qualification with a BAcu, the student must complete an application for internal degree transfer request form and hand this to reception.
- When a student applies to transfer the candidature the application must be accompanied by a completed application for internal credit transfer form.

ASSESSMENT STRATEGY POLICY

Responsibility: Programme Management Committee

Assessment Strategy

Assessment methodology and planning is appropriate, the required standards for assessment are clearly specified in relation to each component part of the course, and learners are provided with fair and regular feedback on progress and fair reporting on final achievements.

The assessment strategy for the BHSc programme and other academic programmes is intended to:

- Ensure that students are assessed using a range of assessment methodologies that contribute to the attainment of the capabilities and competencies contained in the statement of graduate attributes.
- Employ a series of assessments and methodologies that are integrated across each semester and year of study, across the different cognitive and skill domains of the programme, and as the student progresses from Level 4 to Level 7.
- Provide regular and timely feedback that contributes to and supports student learning and attainment. (See Regular Feedback Policy)
- Make use of a variety of mediums and technologies.
- Provide useful feedback to teaching and academic management staff in order to facilitate review and Development of the curriculum and of teaching methods.

Within each semester, assessments will be coordinated to:

- Manage student, and staff, workloads.
- Provide early feedback to students in courses that contain material that is new or complex.
- Employ a range of methodologies to enable teaching staff to monitor student learning, achievement and progress.
- Address a range of subsets of the set of graduate attributes.
- Provide comprehensive written feedback to students in at least one course in each semester at Levels five and six, in order to support students in developing the skills that are central to both academic literacy at Level 7, and to professional healthcare practice. [See also Regular Feedback Policy]

Within each group of subject's assessments:

- Will develop student capability and increase in difficulty and complexity.

Where a request is received for assessment in Te Reo Māori, the Quality Assurance Manager will investigate available resources, with the assistance of the CEO; will make a case by case decision.

Assessment Information to Students

- Students are informed of assessment regulations as part of the Student Handbook and through orientation.

- Students suffering from a disability or disadvantage which might cause them difficulties in written examinations or other practical skills based assessment tasks may lodge a written application with the Academic Administration at least thirty (30) days prior to an assessment for special arrangements facilities and/or additional time. Requests for special arrangements, facilities and/or additional time must be supported by a medical certificate or other relevant evidence.
- Students are provided with information on assessment criteria and for assignment due dates and extensions in course packs.

Assessment Submissions and Returns

- The deadline for submission of summative assessment is the date and time indicated in the course pack and on the assignment.
- Please note that late submissions will not be marked unless an extension request has been pre-approved (see below for more information)
- **Extensions of time** are reserved for unanticipated eventualities and students may apply for an extension up to 14 calendar days before due day (Saturday and Sunday each count as one calendar day). Application for an extension of time is to be made in writing on the appropriate form to the subject tutor. If permission is given via telephone, the written application must be received within 24 hours.
- **Applications for Extensions** must be submitted before due date using the appropriate form. Subject teachers can grant a one week extension at their discretion. Extensions for longer than this are subject to a tiered level of endorsement by (PMC) Programme Management Committee (up to two weeks) and/or (SMT) Senior Management Team (for >two weeks). You may be asked to provide supporting documentation to verify your request.
- **Penalties for late submissions;** If a student submits an assignment after the due date, without having obtained an extension previously, the student will be penalised by 10% per day for up to 10 days. In other words, marks equal to 10% of the assignment's weight will be deducted from the mark awarded. For example, if the highest mark possible is 50, 5 marks will be deducted from your awarded mark for each late day. In addition,
 - *Assignments will not be accepted after the marked assessment task has been returned to students.*
- Students are expected to keep a copy of their assignments at all times while enrolled on a course. Computer failure or loss of work will not be considered as a reason for not being able to produce a first draft or for not handing in an assessment on time.
- All written assignments must be word-processed and follow the College requirements for written assignment formatting as set down in the Student Course Packs.
- Assignments must be submitted on line through Moodle and are subject to a vericite check for a calculation of copied work; there is a maximum of 30% allowed before a written assignment will be returned to a student who has one opportunity to validate the assignment and re-submit via Moodle, a re-submission fee of \$50.00 will apply.

- References in written work must follow the guidelines published by the American Psychological Association (APA 6th Ed.). This referencing system is to be applied to submission of all written work.
- Students cannot submit the same piece of work for an assignment on more than one occasion.
- Students must independently complete written and clinical assignments, with the exception of group assignments.
- Group assignments must be representative of the equitable efforts of all members of the group and accordingly completed by all members of the group.

Examinations

Attendance at Examinations

- Students shall be present at the correct time and place. Misreading or misunderstanding of the time cannot be accepted as a reason for failure to attend an assessment.

Admission to Examination Rooms

Students may be required to produce their identity card for entry to the room. A student will not normally be admitted into a room after thirty (30) minutes from the time of commencement of the assessment. No additional time will be allowed for time lost.

Leaving an Examination Room

- No students shall be permitted to leave an examination room in the last fifteen minutes of the exam.

Conduct of Students during examinations

- Students shall not, by an improper means, obtain or endeavor to obtain assistance in their work, or endeavor to give assistance to any other Student.
- Students shall not do anything to disadvantage other students during an examination.
- Any Student who behaves in a disorderly manner or otherwise disrupts an examination is liable to disqualification or immediate expulsion from the examination room and to such other penalties as may be determined under the disciplinary regulations of the College.

Materials in Examination Room

- No material other than that specified on the examination cover sheet and advised to the student prior to the assessment, may be brought into the examination room.

Assessment Appeals

- If a student is dissatisfied with assessment or exam results given by a teacher, follow the following process:
 - ✓ In the first instance the student is advised to discuss the matter with the teacher concerned.

- ✓ If the issue is not clarified to your satisfaction; lodge an appeal in a written letter to the PMC. Chair of PMC will assign another teacher to reassess the assessment or exam within ten working days after receiving the appeal.
- ✓ If the student is still not satisfied with the outcome, the matter may be referred to an Academic Board approved Appeals Committee, who may arrange for a further assessment to be carried out by an outside assessor.
- ✓ The Secretary of the Academic Board will inform you in writing of the results of this assessment.

Academic Fraud

Plagiarism is: “the unauthorized use or close imitation of the language and thoughts of another author and the representation of them as one's own original work”. (American Psychological Association).

- Assignments must be submitted on line through Moodle and are subject to a vericite check for a calculation of copied work; there is a maximum of 30% allowed before a written assignment will be returned to a student who has one opportunity to validate the assignment and re-submit via Moodle, a re-submission fee of \$50.00 will apply.

For the purposes of this policy, the following, but not limited to, are recognized as Academic Fraud:

- The use of an idea or direct quotation from another author, without acknowledgement through appropriate referencing.
- Allowing one's own work for an assignment/assessment to be copied by another student for their own purposes.
- Using large quantities of information from another source (textbook, periodical, internet site, pamphlet/brochure, advertising etc.) and using this either in its original form, or in a disguised form (through minor word changes or format alterations), without either acknowledgement or appropriate referencing.
- Purchasing, or otherwise obtaining, the text of an assignment/assessment written by someone else, and then submitting it as one's own work.
- Any individual student assignment/assessment submitted for marking must represent the students own thoughts and conclusions; and where students use the work of others, then this shall be acknowledged and/or referenced appropriately.
- In cases where academic fraud has occurred or is suspected, the College will take remedial action. Subject to the severity of the offence, this may range from re submission of assignment/assessment, to removal of an offending student from their course of study.
- Criteria relating to the relative seriousness and likely consequences of engaging in various forms of academic fraud, as specified:
 - For failure to acknowledge an idea or a quote; New Zealand College of Chinese Medicine regards this as unacceptable and such oversights are likely to result in a reduction in marks allocated to an assignment/assessment.
 - For use of extensive copied material from another author, or submission of another person's assignment/assessment as one's own – New Zealand College of Chinese

Medicine regards this as a serious matter that, depending on the circumstances, may result in one or more of the following:

- 1. A significant marking penalty
 - 2. Failure of the assignment/assessment and no resit is possible
 - 3. And, for repeat offences, removal from the course of study
- In cases where serious academic fraud has occurred; The College will, after consultation with the Programme Management Committee (PMC) seek clarification from the student about the issues, giving the student the opportunity to provide evidence that plagiarism did not occur or was not intentional. The PMC will outline in writing to the student the reason for any actions taken in regard to their assessed work, and include detail of any remedial action(s) required of the student concerned. Copies of all documentation and correspondence

In cases where the PMC has identified that a serious case of academic fraud is on-going, they will refer the incident to the CEO who will follow procedures detailed in Student Discipline Policy.

SUSPENSION FROM STUDIES

1. In the event of a serious breach of conduct, a student's enrolment may be discontinued or suspended.
2. Under special circumstances, e.g. unsafe clinical practice or behaviour that compromises the standards of the profession, the College reserves the right to decline an opportunity to repeat a course.

OTHER APPEALS BY STUDENTS UNDERTAKING THE PROGRAMME

1. Any student who believes that he or she has been unjustly treated by any decision, action or omission in respect of the administration of these regulations or the running of any course or programme may apply in writing within ten working days of the decision, act or omission to the Quality Assurance Manager to have the objection heard.
2. Any student who is not satisfied with the outcome of his/her appeal may apply in writing to the CEO to have the objection heard.
3. The objection will be invalid unless the written application is received by the CEO within ten working days of the date of the action or omission or of the communication of the decision to the student.
4. The objection will be heard and decided by an Appeals Committee established by the CEO.

PASS MARKS AND GRADES

A pass mark in any course, other than clinical practice, shall be set at 50%. The pass mark will be an aggregate of all the sub-components of the course. The Academic Board may concede a pass, which allows a student to enrol in a course in order for them to progress in the programme.

Results other than clinical practice shall be expressed as a grade.

Final grades will be awarded as detailed below:

PASS GRADES	%	FAIL GRADES	%
A+	90-100	D	40-49
A	85-89	E	0-39
A-	80-84	FCW	Failed course work
B+	75-79	NC	Did not complete the course - failed
B	70-74	W	Withdrawn from course
B-	65-69		
C+	60-64		
C	55-59		
C-	50-54		
AP	Aegrotat Pass		
APL	Assessment of Prior Learning		
CP	Conceded Pass		

CONCEDED PASS POLICY

Responsibility: Programme Management Committee

Policy Purpose

This policy describes the criteria for students to be eligible to be granted a conceded pass and the applied restrictions.

A conceded pass is normally a pass awarded to a student who has narrowly failed a course to enable the student to continue in or complete a programme where requiring the student to repeat the failed course would, at the discretion of the Programme Management Committee, be considered undesirable or unnecessary.

Policy

A student who has narrowly failed a course with a "D" grade, being a mark between 47% - 49% may, at the discretion of the Programme Management Committee, be considered for a conceded pass in that course.

- i. A Conceded Pass may be awarded by the Programme Management Committee for a course where:
 - The course is not at level 7;
 - The marginal failure is compensated by at least a C+ grade average in all other courses the student has enrolled in for that semester.
- ii. *No more than one Conceded Pass may be granted to a student for a course per semester.*

- iii. No more than three Conceded Passes in total may be granted to any student for courses at level 5 and level 6.*

A conceded pass cannot be considered for cross-crediting to any other programme.

A student granted a conceded pass may continue with other courses where such a course is a pre-requisite to further studies.

A student may decline a conceded pass but by so doing also acknowledges that if he/she re-enrols in the course and fails, the previous conceded pass cannot be invoked.

Please see the Quality Assurance Manager for further details about the College Procedures/Guidelines

AEGROTAT CONSIDERATION AND IMPAIRED PERFORMANCE POLICY

Responsibility: Programme Management Committee

Policy

An application for aegrotat consideration may be made by students who have been prevented from being present at an assessment/test or who consider that their ability to prepare for or their performance in an assessment/test has been seriously impaired by temporary illness, or injury, or exceptional circumstances beyond the students control.

If you need to apply for an aegrotat consideration or impaired performance please see the Quality Assurance Manager for the Procedures/Guidelines to make an application

If aegrotat considerations are permitted in the programme information, this is the approved procedure:

1. When for reasons of temporary personal illness, injury or other exceptional circumstances beyond the student's control, the facility for aegrotat consideration shall normally be available where a student is:
 - a) Unable to attend an assessment/test; or
 - b) Seriously impaired in his/her preparation for an assessment/test; or
 - c) Seriously impaired in his/her performance in an assessment/test.
2. The student may apply to the PMC for an aegrotat consideration if the conditions in 1 above are satisfied.
3. For an applicant to be considered for an aegrotat consideration:
 - a) The student must be enrolled in the course to which the application relates.
 - b) The student must submit the request using the application form to the Quality Assurance Manager within three working days; following the time at which the assessment/test took place.

- c) The written request must be made within three (3) working days period, irrespective of when the marking is complete for the assessment/test.
 - d) If the application is being made under medical grounds the student must supply a medical certificate or other documentary evidence from a suitably qualified person that confirms that the student was incapable of preparing, and seriously impaired, for a test/exam or attending the test/assessment and clearly states the reason.
 - e) If the application is being made under other exceptional circumstances beyond the student control, the student shall supply documentary evidence from a qualified person or other such evidence.
4. The Programme Management Committee may normally grant an aegrotat pass only if, the student's coursework the programme was well above the minimum pass standard or for a student who sat an assessment/test, the mark attained was lower than expected taking into account the student's work in that course programme.
 5. A student who applies for an aegrotat consideration, may, in exceptional circumstances, be granted permission to take an alternative assessment/test.
 6. The student may request that the contents of the application remain unopened until the result or outcome of the test/assessment is confirmed. They may also request that the details of their circumstances or condition not be disclosed to anyone by the Programme Management Committee.
 6. The student's academic record will show an AP (Aegrotat Pass).
 7. Normally, a student cannot have more than 1 Aegrotat Pass in any given academic year of enrolment.
 8. No Aegrotat Pass is available for any Clinical Practicum, or for courses with a significant clinical component.

RE-SIT POLICY

Responsibility: Programme Management Committee

Policy

Students may have an opportunity to resit an assessment where the student needs to provide further evidence of performance to the standard if they meet the criteria of the policy.

Clinical assessments: Students who fail an assessment have **one** opportunity to apply for a re-sit by completing an application form and paying the \$20.00 application fee.

Non clinical courses: Students who fail a course where their average mark is at least 40% (and the required pass mark is 50%) have **one** opportunity to apply for a re-sit by completing an application form and paying the \$20.00 application fee.

All courses: If an application is successful then a further fee will be charged to cover the cost of assessment preparation and marking (up to a maximum of 20% of the tuition fee for the subject).

Further Detail:

- Students who are unsuccessful in meeting assessment requirements in any level 5 course may, at the discretion of the Programme Management Committee, be offered a resit examination for each unsuccessful course before the start of the following academic year to have opportunity to achieve a passing grade and meet prerequisite requirements to enrol in the next level courses.
- Students who are unsuccessful in meeting assessment requirements in not more than one level 6 course per semester, may, at the discretion of the Programme Management Committee, be offered a resit examination for each unsuccessful course before the start of the following academic year to have opportunity to achieve a passing grade and meet prerequisite requirements to enrol in the next level courses.

The maximum grade for any resit examination is C-. In all cases the grade achieved on the resit will be the grade used in calculating the overall course grade.

As with initial assessments, students may appeal resit outcomes, in writing, to the Quality Assurance Manager in the first instance. Appeals must be lodged within seven (7) days of result notification.

Students who fail an assessment and do not qualify for a re-sit will need to re-enrol in the failed subject the next time the subject is delivered.

Re-sit Application Process

- 1) Student advised of having failed exam.
- 2) The student must submit a re-sit application within five (5) working days of result notification. The \$20.00 application fee is to be paid at the time of lodging the application. Application form can be obtained at reception.
- 3) The student will be advised of the application outcome within five (5) working days from the date of application.
- 4) If successful, an invoice covering the re-sit fee will be given to the student and must be paid within five (5) working days of the application outcome notification.
- 5) The student will be notified within five (5) working days of receipt of payment of the date and venue for the re-sit. The date of the re-sit will be within 7 to 21 days from the date the re-sit fee is paid or the beginning of the last week of the term break.
- 6) The student will be notified of his/her result within fifteen (15) working days following the re-sit.

Procedures/Guidelines

- At the time the student is advised of having failed an exam and reminded that any re-sit must be lodged within 5 working days of this date and the application fee (\$20.00) paid within 5 working days of this date.
- The student pays the application fee at the reception and brings the receipt and the completed application form to the re-sit examination, practical or as part of the re-submission.
- Quality Assurance Manager records the application details in a 're-sit log' and gives the application to the Academic Administration.
- Academic Administration checks the application meets the criteria which is stated in the above Policy section within 24 hours of receiving the application and:
 - 1) (a) If the criteria are met then the PMC is requested to determine the re-sit fee within 48 hours (2 days);
(b) Academic Administration to contact tutor re revised/different exam paper;
 - 2) If the criteria are not met then the student is informed immediately and must re-enrol in the failed subject when it is next delivered;
- PMC then requests the Accounts to prepare an invoice covering the re-sit fee.
- Invoice prepared within 24 hours of request from PMC and given to the Quality Assurance Manager for quality assurance check.
- Quality Assurance Manager advises the applicant, gives him/her the invoice and reminds the applicant the invoice must be paid within five (5) working days.
- Applicant pays total re-sit fees within five (5) working days of receipt of invoice and brings the receipt and the completed application form to the re-sit examination, practical or as part of the re-submission.
- Academic Administration records payment and advises the Acting Programme Leader.
- Acting Programme Leader or Academic Administrator arranges the re-sit date and venue (the re-sit day must be within 7 – 21 days or the beginning of the last week of the term break) and advises the Quality Assurance Manager and the applicant of the re-sit date and venue. A schedule of re-sit dates, times and venues is created and circulated to all teaching faculty and support staff.
- Following the re-sit the applicant gives the completed paper to the Exam invigilator and the exam invigilator then gives the papers to the Acting Programme Leader/Academic Administrator.
- The Acting Programme Leader /Academic Administrator must give the paper to be marked to the Assessor (either scanned copy or in hard copy).

- Assessor must mark the paper and return it to the Acting Programme Leader/Academic Administrator within ten (10) working days.
- Acting Programme Leader/Academic Administrator advises the Quality Assurance Manager and the PMC of the re-sit result to record in the re-sit log.
- Acting Programme Leader/Academic Administrator advises applicant of outcome of re-sit and records the result in academic records database. If the student has failed they are reminded that they must re-enroll the next time the subject is delivered. A note must be entered in Take 2 as a bring up and must be clearly recorded in student file.

AWARDING QUALIFICATIONS AND COLLEGE GRADUATIONS POLICY

Reviewed 5th November 2014

Responsibility: Quality Assurance Manager

Policy

To be awarded any qualification or confirmation of course completion, students must meet the satisfactory completion criterion which is in specified in the NZQA approved programme documents and/or contractual agreements with any external agency.

This policy should be read in conjunction with the policy for maintaining academic records.

1. Issuing Academic Transcripts and graduation certificates at the completion of a programme of study

- 1.1 On completion of the prescribed programme of study the Academic Administration will create an Academic Transcript that displays the student's complete and accurate academic record of their programme of study.
- 1.2 The final academic transcripts are subject to ratification by the Programme Management Committee (PMC) and confirmed by the Academic Board.
- 1.3 On ratification by the PMC, the confirmed graduates will be notified that they have met the requirements to pass the programme of study.
- 1.4 Official final qualification academic transcripts are printed and the official seal is applied to the original document.
- 1.5 After confirmed by the Academic Board and financial check, the Academic Administration makes a hard copy and an e-copy of the student's permanent record of academic transcript and files in the student file.
- 1.6 The Academic Administration creates a list of provisional Graduands and sends this to the Quality Assurance and Manager who can establish the student's right to attend the graduation ceremony.

- 1.7 The Quality Assurance Manager will arrange for the graduation certificates to be printed and the College Principal will sign the certificates.
- 1.8 The graduation certificates are reissued only in the event that the original print copy has type errors, or if the students can prove the original has been lost or destroyed (proof by way of the damaged certificate or a police report are required). Otherwise, the College only can issue a letter of certification. The reissued certificate will state that it is an “official replacement” to indicate that there was an original. The College charges a \$100.00 fee for re-issuing a certificate.
- 1.9 Graduation Certificates may only be issued before the graduation ceremony under extreme special circumstances and this must have the approval of the Academic Board and an administration fee will be charged.

Procedures/Guidelines

1. Upon completion of a programme of study students will be invited to attend a Graduation Ceremony.
2. Graduands wishing to graduate in person are required to wear formal academic regalia. Hireage will be arranged by the College and the cost from the supplier passed on to the student. Graduands need to pay prior to uplifting the regalia.
3. Graduands need to be aware that all outstanding fees and/or charges must be settled and any College property returned before the final academic results will be issued. Such fees include library fines for overdue library books and college property includes locker keys and any library books you have on issue.
4. A list of provisional Graduands is sent to accounts and to the librarian to establish if there are any fines or books that need to be returned.
5. Once verified by the Quality Assurance Manager and Registrar that there are no issues with any outstanding debts or property, the PMC can ratify and the CEO confirm the Graduands list.
6. A graduation programme is developed by the Quality Assurance Manager and invited guests are identified.
7. Graduands are notified by formal letter and invited to the graduation ceremony.

NZCCM GUIDE FOR STUDENTS - WHERE TO GO FOR HELP

Issue	Who	How	When
CAMPUS PHONE: 09 5802376			CAMPUS FAX: 09 580 2379
ENQUIRIES AND ABSENCES			
General Enquiries	Campus reception	Go to, phone ext 11, or email Reception auck@chinesemedicine.ac.nz	9:30AM – 3.00PM Monday to Friday
Student Absences	Campus reception	Go to, phone ext 11, or email Reception auck@chinesemedicine.ac.nz	BEFORE 9.30AM Monday to Sunday
General Course Information and Enrolments – re-enrolments and variations to existing enrolments	Campus reception	Phone extension 20, or email enrolments@chinesemedicine.ac.nz	9:30am – 3.00PM Monday to Friday
STUDENT SUPPORT SERVICES – Pastoral Support			
Student Services or Support: Problems, support, suggestions, complaints or compliments.	Student Services	There is a suggestions, comments, compliments and complaints box in the student lunch room; this is cleared weekly. We do appreciate your thoughts on how to make this the best campus and facility. We respond to all notes received. You may also discuss any issues with your student representative/s and they will speak on your behalf at the regular student representative, meetings. maria.hayes@hinesemedicine.ac.nz auck@chinesemedicine.ac.nz accounts@chinesemedicine.ac.nz	Make an appointment with the Reception to see a student services team member or send an email to request an appointment. 9:30am – 3.00PM Monday to Friday
Student Leave (up to 2 weeks)	Student Services PMC Chair	Go to the administration support desk and ask for a 'Student Leave Application form'. Complete the form by taking it to all your tutors to complete and sign, then hand in at reception. Make sure to include all the information and any documentary evidence to support your application. The application will be approved or declined according to the policy and criteria. Students will be notified by email of the outcome.	Make an appointment with the Reception to see a student services team member or send an email to request an appointment.

Student Leave (over 2 weeks)	CEO	Go to the administration support desk and ask for a 'Student Leave Application' form'. Complete the form by taking it to all your tutors to complete and sign, then hand in at reception. Make sure to include all the information and any documentary evidence to support your application. The application will be approved or declined according to the policy and criteria. Students will be notified by email of the outcome.	Make an appointment with the Reception to see the CEO or send an email to request an appointment. 9:30am – 3.00PM Monday to Friday
STUDENT SUPPORT SERVICES – Academic			
General study issues	Teaching Faculty	Discuss your concerns with the teacher and if you still want to discuss this further, attend an academic support office hours or make an appointment to see the Programme Management Committee. The hours and duty academic support tutor are displayed on the academic support office located in Unit B and beside the student learning commons.	Monday to Friday. See the timetable and academic support schedule.
Applications for: Extension of studies Assignment extension Re-sit Aegrotat and impaired performance in assessment Conceded Pass	Academic Administration	Go to the administration support desk and ask for the form to make an application and pay any applicable fees. Once completed, give this form back to the Campus Administrator at the administration support desk. The application will be processed by the Programme Management Committee. If you would like an appointment to discuss this matter, ask the Reception if she would make an appointment for you. enrolment@chinesemedicine.ac.nz auck@chinesemedicine.ac.nz	9:30am – 3.00PM Monday to Friday
COURSE INFORMATION AND TEXTS	Who	How	When
Course Queries	Programme Development	maria.hayes@hinesemedicine.ac.nz enrolments@chinesemedicine.ac.nz	Email reply will provide a date and time.
Payments: for photocopy cards, library printing, needles, textbooks, library fines or charges, etc.	Campus reception	Payment for your purchases can be made at the administration support desk. The College accepts cash and eftpos.	9:30am – 3.00PM Monday to Friday

Individual Course Results Enquiries Academic Results Enquiries including your Record of Learning and certificates	Moodle Programme Management Committee.	The College publishes all student results on line. A printed transcript is provided to each student at the completion of an academic year. This will be posted to your physical postal address. It is your responsibility to ensure that the College has your current address. Replacement transcripts have a fee replacement charge. See course costs table. Course co-ordinators can also assist through the Programme Management Committee.	9:30am – 3.00PM Monday to Friday Moodle is 24/7
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MAINTAINING STUDY	Who	How	When
Study Link, Public Trust etc.	Student Services Team	Contact or e-mail on auck@chinesemedicine.ac.nz	9:30am – 3.00PM Monday to Friday
APL: Forms and Fees	Student Services Team	If you wish to apply for APL, an application form can be obtained from Campus Administration on Level 1. Student Services can assist you with payment of the fee and completion of the application pack. enrolment@chinesemedicine.ac.nz	9:30am – 3.00PM Monday to Friday
APL Enquiries and Course Selection	Student Services Team	If you have a query or are unclear about your APL entitlement and courses Peter can assist you with payment of fee and completion of the application. enrolment@chinesemedicine.ac.nz	Email reply will provide a date and time.
Payments for Tuition or Application Fees	Student Services Team	Payments may be made by EFTPOS, cash, or cheque at the reception or by direct payment to Public Trust as detailed in the tax invoice.	9:30am – 3.00PM Monday to Friday
A Withdrawal Query	Student Services Team	To discuss your concern/s: email enrolment@chinesemedicine.ac.nz to make an appointment to discuss your query and any implication for future study here or at another education provider.	9:30am – 3.00PM Monday to Friday
Actual Withdrawal (either from a course or a qualification or as a result of a Request for ‘Suspension of Studies’)		A ‘Withdrawal Form’ can be obtained from Level 1 administration support desk. Give the completed form back to the Reception. The Reception will record the information on Take 2 and inform relevant staff for processing. You should be aware of the consequences of withdrawing from a course after the refund period has expired. Campus reception has a flow chart for you to understand what entitlements you may expect. See also the handbook for more information about fees and refund policy of the College.	

Refund	Student Services Team	<p>Reception has a flow chart to determine if you are eligible for a refund of fees. Refer Withdrawal and Refund Policy section in this student handbook provides detailed information.</p> <p>A 'Withdrawal Form' can be obtained from Level 1 administration support desk. Give the completed form back to the Reception. The Reception will record the information on Take 2 and inform relevant staff for processing.</p> <p>Once a refund has been approved by the CEO, payment will be arranged by the Accountant through Public Trust.</p> <p>You can also email auck@chinesemedicine.ac.nz to ask for the form to be emailed to you.</p>	9:00am – 4.30pm Monday to Friday
FACILITIES	Who	How	When
Accident, Health and Safety Issues	Student Services Team	<p>First aid kits are available on level 1 at the administration desk and in the student clinic. If you are concerned about your health or safety you should discuss the matter with the Quality Assurance Manager. Email maria.hayes@hinesemedicine.ac.nz</p> <p>If you feel unwell or sick please report the matter to the administration support desk. A referral to an appropriate medical treatment will be made by the student services team.</p>	When the issue arises
Library	Librarian	<p>See, phone, or e-mail the Librarian, Linda Platts between library hours of 9:30am and 5.30pm lindaplatts@chinesemedicine.ac.nz</p> <p>Library lunch time is 1:00pm and 2.00pm – the library cannot issue books during this time.</p> <p>The librarian will email if you have library fines or you have reached the maximum limit and your borrowing has been suspended.</p>	Monday – Friday 9:30am and 5.30pm
Lunchroom, Clinic, Equipment, Classrooms, Air-conditioning,, lights, etc.	Student Services Team	<p>If you identify any faulty equipment or have an issue regarding any equipment please report this to the Reception on Level 1. or inform by email auck@chinesemedicine.ac.nz or you may e-mail</p>	When the issue arises.

		maria.hayes@hinesmedicine.ac.nz	
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CLINIC	Who	How	When
Clinic Room Allocation	Clinic Manager	Contact the clinic administration staff on maria.hayes@hinesmedicine.ac.nz	Monday – Friday 9.00am – 4.30pm
Clinic Record of Practice Hours	Academic Administration	maria.hayes@hinesmedicine.ac.nz techsupport@chinesemedicine.ac.nz	Email reply will provide a date and time.
Clinic Patient Files	Administrator Clinic Reception	See Clinical Administration staff to use files.	Clinic Hours
Clinic Absence And Clinic Attendance records	Supervisor and cc Administrator Clinic Reception and cc Campus administration	E-mail Supervisor and cc notification to Clinic and campus reception akclinic@chinesemedicine.ac.nz auck@chinesemedicine.ac.nz techsupport@chinesemedicine.ac.nz Please note that clinic attendance is recorded electronically by finger print. This gives the College accurate information of recorded clinical hours	BEFORE the absence
Clinic Appointments and Clinic Forms	Administrator Clinic Reception	Inform or email Clinic Administration staff akclinic@chinesemedicine.ac.nz A daily printed list is available at clinic reception.	Clinic Hours
Clinic Equipment and Sanitation	Administrator Clinic Reception	E-mail Supervisor and cc notification to Clinic Reception akclinic@chinesemedicine.ac.nz	Any time.

FORMS

This form can be collected at Campus Reception

CHANGE OF CONTACT DETAILS FORM

Student Name: _____ Student ID No. _____

Date of Birth: _____ Male ☐ Female ☐

Residential Address:

Postal Address:

Phone No. _____ Mobile: _____

E-mail: _____

Student Enrolment Status: Domestic ☐ International ☐

Special Learning Needs: _____

Special Health Needs: _____

Changes to Information:

Information updated in Take 2:	Date updated:	Recorded by:

This form can be collected at Campus Reception

Re-sit Application Form

Student Name : _____

Student Id: _____

(Please Print)

Class (at time exam failed): _____

Date Submitted: _____

Guidance:

A "Re-sit" can be applied for if the candidate meets one of the following conditions:

- ☐ The final assessment result is between 40% and 49% and an overall pass of 50% is required
- ☐ One assessment is failed, where each assessment needs a minimum of 50% for each part

Please tick the appropriate box.

Instructions:

Please complete this form and return to Reception if you elect to re-sit your failed paper/s. Please complete **one form for one paper**. The application fee is **\$20.00 per paper**.

Name of Course	(e.g. New Zealand Healthcare Humanities)
Course Code	(e.g. PMP1)
Name of Assessment Task	(e.g. Practical Assessment, Assignment, Test or Exam)
\$20.00 Application Fee	Yes <input type="checkbox"/> No <input type="checkbox"/>
Applicant's Signature	

INTERNAL APPLICATION TO APPLY FOR A MAJOR CHANGE

I (student name) ... Date.....

Hereby give notice of my wish to change my major.

Date of birth: Student No.

Country of Origin (International students only)

Change of Major

Please tick applicable box)

From

Bachelor of Health Science

☐

Acupuncture

☐

Chinese Medicine (Acupuncture and Herbal Medicine)

To

Bachelor of Health Science

☐

Acupuncture

☐

Chinese Medicine (Acupuncture and Herbal Medicine)

The reason I want to change my major is:

*** If in year 2 or year 3, you also must write a letter to the Programme Management Committee.**

Student Signature:

**STUDENTS ARE REQUIRED TO SIGN A STUDENT HANDBOOK FORM TO ACKNOWLEDGE RECIPT AND
ACCEPTANCE OF NZCCM POLICIES, PROCEDURES AND REGULATIONS 2017.**

STUDENT HANDBOOK ACKNOWLEDGEMENT FORM

I hereby acknowledge that I have received the 2017 Student Handbook and read and understand the conditions included in the Student Handbook.

Student Name: _____

In-take Year: _____

Student Signature: _____

Date Signed: _____

Please sign this page once you have received, read and understood the Student Handbook. We will get you to sign a copy of this for your individual student file.

Please contact the Quality Assurance Manager with any concerns or questions about the policies and procedures contained in the Handbook.



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