New Zealand Qualifications Authority-recognised Bachelor of Health Science, with majors in Acupuncture, Chinese Medicine, or Herbal Medicine; further study options in affiliation with Chinese medical universities in China.

New Zealand College of Chinese Medicine

Student Handbook
February 2012

Learning together to provide excellent health services for New Zealand and the world using acupuncture and traditional Chinese medicine.
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WELCOME

The New Zealand College of Chinese Medicine (NZCCM) extends a very warm welcome to all students enrolled in our programmes. The College was founded on the realisation that acupuncture and Chinese Herbal training in New Zealand have been developed well but would be improved with greater input from Chinese-trained professionals and courses more closely related to the standard syllabus used in Chinese TCM colleges and universities. Such practices have been developed, tried and proven over thousands of years.

Our programme seeks to give students an in-depth knowledge of this vast and fascinating field of natural medicine and ensure you acquire practitioner skills that are of the highest professional standards. In adapting acupuncture to suit the Western medical model, it is easy to forget that China is both the source of traditional practice as well as the leader in modern teaching methods and scientific research into all aspects of Chinese medicine (CM). While NZCCM welcomes the relatively recent acceptance in New Zealand of acupuncture as a respected and widely-used healing modality, we want to ensure that ancient fundamentals and recent refinements of authentic CM are accurately and thoroughly taught.

The papers you are assessed on surpass the requirements of the National Diploma of Acupuncture, so your qualification will carry considerably more weight. In keeping with our professional and long-term approach to our undertakings, we will be actively promoting the value of our qualifications to industry and the general public to add instant recognition of your Diploma or Bachelor qualifications. The place of herbal medicine as a highly effective component of CM is recognised in the NZCCM syllabus. Students can opt for Chinese Herbal Medicine and qualify for a separate major of the Bachelor degree.

We respect and appreciate that you have entrusted your professional education to us, and that in undertaking this programme you are prepared to commit significant time and effort to achieving the best results you can. In return, we undertake to do our best to fulfil your expectations of NZCCM as a provider of the highest quality education in Chinese medicine.

NZCCM welcomes international students, and has developed an English programme and facility to assist those international students whose English is not yet at the required level for entry to Bachelor of Health Science (Chinese Medicine) programme at NZCCM.

Please read this handbook carefully. It informs you of the standards of study and behaviour required of you to succeed, and sets out the role of the College in supporting you through your time with us.

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

Stephen Xu
CEO/Managing Director
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.

GOALS
1. Powerful Knowledge: Teach the best theory and practice of CM
2. Healthy Economy: Provide affordable treatment and healing to the people in NZ
3. Robust Business: Ensure quality management to support students, staff and patients.
4. Excellent Skills: Treat people to restore balance and resolve conditions including some conditions that may be seen as untreatable
5. Strong Commitment: Promote and demonstrate the benefits of CM as a complete medical speciality
6. Vibrant Community: Work in partnership with community groups and other institutions.

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

NZCCM COMMITMENT
In the delivery of its programmes and services, NZCCM undertakes to ensure that students benefit from:
- Excellent education, in courses offering recognised qualifications
- Academic freedom, within the framework of College regulations
- Personal freedom from prejudice and harassment of any kind
- Appropriate services and facilities, of a high standard
- Accurate and open information
- Fair assessment and evaluation of work
- Timely resolution of problems
- The opportunity to participate in the revision of systems and policies.

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 meet NZQA’s rigorous requirements, and all management procedures meet the thorough principles of TEC. Compliance with all guidelines and directives from these agencies is examined regularly, and any issues are dealt with directly.
TREATY OF WAITANGI

NZCCM recognises the Treaty of Waitangi (Te Tiriti O Waitangi) as the founding document of New Zealand. NZCCM addresses the principles of Te Tiriti o Waitangi through supporting Tino Rangatiratanga, providing opportunities for our students (tauira), to develop mana and sovereignty through individual career pathway plans, guided by our staff, and providing learning options for tauira to achieve their desired goals.

The College is committed to working with the 3 guiding principles of the Treaty of Waitangi:
- Partnership
- Participation
- Protection

ORIENTATION

During your first week of study at NZCCM, we will provide a copy of the Student Handbook and information about:

- the College’s administrative operations
- its teaching programmes and assessment schedules, including clinical classes
- complaints and appeals procedures
- student fee protection
- withdrawal and refund policy and procedure
- health and safety procedures
- student welfare and support services.

In addition, our staff will provide international students with advice and information about:

- Code of Practice for the Pastoral Care of International Students
- additional welfare and support services available
- transport
- using the NZ banking system
- New Zealand law, customs and culture
- student work opportunities
- touring in and around New Zealand
- local area information and attractions.

English language students will be provided with placement tests to establish the appropriate course level for them.

TEACHING FACILITIES

In Auckland, on Level 1 at 321 Great South Road, the classrooms are located in Units B1 and C, which also has six clinic rooms. The administration staff offices can be found in Unit B2. An on-site student clinic with 9 treatment rooms and the Chinese Herb Dispensary are located on the ground floor.
Students gain clinical experience throughout the programme with patients whom students have invited for treatment and also with patients invited by the College.

In Christchurch, the NZCCM classrooms and six clinic rooms are located at 183 Montreal Street.

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.

A surveillance camera system is operational in the College’s Auckland campus and one will be operational in Christchurch campus if deemed necessary.
## AUCKLAND BRANCH

### College Teaching Staff:
- Dr Jessica Li Feng
- Lecturer Xue Hui Cao
- Lecturer Bob Wang
- Lecturer Jay Jing
- Lecturer Dr Dandan Yu
- Lecturer Feng Gao
- Lecturer Gay Chapman
- Lecturer Bala Duraisamy
- Lecturer Craig Rhodes
- Lecturer Helen Scott
- Lecturer Yueping Li
- Lecturer Linda Tian
- Lecturer Bhanu Sivakumar
- Lecturer Richard Wu
- Lecturer Mary Zhang

### Traditional Chinese Medicine & Acupuncture Lecturers:
- Dr Jessica Li Feng
- Xue Hui Cao
- Jay Jing
- Dr Dandan Yu
- Bob Wang
- Richard Wu
- Feng Gao
- Linda Tian
- Mary Zhang

### Western Medical Science Lecturers:
- Bala Duraisamy
- Bhanu Sivakumar

### Ethics, Culture & Communication Tutor:
- Gay Chapman

### English Language Programmes:

### Tuina Tutor:
- Bob Wang
- Dr Dandan Yu

### Business Development Tutor:
- Craig Rhodes

### Clinical Supervisors:
- Dr Jessica Li Feng
- Yueping Li
- Feng Gao
- Jay Jing
- Mary Zhang

### Professional Advisors:
- Professor Jing Chen
- Professor Shan Xu (Director of Research Institute, Zhejiang Chinese Medical University)

### Student Consultants:
- Delphine Gavin
- Dr Jessica Li Feng
**CHRISTCHURCH BRANCH**

<table>
<thead>
<tr>
<th>College Teaching Staff:</th>
<th>Traditional Chinese Medicine &amp; Acupuncture Lecturers:</th>
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<tbody>
<tr>
<td>• Lecturer Jeff Silver</td>
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<td>• Jessie Xiao</td>
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<tr>
<th>Student Consultant:</th>
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<tbody>
<tr>
<td>• Gillian Reynolds (Branch Manager)</td>
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<tr>
<th>Clinical Supervisors:</th>
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<tbody>
<tr>
<td>• Jeff Silver</td>
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<td>• Hang Chen</td>
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NATIONAL MANAGEMENT & ADMINISTRATION STAFF

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
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<tbody>
<tr>
<td>CEO</td>
<td>Stephen Xu</td>
</tr>
<tr>
<td>Academic Principal</td>
<td>Jessica Li Feng</td>
</tr>
<tr>
<td>Senior Liaison Advisor</td>
<td>Pieter Watson</td>
</tr>
<tr>
<td>Quality Assurance Manager &amp; Student Services Manager</td>
<td>Delphine Gavin</td>
</tr>
<tr>
<td>Christchurch Branch Manager</td>
<td>Gillian Reynolds</td>
</tr>
<tr>
<td>Registrar and Accounts Co-ordinator</td>
<td>Cassie Zhang</td>
</tr>
<tr>
<td>Auckland Administration Assistant/Receptionist</td>
<td>Miriam Collinge</td>
</tr>
<tr>
<td>Christchurch Administration Assistant/Receptionist</td>
<td>Yi Xiao/ Lanmai Zhang</td>
</tr>
<tr>
<td>Academic Principal’s Assistant</td>
<td>Jay Jing</td>
</tr>
<tr>
<td>Acting Clinic Records Administrator (Auckland)</td>
<td>Olga Kokorina</td>
</tr>
<tr>
<td>Auckland Herbal Dispensary Administrator</td>
<td>Sherry Wei</td>
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<tr>
<td>Librarian</td>
<td>Linda Platts</td>
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</tbody>
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LIBRARY FACILITIES

NZCCM has a library at each campus: Auckland and Christchurch. Books are available to students and teaching staff and all books should be returned at the end of each semester. Books may be issued on inter-loan between the two libraries with no postage cost.

The Book List and Lending Policy are available on NZCCM website and from both libraries and reception areas.

Information on how to access online Journals is available at both libraries.

A Chinese Medicine specific on-line resource, including seven selected Acupuncture /Chinese Medicine Journals, from around the world will be available from the second semester July 2012. For more details on how to access the on-line resources please contact NZCCM librarian on: (09) 580 2376 or email to lindaplatts@chinesemedicine.ac.nz.

AUCKLAND

A selection of books is available at the College. Some books are available for loan for four weeks. Other books are for reference only. Reference copies can only be used on College premises – these must be returned to the library at the end of each day. Reference books and loan books are available between 1:30pm and 5:00pm when the librarian is available. The College library is open for study Monday to Friday: 9:00am until 5:00 pm. Loan books are to be returned to the librarian or to Reception out of library hours.

CHRISTCHURCH

A selection of books is available at the College. Some books are available for loan, while others are for reference only. Reference copies can only be used on College premises – these must be returned to the library at the end of each day. Reference books are available during College
open hours. Loan books are available for borrowing at posted times and are able to be loaned for four weeks at a time. Loan books are to be returned to Reception.

**COMPUTER USE**

**Student use:**
In Auckland the computers are located in Unit B1 and are for NZCCM students’ use only.

In Christchurch the computers are located in the library and are available for both students and staff.

Students are asked to report any non-student or non college computer user or any inappropriate use of this equipment to Reception or Management.

**User Duration and accounts:**
To ensure that all those wishing to use a computer are granted fair access a maximum of twenty (20) minutes applies for any one person. This means that, in busy periods, a student must vacate the computer they are using and offer it to another student after twenty minutes. A student may continue using a computer after twenty minutes if no other student is waiting. No booking of computers is required or permitted.

Students must log in using the User Accounts provided by NZCCM; students are not permitted to create or manage user accounts on NZCCM computers.

**Taking Care of the Computers:**
Students are asked to treat the computers with care.
Do not move plugs and/or cables around – let Reception know if there are any issues with the Internet or computers in this room, or leave a note in the suggestion box.

Students must refrain from eating or drinking while they are using and/or seated at the computers.

Students may download documents for their academic use onto NZCCM computers in the library and/or their own storage devices. Students are required to ensure that any files that they open on a College computer have been checked for viruses and found to be clear.

The computers are not provided for students to play games or watch movies that are unrelated to their study, and this is not permitted.

As protection against computer viruses and other malware, no software can be loaded or downloaded onto the computers in the library. If a student requires a software package installed, they must seek approval from the CEO, Stephen Xu, before downloading or installing it.

As with any breach of College regulations, any student found to be breaking these rules will be subject to disciplinary procedures. A serious breach of procedures is likely to result in the student being suspended or expelled from College. The computers come under the College’s property policy so students found to cause wilful damage will also be held liable for the costs of the damage caused.
ACADEMIC TERMS AND HOLIDAYS

FULL-TIME STUDY, DIPLOMA AND BACHELOR – BOTH BRANCHES

Orientation week for new Bachelor students is 7th – 10th February 2012

<table>
<thead>
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<th>Term</th>
<th>Dates</th>
<th>Duration</th>
<th>Break</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>7 February (Tuesday)</td>
<td>6 April</td>
<td>9 weeks</td>
</tr>
<tr>
<td>2</td>
<td>30 April</td>
<td>29 June</td>
<td>9 weeks</td>
</tr>
<tr>
<td>3</td>
<td>23 July</td>
<td>21 September</td>
<td>9 weeks</td>
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<tr>
<td>4</td>
<td>15 October</td>
<td>14 December</td>
<td>9 weeks</td>
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</tbody>
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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.

STATUTORY HOLIDAYS 2012

- Waitangi Day: 6 February (Monday)
- Good Friday: 6 April (Friday)
- Easter Monday: 9 April (Monday)
- Anzac Day: 25 April (Wednesday)
- Queen’s Birthday: 4 June (Monday)
- Labour Day: 22 October (Monday)
- Canterbury Day: 16 November (Friday)
- Christmas Day: 25 December (Tuesday)
- Boxing Day: 26 December (Wednesday)

ENTRY REQUIREMENTS

NZCCM has two Faculties: the Acupuncture & Chinese Medicine Faculty, and the Language Faculty.

BACHELOR OF HEALTH SCIENCE (NZQA PC 7282)

Recent School Leavers must have:

- A minimum of 42 credits at level 3 or higher on the National Qualifications Framework (NQF), including a minimum of 14 credits at level 3 or higher in each of two subjects from the approved NZQA subject list.
- A further 14 credits at level 3 or higher taken from no more than two additional domains on the NQF or approved subjects.
- A minimum of 14 credits at level 1 or higher in Mathematics on the NQF
• A minimum of 8 credits at level 2 or higher on the NQF in English, 4 credits must be in Reading and 4 credits must be in Writing.

• A minimum of 12 credits at NQF level 2 or higher in one of the subjects listed below:
  - Biology
  - Chemistry
  - Physics
  - Science

NCEA Level 2 Candidates with a Merit Average
Candidates who hold NCEA level 2 with a merit average should contact NZCCM to explore their options for entry to the programme.

Cambridge International Examinations
Candidates must have:
  • 120 points on the UCAS Tariff with a minimum grade of D in at least three subjects equivalent to those in the list approved for NZUEBS and NCEA at AS, A2 (or A) level;
  • A minimum D pass in IGCSE Mathematics;
  • A minimum E pass in AS English

Candidates must meet the equivalent science requirements as specified for NCEA level 2.

International Students must show:
  • Completion of an equivalent international secondary school qualification and/or be aged 18 years or older.
  • Competency to a minimum level of 6 on the IELTS academic scale or equivalent (equivalent means the applicant has successfully completed the level 4 English course at a New Zealand Institution such as MIT English for Study Purposes or UNITEC Certificate in Intensive English or NZCCM Certificate in English for Tertiary Study). Test results should be current (i.e., obtained within two years from application date). Or students must provide evidence of full-time study within a New Zealand school for a period of two (2) years and proof that they have completed NCEA level 2 or above.
  • Completion of all required immigration procedures (before enrolment can be accepted).
  • Evidence of appropriate medical insurance.

Mature Entry
Mature entry is available for applicants 20 years of age and over, with relevant work experience.

Special Admission
Applicants who do not meet all the entry requirements should contact NZCCM to explore their options. Subject to the NZCCM Council’s statutory powers to decline enrolment, a person may enrol for the first year of the Bachelor of Health Science programme if the Academic Principal / Selection Committee is of the opinion that the applicant could undertake the programme with reasonable prospects of success.

Additional Requirements for Admission
1 An applicant whose first language is not English, or who comes from a country where the general language of instruction in schools is other than English, has to produce
evidence of having passed the Academic IELTS assessment with an overall score of 6, or equivalent (equivalent means the applicant has successfully completed the level 4 English course at a New Zealand Institution such as MIT English for Study Purposes or UNITEC Certificate in Intensive English or NZCCM Certificate in English for Tertiary Study), or the applicant must provide evidence of full-time study within a New Zealand school for a period of two (2) years and proof that they have completed NCEA level 2 or above.

2 Each applicant is required to submit the names of at least two referees who are able to affirm that the applicant is of good character and reputation. Relatives may not be used as referees. Referees must have known the applicant for at least two years.

3 The applicant’s level of health has to mean it is possible to achieve the competencies required. A health declaration may be required and further reports may be requested with the consent of the applicant, all of which will remain confidential. Immune status must be provided for specified diseases/conditions as determined from time to time.

4 Applicants are required to declare all criminal or pending criminal convictions with their enrolment. Police Screening may be required. In cases where a previous criminal conviction has been reported, applicants will be interviewed by the Academic Principal or Branch Manager in Christchurch.

Application to Enter the Programme
Applicants wishing to undertake the Bachelor of Health Science programme must complete the prescribed application form and attach to it their evidence of educational qualifications and work experience and submit it to the College. The Registration fee $200 is required to be paid at the time of lodging your application.

Applicants who believe they already have the experience or knowledge to achieve the learning outcomes of a course or courses may seek Recognition of Prior Learning (RPL) by completing the application form and paying the $100.00 fee. If the application is successful this may reduce the number of courses necessary to gain the qualification.

Selection Process
All applicants are considered by a selection committee. All domestic students will be interviewed prior to their enrolment application being accepted.

All international students will be interviewed prior to commencing the programme:
   English language ability is checked and a bridging programme arranged for those who require it. If an applicant is declined due to English language levels, he/she can be assessed and referred to an appropriate English course, or enrol with this establishment to meet the English language criteria.

Notice of Outcome
All applicants will be notified in writing of the outcome of their application. The registration fee will be refunded in full to all declined applications.

Appeal against non-selection
Any applicant who is refused permission to enrol or who objects to any condition of enrolment imposed may, within 10 working days of being notified of the decision, appeal in writing to the CEO.
ENGLISH COURSES - AUCKLAND ONLY

ESOL courses will start when there are enough enrolments; students will be able to start any Monday after that. There are six levels of General English, from Beginning Level to Advanced and English for Tertiary Study as well. Students are placed according to their Placement Test result, and can attend on a week by week basis: each level is designed to run for twelve weeks.

FEE PAYMENT POLICY:

Fees are due before courses start.
The following applies to any outstanding fees:
  • Final date for payment of fees for Semester One and Double Semester papers is sixty days after semester one courses start
  • Final date for payment of fees for Semester Two papers is sixty days after courses start.
  • Final date for payment of fees for Holiday Classes papers is fourteen days after courses start.

Invoice/Fees Statements will be issued monthly to all students who have outstanding fees. Students whose fees are sixty (60) days or more overdue are liable to have their enrolment suspended until the fees due have been paid in full.

CROSS CREDITING PREVIOUS STUDY

TRANSFER OF CREDITS (TC)

If you have undertaken a formal course of study at a tertiary institution other than NZCCM, and successfully completed all or part of that course, you may apply when you enrol to be awarded appropriate credit towards your chosen programme at NZCCM. Credit transfer is only awarded when the learning outcomes of the course completed match the learning outcomes for the programme you wish to study at NZCCM. International students applying for transfer of credits must provide NZCCM with a certified translation of their academic record and references.

RPL/RCC

Recognition of Prior Learning (RPL) / Recognition of Current Competency (RCC). These terms refer to the granting of credit on the basis of formal and/or informal learning and experience relevant to the qualification you are seeking. Before credit is granted, you will be asked to provide evidence of a match between your knowledge or competence and the learning outcomes of the NZCCM course.

Credits may be awarded on the basis of Recognition of Prior Learning (RPL), or Recognition of Current Competency (RCC), after evaluation by the Academic Principal and/or Academic Principal’s Assistant.

RPL/RCC PROCEDURES

1. An administration fee must be paid before the application will be processed.
2. The application form required for RPL is available at Reception and must be returned with the RPL/RCC application fee together with all relevant documentation in the past 5 years of prior learning, together with a list of the courses in which you wish to enrol.
Applicants may be asked to provide further evidence of their knowledge or competence relating to the learning outcomes for the NZCCM course.

Applicants will be notified in writing of the outcome and the fee for award of the credits for which they can gain RPL.

The credit(s) will be removed from the student’s record if the RPL/RCC fees have not been paid by the end of the semester in which the credit was granted.

To be eligible to graduate, a student’s academic record must be updated with any credit(s) granted and paid no later than the month of December to be eligible to graduate the following year.

Assessment of each application will be facilitated by the Academic Principal who will refer the application to appropriate subject experts.

Applicants may appeal an RPL/RCC decision by submission to the CEO.

**TRANSFER OF CREDITS PROCEDURES**

1. Students who have undertaken a formal course of study at a tertiary institution other than NZCCM, and successfully completed all or part of that course, may be awarded appropriate credit towards their chosen programme at NZCCM.

2. Credit transfer is only awarded when the learning outcomes of the course completed match the learning outcomes for the programme you wish to study at NZCCM.

3. Those who believe they are entitled to credits are required to submit original or verified copies of examination results, certificates, course outlines or equivalent in the past of 5 years to the Academic Principal. If awarded, credit is given for a specified course, which reduces the number of courses to be directly undertaken to gain a qualification.

4. International students must provide a certified transcript of their academic record and references. For non-English students a certified translation must be provided.

5. Students may appeal a Transfer of Credit decision by submission to the CEO.

**CROSS-CREDIT PROCEDURES (INTERNAL)**

1. Students may cross-credit currently completed courses between College programmes as long as these are consistent with the structure of each programme.

2. NZCCM may charge a fee for administration of cross-credits.

For further information, please contact the Academic Principal’s Assistant or the Academic Principal.

**COURSE-RELATED COSTS**

Other than the tuition fee, students are required to purchase certain texts and equipment (including course handouts, an acupuncture model, needles, cotton swabs, etc.). Students are also required to contribute towards administrative costs e.g. photocopying, student ID cards, etc. The total will be around $1000 (including GST).
New Zealand Qualifications Authority (NZQA) charges to students are passed on through NZCCM. Charges include, but are not limited to, registering completed credits and qualifications, e.g. $1.55 per credit awarded, and $15 for issuing a certificate on graduation. These fees are not included in the estimate of course-related costs.

### COURSE-RELATED COSTS (ESTIMATIONS)

<table>
<thead>
<tr>
<th>Title</th>
<th>Estimated Cost - may vary</th>
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<tbody>
<tr>
<td>Chinese medicine books for Bachelor study</td>
<td>$800.00</td>
</tr>
<tr>
<td>Literacy support books for Foundation Certificate</td>
<td>$75.00 - $110.00</td>
</tr>
<tr>
<td>Acupuncture model</td>
<td>$60.00 - $80.00</td>
</tr>
<tr>
<td>Needles from the College’s clinic or Herbs for Health*</td>
<td>$4.95 per box of 100</td>
</tr>
<tr>
<td>Alcohol swaps</td>
<td>$ 17 per box of 100</td>
</tr>
<tr>
<td>NZQA credit fee to report every credit</td>
<td>$1.55 per credit achieved</td>
</tr>
<tr>
<td>NZQA fee to get qualification Certificate</td>
<td>$15.00 for each original</td>
</tr>
<tr>
<td>Herbal samples for DCHM students</td>
<td>$40.00</td>
</tr>
<tr>
<td>Jacket required for clinic-level students</td>
<td>$50.00 - $80.00</td>
</tr>
<tr>
<td>Suction cup set</td>
<td>TBA</td>
</tr>
<tr>
<td>Moxibustion roll</td>
<td>TBA</td>
</tr>
<tr>
<td>TDP mineral lamp, clinical practice students</td>
<td>$250.00 approximately</td>
</tr>
<tr>
<td>Massage table, portable</td>
<td>$250.00 approximately</td>
</tr>
<tr>
<td>Private clinic placement</td>
<td>Optional clinical study; cost varies</td>
</tr>
<tr>
<td>Overseas hospital placement</td>
<td>Optional clinical study; cost varies</td>
</tr>
<tr>
<td>Handouts – administrative cost of photocopying</td>
<td>$15.00 - $85.00 per subject</td>
</tr>
<tr>
<td>Photocopier charge – via copy card system</td>
<td>10c per page</td>
</tr>
<tr>
<td>Re-assessment fee – not sitting, or not passing</td>
<td>$50.00 for first time, $100.00 for second time</td>
</tr>
<tr>
<td>Late marking fee for assignment</td>
<td>$60.00 per assignment</td>
</tr>
</tbody>
</table>

**Other costs:**

- Student ID Card - compulsory                                       | $22.00                    |
- Transfer credits – administrative cost for RPL                      | According to the RPL/RCC policy. |
- Lockers                                                              | $15 per Semester and $15 deposit |
- Transcript of official learning results                             | One copy free on graduation |
- Assessment results report **                                        | Free per semester, Copy: $10.00 each |
- Additional Transcript, optional **                                   | $50.00 each                |
- Additional Local Diploma Certificate, optional **                   | $50.00 each                |
- Miscellaneous request for information, optional **                  | Administration charge applies |
- English course placement test                                        | $45.00                    |
- General English text books                                          | Varies                    |
- Off-site learning visits                                             | Optional, as advised      |

*Herbs for Health supply acupuncture needles, etc: 40E William Pickering Drive, Albany. Tel: (09) 448541 Fax: (09) 4485419

** Please request this in writing from the CEO.

The college student clinic provides linen, trays, and massage tables. Students are required to take the responsibility of maintaining this equipment in good, clean condition as described in the clinic handbook. If a student causes any loss/damage, the student will be liable to pay compensation.
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.

WITHDRAWAL AND REFUND POLICY

All applications for a refund must be in writing to the CEO. Please collect a Withdrawal Form from Reception and complete it. If you withdraw from study we will notify StudyLink and/or Public Trust and/or Immigration NZ, and/or other government agencies. If a refund is given it will be through the Public Trust, and will usually go directly to the original payer, e.g. your student loan or your parents. If you were recruited and enrolled through a referral agent or representative of NZCCM, refunds will be made directly to you. Commission paid to any referral agent may be refundable from them, by separate application to them. Any refunds will be paid in New Zealand dollars inclusive of GST. Students are responsible for investigating fee implications of withdrawing from a course and for withdrawing in a timely manner.

IF THE STUDENT HAS ENROLLED BUT NOT YET STARTED THE PROGRAMME:

Students must notify the College in writing that they do not intend to start the programme they have enrolled for. The Tuition and Registration Fees will be refunded in full, less 10% or $500, whichever is the lesser amount.

IF THE STUDENT HAS STARTED THE PROGRAMME AND WISHES TO WITHDRAW WITHIN THE FIRST EIGHT DAYS OF THE PROGRAMME’S COMMENCEMENT:

If notification of cancellation is received from a student within the first eight days of the study they have enrolled for, we will refund all of the courses and registration fees, less 10% or $500 (whichever is less).

IF THE STUDENT HAS STARTED THE PROGRAMME AND WISHES TO WITHDRAW AFTER THE FIRST EIGHT DAYS OF THE PROGRAMME’S COMMENCEMENT:

Usually no refunds will be given to students who withdraw after 8 days. The tuition fee only may be refunded, if there is a medical reason such as serious illness. The following charges may be deducted:

- The cost of the study up to the time of withdrawal
- Any commission that has been paid
- Any money that is owed by the student to the College.

If a refund is to be claimed after the first eight days the student must:
- Write a letter explaining the special reasons for withdrawing, and
- Supply a medical certificate.

NZCCM is not required to make any refund after eight days, as explained at Orientation. The CEO and/or Board of Directors will decide about a refund in these circumstances.
FEE PROTECTION

NZCCM ensures that your fees are protected while you study with us, if NZCCM is unable to continue offering your course for any reason. When you pay fees to NZCCM e.g. for study, or NQF credits, your fees go directly into a Public Trust account in your name: we prefer you or StudyLink to pay fees directly to the Public Trust if possible. Public Trust pays NZCCM regularly during your course, and the balance is kept safely in the Trust account. NZCCM will give you a Public Trust “Fee Protect” application form for you to complete. You must sign and initial your Public Trust document before any tuition fee is paid to NZCCM. Normally we will get you to complete this within seven days of starting the course. Your enrolment may be postponed or declined if your StudyLink or Public Trust documents are not completed within four weeks.

If you want more information contact Public Trust direct on 0800 494 733 or visit www.publictrust.co.nz

ACADEMIC RESULTS

On successful completion of your programme of study you will be awarded the NZCCM qualification you have completed, and a Record of Learning detailing the competency level and/or marks of any completed courses. If you exit the programme before completing the required criteria you will be entitled to a Record of Learning detailing the competency level and/or marks of any completed courses.

Students will receive a copy of the College’s interim Assessment Results near the beginning of each semester, for their previous semester’s academic achievement.

ATTENDANCE AND ACHIEVEMENT MONITORING

ATTENDANCE AND ABSENCE

New Zealand College of Chinese Medicine (NZCCM) is committed to providing quality education and guidance to all our students. In order to do our best for you, we monitor student attendance and progress toward meeting course objectives. We believe 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.

If your attendance becomes irregular or you are having difficulty achieving good results, it may be because you are facing difficult circumstances. If this is the case, our staff will do their best to offer appropriate guidance and help you get the most from your studies. Please do not hesitate to ask if you need our assistance at any time.

Because you are undertaking to train as a healthcare professional, NZCCM has a responsibility to monitor your attendance carefully. Much of the teaching will be practically focused, in the classroom as well as in clinical sessions, so we consider it is very important that you attend all timetabled classes and clinical practice. Should successive absences lead to unacceptable gaps in your learning, you will be required to repeat the affected units before you graduate.
If domestic students do not attend 80% of the course NZCCM must inform Ministry of Education: a Student Loan and/or Allowance may be cancelled. International students will be reported to Immigration NZ, who will cancel the student’s visa and/or repatriate the student.

**ABSENCE FROM CLINICAL PRACTICE**

Student practitioners are required to be present for all their scheduled clinical sessions. If, due to unforeseen circumstances, absence is unavoidable it is the responsibility of the student to inform their clinical supervisor so that any scheduled patients can be informed and catered for.

**SPECIAL LEAVE**

A maximum of two weeks class and/or clinic time may be granted for special leave, on the understanding that it is the student’s responsibility to catch up on missed learning experiences, documentation and assessments. Students need to complete a leave application form and have it approved by the Student Services Manager in Auckland, or the Branch Manager in Christchurch. See also *Academic Regulations*. (A copy of the leave application form is Appendix 1 at the end of this handbook.)

**ABSENCE AND LEAVE PROCEDURES**

Please note what you need to do if you are sick, or going to be absent or late, or if you want to ask for leave of more than two days.

1. If you are sick or going to be absent for one or two days: for Auckland **you have to ring Reception (580 2376) or email auck@chinesemedicine.ac.nz** and CC the Student Services Manager (and if possible tell or email your tutor). For Christchurch **you have to ring Reception (388 2333) or email chch@chinesemedicine.ac.nz** or **g.reynolds@chinesemedicine.org.nz** (and if possible tell or email your tutor).

   Please give your reason for the absence. Reasons that are not due to your health will be considered as part of the whole picture of your attendance if your attendance record becomes borderline. If you have not reported your absence to the college or given any reasons, no leniency will be considered. Patterns of very low attendance will not be accepted for any reason, including sickness and you will be asked to repeat the subject. A pattern of odd days of absence will also require a medical certificate.

2. If you are sick for three or more days: for Auckland, **you have to ring or email Reception as above** and CC the Student Services Manager (and if possible tell or email your tutor) and also provide a medical certificate or letter. For Christchurch, you have to **ring or email Reception as above** and CC the Branch Manager (and if possible tell or email your tutor).

3. If you want to apply for leave of more than two days **you need to get a Student Leave Application Form from Reception**. Fill it out with your details including the actual classes you will be missing. Then take it to each of your tutors to get them to sign and comment on whether you can miss those classes, or if there are any vital assessments.

4. If you are applying for an absence of up to two weeks: in Auckland, take the completed form to the Student Services Manager; in Christchurch take it to the Branch Manager.
5. If you are applying for an absence of **more than two weeks**: in Auckland, take the completed form to the CEO; in Christchurch, take it to the Branch Manager who will forward it to the CEO.

**NB:** The only acceptable reason for absence during the first or last week of term is sickness and you will need to have a medical certificate. Issues with your overseas family or problems with holiday air tickets are not acceptable and any absence will be counted as absence without permission after or before the holiday break.

6. The only acceptable reason for absence during **exams** is sickness, and you will need to have a medical certificate.

7. Hand in the Leave Form two/three weeks in advance if possible or at least one week in advance.

Even if the tutors disagree with your application, the Student Services Manager may be able to negotiate a solution between all parties, so give them time to do that for you - otherwise your application may be refused.

All students are expected to follow these procedures. Please remember that the Ministry of Education regulations require all colleges to monitor student attendance and report regularly to StudyLink if a student is not attending 80% of their courses.

This can immediately impact on your student loan, and make it difficult to continue studying another time. Furthermore, it is College policy that if any student attends less than 80% of a subject they are not permitted to sit the final assessment and have to repeat the course.

**UNABLE TO ATTEND CLASS: PLEASE CONTACT THE COLLEGE:**

<table>
<thead>
<tr>
<th>Method</th>
<th>Auckland</th>
<th>Christchurch</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>09 580 2376</td>
<td>03 388 2333</td>
</tr>
<tr>
<td>Fax</td>
<td>09 580 2379</td>
<td>N/A</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a></td>
<td><a href="mailto:chch@chinesemedicine.ac.nz">chch@chinesemedicine.ac.nz</a></td>
</tr>
</tbody>
</table>

**ACADEMIC ACHIEVEMENT**

NZCCM Bachelor of Health Science (NZQA Code PC7282) courses have a 50% pass mark. For those students achieving less than 40%, no reassessment opportunity will be given. Details are in Appendix III Academic Regulations for Bachelor of Health Science.

All NZQA unit standard components require 100% competency under the competency based assessment system. Students will be given opportunities to resit. Those achieving 70% or more in the first sitting need to achieve the missing percentage in a reassessment. For students achieving less than 70% in the first sitting, a reassessment opportunity will be given to achieve the 100% competency, which includes a new assessment. A reassessment fee applies to each reassessment.
GRADUATION

Upon completion of your qualification you will be invited to attend a Graduation Ceremony. This is a time for your family and friends to celebrate and share in your achievement. The ceremony is held at the College and followed by a shared lunch.

Graduates 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 you. Graduates need to pay prior to uplifting the gown.

Graduates need to be aware that all outstanding fees and/or charges must be settled and any college property returned before you can receive your final academic results. Such fees include library fines for overdue library books and college property includes locker keys and any library books you have on issue. If there are any outstanding debts or any property not returned you may not be able to graduate until these matters are resolved.

RULES AND REGULATIONS

Please read thoroughly the following summary of College rules and regulations and make sure that you understand them. If you have any queries please contact any staff member or administration.

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 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. Harassment or violence towards fellow students or staff will not be tolerated.

3. 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).

4. Students who remove clinical records (either hardcopies or electronic files) from NZCCM clinic will be expelled from the college forthwith.
5. Students will keep administration informed in writing of any changes to their personal circumstances such as illness, address, etc.

6. 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.**

7. Students will maintain the cleanliness and good condition of NZCCM facilities, and refrain from misusing any equipment or property of the NZCCM.

8. Students will inform NZCCM if any equipment or property is damaged, at the time. NZCCM is entitled to seek compensation for damage.

9. Students who intentionally damage or steal college’s equipment and property will be expelled from the college.

**Note:** *Mobile phones must be switched off during classes. No alcohol or drugs are allowed on the premises including the car park.*

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### ACADEMIC REGULATIONS

1. Students must attend all classes and are required to be punctual. Students must inform the College immediately if they are absent due to sickness or another reason. Attendance will be recorded for each scheduled class.

2. Absence from a class is acceptable only with appropriate documentation from a health professional or other person of authority.

   Students must meet NZCCM’s 80% attendance rate for each course to participate in its assessments. Any application for exemption from attendance requirements must be made in writing with relevant evidence. Please complete the Leave Application Form from Reception and submit it to the Student Services Manager in Auckland or the Branch Manager in Christchurch for leave of up to two weeks. Submit the form to the CEO for leave of more than two weeks. The decision on the application will be determined by the CEO or the Board of Directors. In addition, NZCCM reports attendance regularly to NZQA and StudyLink. Domestic students can expect to have their student allowance cancelled if their attendance falls below the NZCCM requirement. International students can expect to have their visa and permit cancelled. Any student who fails to attend classes for two weeks without getting written permission from NZCCM will be treated as withdrawn, and relevant government agencies will be informed.

3. The attendance policy for bachelor degree study has been included in “Academic Regulations for Bachelor of Health Science” section.

4. Students requiring an extension for completion of a course (within their programme of study) must make an application in writing to the subject tutor who will then report to the Academic Principal. Students requiring an extension for completion of their programme of study must make an application in writing to the Academic Principal. The Academic Principal and/or the Academic Board will make a decision on the application.
5. Students must hand in assignments on time. In exceptional circumstances, students may apply for an extension to the due date. Applications for one week or less must be in writing and given to the tutor at least 24 hours before the due date; applications for a longer extension must be in writing to the Academic Principal. If possible, applications must be made at least 48 hours before due date.

6. Any assignment or other piece of work not received at the due date and time will not be accepted, and the student will be marked as not yet competent, unless the student has already informed the tutor or Academic Principal prior to the due date, and an extension has been granted.

7. Assignments are taken by NZCCM as evidence of independent thought by the student, and any plagiarism will be taken very seriously. Students must use only their own work and list references to any work that is included in their assignments that is not their own. References must include the author’s name and the publication’s name, and the date of publication. Internet references will use the website address as publication name, and the publication date will be the date when the student viewed the website.

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)

Also refer to:
http://en.wikipedia.org/wiki/Plagiarism#In_academia_and_journalism

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.

Assignments are to be typed and submitted in English. Te reo Maori is not an option at this stage. (NZCCM has a Memorandum of Understanding (MOU) with Te Rūnanga o Ngāti Whātua and is looking to developing greater options for students).

8. Student Examination Rules:

All exam papers are written in English and all exam answers are to be made in English. Te reo Maori is not an option at this stage.

Arrive at the examination on time. If you arrive 30 minutes or more lately, you will not be allowed to sit the exam.

Sit at the desk allocated to you by the exam supervisor.

Complete all preliminary documentation.

Switch off cell-phones.

Put your bag at the front of the room. You may have nothing on your desk except a pen, unless otherwise informed by your exam supervisor.

Refrain from eating. You may have bottled drinks.

Remain quiet at all times.

You must not make any attempt to see or copy another student’s work.

If you need to go to the toilet you must seek permission from the exam supervisor. You must leave all your papers and writing materials within the exam room.

If you complete the exam early and wish to leave the room, you must seek permission from the exam supervisor. Students are not permitted to leave the room in the last 15 minutes of the exam.
Stop writing in your answer book immediately the exam supervisor announces the end of the exam.

Any breach of these rules may lead to marks being deducted from your examination result. If a serious breach is observed, such as copying from notes or another student’s work, your assessment paper will be removed and you will be asked to leave the exam room. Your exam paper will not be marked, and you will not be able to re-sit the assessment, or continue with study in that subject during that semester. Failure to complete assessment requirements will impede your ability to progress within the subject area or programme.

9. Students who fail to attend a scheduled assessment will not be able to sit the assessment at another time without an exemption granted by the Academic Principal and/or the Academic Board e.g. for medical reasons. This also applies to re-sitting assessments.

10. Students cannot apply to take assessments other than at the scheduled time.

11. Any student found not adhering to any of the guidelines and rules set out in the Student Clinic Handbook may:
   a) Be made to re-sit the Pre-clinic Assessment again
   b) Have a temporary suspension from being able to work in the clinic
   c) Be suspended or expelled from college

12. Re-sit Policy: Approved by the Academic Board and attached as Appendix 2.

13. Appeals regarding assessment:
   a) If you are dissatisfied with assessment or exam results given by a teacher, in the first instance, you are entitled to take the matter up informally with the teacher concerned.
   b) If the issue is not clarified to your satisfaction, you should appeal in writing to the Principal.
   c) The Principal will assign another teacher to reassess the assessment or exam.
   d) If you are still not satisfied with the outcome, the matter may be referred to the chairman of the Board, who may arrange for a further assessment to be carried out by an outside assessor.
   e) The Chairman of the Board will inform you in writing of the results of this assessment.

14. English Course (Auckland only). Summative assessment will occur every 4 weeks for ESOL students, with assessment against the curriculum outcomes across the four language skill areas. Students will be assessed against the learning outcomes and the associated performance criteria: Students will receive feedback on their summative assessments by way of completed criteria checklists along with written explanations when necessary.

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
- make changes to its policies and procedures as deemed necessary
CAR PARKING - AUCKLAND

A reminder:

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

Car parking is not provided for students at NZCCM. NZCCM regularly organises a towing company to remove unauthorised cars without notice. Students cannot park at NZCCM without first getting written permission from a senior NZCCM staff member.

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.

CAR PARKING - CHRISTCHURCH

Student car parking is available outside the College.

CLASSROOM AGREEMENT

In respect to other learners, students should please:

- arrive ready to begin class at the scheduled time
- come prepared for class
- wait until the end of the session 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 open, honest and supportive of the learning experience
- keep mobile phones silent during class with the exception of parents/caregivers*
- 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 scheduled class starts
- inform management of any issues
- ensure desks and chairs are set out appropriately for the next class

* Cell phones must be on vibrate during 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.
STUDENT REPRESENTATIVES POLICY

The students’ representative body will be called Tauira 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 Quality Management System
2. Management to communicate effectively and efficiently with students via representatives chosen by students themselves

Each class will select a student 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 management, and if necessary will be by secret ballot namely one vote per member of the class.

The term of Student Rep membership is normally for the academic year they are chosen; selections will normally be held for each class at the beginning of the first semester in each calendar year, but a simple majority of students can replace their Student Rep at any time.

Student Reps are encouraged to share the skills and knowledge they have with other potential Student Reps.

Student Representatives Duties are:

1. 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
2. Reps will contribute to discussion and take information from Student Rep meetings back to their classmates
3. Reps will liaise directly with management on any issues between meetings as appropriate
4. 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.
5. 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.
6. One Rep may be selected as the Co-coordinator of the Student Rep group to create agenda items with the Student Services Manager (Auckland) or Branch Manager (Christchurch) for the next meeting. The agenda must be sent to the Convenor at least two days in advance of the meeting.
7. Classes or Reps are able to select a substitute for meetings and for any other duties if the Rep is unavailable.

Meetings will normally be convened twice per semester by NZCCM management, on a date and time when at least half of all Reps and at least one staff from the management team will be available. A special meeting may be called from time to time by management if required.

An agenda will normally be circulated for discussion two days before any intended meeting.
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 at least one staff from the management team; 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.

Meetings will be facilitated by NZCCM management.

ACADEMIC REGULATIONS FOR BACHELOR OF HEALTH SCIENCE (NZQA CODE 7282)

ACADEMIC PROGRESS

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
   - BHSc (Chinese Herbal Medicine) Three academic years
   - Diploma in Chinese Health Studies One academic year

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
   - BHSc (Chinese Herbal Medicine) Six academic years
   - Diploma in Chinese Health Studies Two academic years

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

3. To enrol in courses, students must meet the identified pre-requisites as applicable.

4. A student may be excluded from the programme if academic progress is unsatisfactory. The Academic Board considers that progress is unsatisfactory if the student fails 45 credits or more in either Semester 1 or 2, or if the student fails the same course after a repeat attempt (irrespective of credit value) in any Semester.

5. A student who has failed a course must repeat the failed course at the next available opportunity, which will ordinarily be in the following semester unless unusual circumstances prevail.

6. Students identified as having specific difficulties in achieving course requirements will be brought to the attention of the Academic Principal. Students identified in this way will be notified and any recommendations in relation to their progress in the programme will be conveyed to them in writing.

7. Any student refused permission to continue a course or who objects to conditions imposed by the Academic Principal may, within 10 working days of being notified of the decision, appeal in writing to the CEO against the refusal of permission to continue in the programme or the imposition of those conditions.

8. NZCCM provides indemnity insurance for students engaged in clinical practice associated with the courses of this programme.
9. Students who do not meet the criteria for safe clinical practice in any course will be required to repeat the course. A “Not Complete” (NC) will be recorded on the student’s record.

10. A student whose enrolment on the programme has been discontinued by the College Management Team, for whatever reason, may after a period of six months apply for reinstatement of enrolment. Applications for reinstatement of enrolment will be considered by the Academic Principal on an individual basis. Applicants will be assessed to determine the point of re-entry to the programme. All applications for reinstatement of enrolment must be accompanied by evidence of suitability for such consideration. Applicants need to consider what evidence they can present to convince the Academic Principal that change has taken place in the applicant’s readiness for academic study. This evidence may take the form of certificates of completion of educational courses, statements from employers, or other written material that would serve to make a case for their reinstatement. The applicant for reinstatement may be asked to attend an interview with the Academic Principal.

11. In situations where enrolment in relevant educational courses is not available, or is not the choice of action for students whose enrolment has been discontinued, they can enrol in one 15 credit course, if available. Successful completion of this course at a level determined by the Academic Principal will be accepted as evidence of readiness for academic study.

ATTENDANCE

1. Due to the traditional nature of much of the knowledge relating to Chinese medicine and acupuncture, a high level of attendance is strongly recommended to enable lecturers to pass on knowledge which is not always available in books or other media. Attendance requirements may be specified in certain courses.

2. Students who are likely to seek registration with a professional registration body should make themselves aware of any requirements of that body for periods of study. Attendance will be monitored by NZCCM to comply with the requirements of external agencies. However, it is also the students’ responsibility to monitor their attendance. Patterns of non-attendance could mean that students may not meet the registration requirements of a registration body.

3. The following attendance is compulsory: 100% participation in Practicum courses; Attendance as specified in course descriptors for other courses (in general 80% attendance is compulsory).

4. Students who are deemed unsafe as a result of poor attendance at pre-clinical theory sessions will not be allocated to any clinical area.

5. A student who passes the theoretical component of a clinical course but has not met the clinical hours or successfully completed the final competency assessment by the end of the course will not meet the criteria to pass that clinical course.

6. For students who are deemed to be unsafe in clinical practice one or more of the following actions will be taken:
   - The student will be re-assessed by a second lecturer.
   - The student will be withdrawn from the clinical area.
   - The student will be withdrawn from the course(s) until evidence is produced that a change in behaviour has occurred and minimum safe practice can be assured.
7. If a student cannot attend at their allocated clinical placement, they must contact their lecturer and the practice area.

8. If a student is absent for more than 10% of a clinical course/module, in exceptional circumstances, extra clinical time may be provided at a cost to the student.

9. Extra clinical hours to fulfil clinical requirements may be granted after negotiation with the Academic Principal. A written application including a medical certificate or other supporting documentation must be provided by the student.

WITHDRAWALS

1. A student may withdraw from a course or programme by filling in a withdrawal form. It is the student’s responsibility to investigate fee implications associated with withdrawal from a course. Individual students are responsible for withdrawing in a timely manner and familiarising themselves with the conditions that apply to refunding/transfer of fees.

2. Where students withdraw later than 8 days after the course or the programme start date they may apply for refund of the unused portion of the course fees on health grounds, and must produce a valid medical certificate. The proportion of the tuition fee will be deducted.

3. Withdrawal from a course or the programme is without prejudice to the student’s right to apply to re-enrol on that course or the programme in future.

4. Where students withdraw prior to the course or the programme start date OR within the first 8 days a full refund applies, minus the lesser of 10% of fees, or $500; if the course is cancelled a full refund of fees is applicable.

5. Where students withdraw or are withdrawn from a course, or courses, their academic record will:
   - Have no record, result or grade in respect of that course if the withdrawal is before the last full refund date; OR
   - Record a result or grade as “W” in respect of that course for the purposes of Section 10 if the withdrawal is after the last full refund date; OR
   - Record a result or grade of “NC” in respect of that course for the purposes of Section 10 if the withdrawal is after the Institute’s withdrawal period as defined in NZCCM policy 022 Cancellations, Withdrawals and Transfers. Irrespective of whether or not FCW (Failed course work) or NC (Did not complete the course) is recorded, a student will not be permitted to repeat the course more than once.

ASSIGNMENT: SUMMATIVE ASSIGNMENTS OTHER THAN EXAMINATIONS

1. The deadline for submission of these is the date and time as indicated on the assignment.

2. Extensions of time are reserved for unanticipated eventualities and students may apply for an extension of 7 days. Application for an extension of time is made in writing on the appropriate form to the Lecturer. If permission is given via telephone, the written application must be received within 24 hours. When an extension of time for an assignment is requested, the student must produce a first draft as evidence of work in progress.
3. 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.

4. In extraordinary circumstances an additional extension of time of ONE further week MAY be granted on application to the Academic Principal.

5. Late submission of assignments will invoke a penalty of a 5% reduction of marks from the original assigned mark, for each working day that the assignment is overdue. No student work will be returned prior to the last date of submission or before any extensions of time that have been awarded have elapsed.

6. All written assignments must be word-processed and follow the College requirements for written assignment formatting as set down in the Student Course Packs.

7. References in written work must follow the guidelines published by the American Psychological Association (APA). This referencing system is to be applied to submission of all written work.

8. Any student wishing to submit the same piece of work for assignment on more than one occasion must gain the written permission of the Academic Principal.

**ASSESSMENT: EXAMINATIONS**

All examinations will be conducted under the conditions described in the College’s Examination Guidelines as outlined in the Student Course Packs.

**Special Note:**
Assessment and assignment dates advised in the course packs will be the same for all students irrespective of campus location.

All assessments for the same modules will be sat by all students enrolled on these modules on the same day and at the same time.

Dates set for all assessments will be adhered to and no changes will be made with the exception of a national disaster.

**IMPAIRED PERFORMANCE**

Special consideration will be given for students needing assistance with assessment or likely to suffer impaired performance in an assessment due to circumstances beyond their control. In the case of illness, students must provide a certificate from a qualified medical practitioner.

**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.
Aegrotat Procedure:
Students can apply for aegrotat pass but only before they get their assessment results, not afterwards; the decision is based on their work to date and has nothing to do with how well they are (some people think it’s a compassionate pass: it’s not).
A/ students supply evidence that a truly unforeseen event prevented them attending the assessment.
B/ NZCCM consider the likelihood of the student passing if they had sat.
C/ We compare students with similar results in earlier assessments
D/ We look to see if the student is generally strong in other areas of study.

Re-sits:
NZCCM Academic Board recently approved a Re-sit Policy which is attached as Appendix II.

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

<table>
<thead>
<tr>
<th>PASS GRADES</th>
<th>%</th>
<th>FAIL GRADES</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>95-100</td>
<td>D</td>
<td>40-49</td>
</tr>
<tr>
<td>A</td>
<td>85-89</td>
<td>E</td>
<td>0-39</td>
</tr>
<tr>
<td>A-</td>
<td>80-84</td>
<td>FCW</td>
<td>Failed course work</td>
</tr>
<tr>
<td>B+</td>
<td>75-79</td>
<td>NC</td>
<td>Did not complete the course - failed</td>
</tr>
<tr>
<td>B</td>
<td>70-74</td>
<td>W</td>
<td>Withdrawn from course</td>
</tr>
<tr>
<td>B-</td>
<td>65-69</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C+</td>
<td>60-64</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C</td>
<td>55-59</td>
<td></td>
<td></td>
</tr>
<tr>
<td>C-</td>
<td>50-54</td>
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<tr>
<td>AP</td>
<td>Aegrotat Pass</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CC</td>
<td>Cross Credit</td>
<td></td>
<td></td>
</tr>
<tr>
<td>CP</td>
<td>Conceded Pass - 46-49</td>
<td></td>
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</tr>
</tbody>
</table>

SUSPENSION OF 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.

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 Academic Principal 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.

**CLINICAL PRACTICE**

Students who practice acupuncture in NZCCM’s student clinic should be familiar with both the policy and procedures included in the student clinic handbook and also NZCCM Clinic Hygiene Guidelines.

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

Students will be trained prior to entering clinical practice. The guidelines will be provided together with the clinic handbook.

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

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.

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.

**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 foundation for undertaking future research. However, students are prohibited from participating in any clinical research without NZCCM Research and Ethics committee approval.

**COMPLETION OF THE PROGRAMME**

A student who has achieved the requirements for an award must apply in writing to the CEO for the award to be conferred.

**PROFESSIONAL CODES OF ETHICS**

NZCCM is endorsed by the New Zealand Acupuncture Standards Authority (NZASA) and the New Zealand Chinese Medicine and Acupunctures Society (NZCMAS). Students are bound by their codes of ethics, which are available on request from NZCCM.
**Student Practitioner status**
While you are a student here, we ask that you do not promote yourself as an acupuncturist or Chinese medicine practitioner to the general public or for fee-paying services except in the College clinic. It is College policy that all treatments must be supervised whilst training whether during class or in clinic. Students are not allowed to practise outside of the College environment, unless formally authorised to do so in writing. Please respect the wisdom of this request. Students of the supervised clinic are required to wear a clean white clinic coat and name badge.

**DISCIPLINARY PROCEDURES**

In any event of a breach of rules and regulations, the student will receive an oral warning which will be recorded in the student’s file, followed by a formal written warning. In the event of any further breaches, a meeting with the Academic Principal at the Auckland Campus or Branch Manager at the Christchurch Campus, and/or the CEO will investigate alleged breaches. A serious breach is likely to result in the student being suspended or expelled from the College.

Students who intentionally damage or steal any of the College’s equipment and property will be expelled from the college without warning procedure.

Suspension means that students will:
(a) no longer have access to NZCCM facilities
(b) not receive grades for papers
(c) not have access to their academic records
(d) be reported to relevant government agencies as no longer enrolled with NZCCM
(e) not qualify for refund of fees
(f) not qualify for studyLink funding

In the event of expulsion, the student will neither be allowed to resume studies, nor receive a refund for tuition not completed; an academic record will not be provided; StudyLink will be informed that the student did not complete their study, and the reason may be noted on further correspondence regarding this matter. In the case of international students, NZCCM is obliged to inform Immigration NZ, and as a result the student may lose his/her student permit.

**STUDENT WELFARE AND SUPPORT**

*Commitment to student welfare*

NZCCM has a general policy that students come first. If at any time you have any issues or concerns we would appreciate being able to provide you with any assistance or guidance we can. NZCCM is committed to helping students achieve the best outcome from their attendance at the College.

To ensure optimal conditions for your academic success and personal well-being, we will provide you with:

- The support and guidance of teachers to help resolve problems relating to studies.
- 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. Refer to the section on External Support Services of our student handbook for information.
- The opportunity at any time to evaluate the quality of the student guidance and support delivery systems.
- Clear and up-to-date information on all NZCCM services and relevant outside services that are available.

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

- **Your teacher or any other staff member** 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 Academic Principal’s Assistant in Auckland,** can advise you on the Re-sit Policy and other academic matters
- **Linda Platts, the Librarian** in Auckland, or the Receptionist in Christchurch, can help you on matters to do with the library and locating information resources to support your studies
- **The Student Services Manager** is at Auckland and can assist any student with any concern/s, academic and non-academic, that is affecting your study - including any matter you feel uncomfortable raising with your teacher
- **In Christchurch** you should speak to the Branch Manager about issues affecting your ability to study. She can also assist with any matter that you feel uncomfortable raising with your teacher
- **The Student Services Manager** can help you with accommodation problems in Auckland
- **The Christchurch Receptionist,** can help you with accommodation in Christchurch.
- **Jessica Feng** can provide first language support for Chinese students in Auckland.
- **Stephen Xu, CEO** Mobile: 021 925 710 can be contacted directly if you feel that there is a matter he can help you with in Auckland or Christchurch.

**Emergency Numbers:**

- Fire/ambulance/police **111**
- **NZCCM Auckland:** 09 580 2376 or 021 925 710
  **NZCCM Christchurch:** 03 388 2333 or 027 505 8581
### Guide for Students - Where to Go for Help

<table>
<thead>
<tr>
<th>Issue</th>
<th>Who</th>
<th>How</th>
<th>When</th>
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</thead>
<tbody>
<tr>
<td><strong>Enquiries/Support and Absences</strong></td>
<td></td>
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</tr>
<tr>
<td><strong>General Enquiries</strong></td>
<td>Receptionist</td>
<td>Go to, phone, or email Receptionist ext 11</td>
<td>9:00am - 5:00pm Monday to Friday</td>
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<tr>
<td></td>
<td></td>
<td><a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a></td>
<td></td>
</tr>
<tr>
<td><strong>Student Absence</strong></td>
<td>Receptionist and, if possible, cc Student Services Manager</td>
<td>Phone Receptionist: ext 11 or email (<a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a>) cc <a href="mailto:delphinegavin@chinesemedicine.org.nz">delphinegavin@chinesemedicine.org.nz</a></td>
<td>9:00am - 5:00pm Monday to Friday</td>
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<td></td>
<td></td>
<td>In Christchurch please notify the receptionist on <a href="mailto:chch@chinesemedicine.ac.nz">chch@chinesemedicine.ac.nz</a> or the Branch Manager Gillian Reynolds <a href="mailto:g.reynolds@chinesemedicine.org.nz">g.reynolds@chinesemedicine.org.nz</a></td>
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</tr>
<tr>
<td><strong>Student Services or Support: Problems, support, suggestions, complaints</strong></td>
<td>Tutor, Student Rep or Student Services Manager</td>
<td>Talk to your tutor or student rep and/or Delphine Gavin <a href="mailto:delphinegavin@chinesemedicine.ac.nz">delphinegavin@chinesemedicine.ac.nz</a></td>
<td>See Delphine in her office 12.30 - 1:00pm Monday to Friday or make an appointment with the Receptionist to see her at another time.</td>
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<td>In Christchurch student complaints should go to the Branch Manager Gillian Reynolds <a href="mailto:g.reynolds@chinesemedicine.org.nz">g.reynolds@chinesemedicine.org.nz</a></td>
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</tr>
<tr>
<td><strong>Student Leave (up to 2 weeks)</strong></td>
<td>Student Services Manager (AKL) Branch Manager (CHC)</td>
<td>Go to Reception and ask for a ‘Student Leave Application form’. Once you have completed the form, take it to your tutors to complete and sign, then give to Delphine Gavin <a href="mailto:delphinegavin@chinesemedicine.org.nz">delphinegavin@chinesemedicine.org.nz</a> or in Christchurch give the Student Leave Application form to Gillian Reynolds</td>
<td>See Delphine in her office 12:30 - 1:00pm or email, or make an appointment with the Receptionist to see her at another time.</td>
</tr>
<tr>
<td><strong>Student Leave (over 2 weeks)</strong></td>
<td>Director</td>
<td>Go to Reception and ask for a ‘Student Leave Application form’. Once you have completed the form, take it to your tutors to complete and sign, then give to Stephen Xu <a href="mailto:stephenxu@chinesemedicine.ac.nz">stephenxu@chinesemedicine.ac.nz</a></td>
<td>9:00am - 5:00pm Monday to Friday</td>
</tr>
</tbody>
</table>
### Application for Re-assessment (Re-sit) or for Postponement of Assessment

Go to Reception and ask for either an ‘Application Form for Re-assessment’ or ‘Application Form for Postponement of Assessment’

Once completed, give this form back to the Receptionist.

The application will be processed by the Academic Principal’s Assistant.

If you would like an appointment to discuss this matter, ask the Receptionist if she would make an appointment for you.

In **Christchurch** you should firstly discuss this with Gillian Reynolds and the form will be sent to the Academic Principal’s Assistant in Auckland to be processed.

### COURSE INFORMATION AND TEXTS

<table>
<thead>
<tr>
<th>Who</th>
<th>How</th>
<th>When</th>
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<tbody>
<tr>
<td><strong>General Course Information and Enrolments</strong></td>
<td>Receptionist Go to, or email Receptionist at <strong><a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a></strong> (Auckland) or the Branch Manager <strong><a href="mailto:g.reynolds@chinesemedicine.org.nz">g.reynolds@chinesemedicine.org.nz</a></strong> in Christchurch</td>
<td>9:00am - 5:00pm Monday to Friday</td>
</tr>
<tr>
<td><strong>Course Queries</strong></td>
<td>Academic Principal Jessica Feng (<a href="mailto:lifeng@chinesemedicine.ac.nz">lifeng@chinesemedicine.ac.nz</a>) or the Academic Principal’s Assistant, Jay Jing (<a href="mailto:academic@chinesemedicine.ac.nz">academic@chinesemedicine.ac.nz</a>) in Auckland; or your subject tutor.</td>
<td>Jessica Feng: Wednesday 10:00am - 2.30pm only, or make an appointment with the Receptionist to see her at another time. Jay Jing Make an appointment with the Receptionist to see Jay out of class time, or, drop in on a Tuesday between 1:30pm and 3:00pm.</td>
</tr>
<tr>
<td><strong>Textbooks, Clinic Needles etc</strong></td>
<td>Receptionist In Auckland you need to pay in the Herbal Pharmacy downstairs. Once you have done so, bring your receipt to the Receptionist to collect your item/s. In Christchurch the textbooks may be ordered on-line or purchased through the Receptionist from the Auckland office. Christchurch students purchase needles from Acupuncture Supplies or other importers</td>
<td>Herbal Pharmacy: 10:00am - 6:00pm (during term time) Receptionist: 9:00am - 5:00pm Monday to Friday</td>
</tr>
<tr>
<td>Individual Course Results Enquiries</td>
<td>Tutor</td>
<td>See your tutor before or after class.</td>
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<tr>
<td><strong>Academic Results Enquiries</strong></td>
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<tr>
<td><strong>These include:</strong></td>
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<td><strong>Record of Learning</strong></td>
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<td><strong>Units Reported to NZQA</strong></td>
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<tr>
<td><strong>Certificates (e.g. NDA)</strong></td>
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<tr>
<td><strong>Academic Principal</strong></td>
<td></td>
<td>Please contact the Receptionist to make an appointment or e-mail Jessica Feng <a href="mailto:lifeng@chinesemedicine.ac.nz">lifeng@chinesemedicine.ac.nz</a></td>
</tr>
<tr>
<td><strong>or Academic Principal’s Assistant</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Jessica Feng:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Wednesday 10:00am - 2.30pm only, or make an appointment with the Receptionist to see her at another time.</strong></td>
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<tr>
<td><strong>Jay Jing</strong></td>
<td></td>
<td>Make an appointment with the Receptionist to see Jay out of class time, or, drop in on a Tuesday between 1:30pm and 3:00pm.</td>
</tr>
<tr>
<td><strong>Assessment Appeal (first)</strong></td>
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<tr>
<td><strong>Class tutor and/or Student Services Manager</strong></td>
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<tr>
<td><strong>Write to or email tutor or the Student Services Manager, Delphine Gavin <a href="mailto:delphinegavin@chinesemedicine.org.nz">delphinegavin@chinesemedicine.org.nz</a></strong></td>
<td></td>
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<tr>
<td><strong>Christchurch students may write to or email the Branch Manager, Gillian Reynolds <a href="mailto:g.reynolds@chinesemedicine.org.nz">g.reynolds@chinesemedicine.org.nz</a></strong></td>
<td></td>
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</tr>
<tr>
<td><strong>See your tutor, or Delphine in her office 12:30 -1:00pm or email her, or make an appointment with the Receptionist to see her at another time.</strong></td>
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<td></td>
</tr>
<tr>
<td><strong>Assessment Appeal (second)</strong></td>
<td></td>
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<tr>
<td><strong>Academic Principal</strong></td>
<td></td>
<td>Write to, or e-mail, the Academic Principal, Jessica Feng <a href="mailto:lifeng@chinesemedicine.ac.nz">lifeng@chinesemedicine.ac.nz</a></td>
</tr>
<tr>
<td><strong>See your tutor, or Delphine in her office 12:30 -1:00pm or email her, or make an appointment with the Receptionist to see her at another time.</strong></td>
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</tbody>
</table>

**CLINIC**

<table>
<thead>
<tr>
<th>Who</th>
<th>How</th>
<th>When</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Clinic Room Allocation</strong></td>
<td>Receptionist Contact the Receptionist <a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a> (Auckland) or <a href="mailto:chch@chinesemedicine.ac.nz">chch@chinesemedicine.ac.nz</a> (Christchurch)</td>
<td>Clinic is usually scheduled 9:30am - 7:10pm Monday, Tuesday, Thursday, Friday</td>
</tr>
<tr>
<td><strong>Clinic Record of Practice Hours</strong></td>
<td>Dispensary Administrator See or email Despenary Administrator Sherry/Wei Ping <a href="mailto:weiping@chinesemedicine.org.nz">weiping@chinesemedicine.org.nz</a></td>
<td>Sherry is in the Herbal Pharmacy 10:00am to</td>
</tr>
<tr>
<td><strong>Clinic Patient Files</strong></td>
<td>Clinic Records Administrator Olga Kokorina</td>
<td>See Clinic Records Administrator to use files: In Auckland, to see Olga Kokorina. In Christchurch, to see reception.</td>
</tr>
<tr>
<td>--------------------------</td>
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</tr>
<tr>
<td><strong>Clinic Absence</strong></td>
<td>Supervisor and cc Receptionist</td>
<td>E-mail Supervisor and cc notification to Receptionist <a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a> (Auckland) <a href="mailto:chch@chinesemedicine.ac.nz">chch@chinesemedicine.ac.nz</a> (Christchurch)</td>
</tr>
<tr>
<td><strong>Clinic Appointments</strong></td>
<td>Clinic Records Administrator /Receptionist</td>
<td>Inform or email Olga Kokorina at Auckland <a href="mailto:akclinic@chinesemedicine.ac.nz">akclinic@chinesemedicine.ac.nz</a> or Christchurch <a href="mailto:chch@chinesemedicine.ac.nz">chch@chinesemedicine.ac.nz</a></td>
</tr>
<tr>
<td><strong>Clinic Forms</strong></td>
<td>Clinic Records Administrator /Receptionist</td>
<td>Inform or email Olga Kokorina at Auckland <a href="mailto:akclinic@chinesemedicine.ac.nz">akclinic@chinesemedicine.ac.nz</a> or Christchurch <a href="mailto:chch@chinesemedicine.ac.nz">chch@chinesemedicine.ac.nz</a></td>
</tr>
<tr>
<td><strong>Clinic Equipment and Sanitation</strong></td>
<td>Dispensary Administrator Sherry / Wei Ping</td>
<td>Inform Sherry / Wei Ping (Auckland) <a href="mailto:weiping@chinesemedicine.org.nz">weiping@chinesemedicine.org.nz</a> or the Christchurch Receptionist on <a href="mailto:chch@chinesemedicine.ac.nz">chch@chinesemedicine.ac.nz</a></td>
</tr>
<tr>
<td><strong>Payments: for clinic fees, treatments, needles, textbooks, library fines or charges, etc.</strong></td>
<td>Dispensary Administrator Sherry / Wei Ping</td>
<td>EFTPOS, cash, cheque payments are made downstairs at the Herbal Pharmacy in Auckland and at Reception in Christchurch</td>
</tr>
</tbody>
</table>

**ENROLMENT AND WITHDRAWAL**

<table>
<thead>
<tr>
<th>Who</th>
<th>How</th>
<th>When</th>
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</thead>
<tbody>
<tr>
<td><strong>Enrolment</strong></td>
<td>Receptionist</td>
<td>Contact the Receptionist or e-mail: <a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a> (Auckland) or <a href="mailto:chch@chinesemedicine.ac.nz">chch@chinesemedicine.ac.nz</a> (Christchurch)</td>
</tr>
<tr>
<td><strong>StudyLink, Public Trust etc.</strong></td>
<td>Registrar</td>
<td>See Cassie Zhang or e-mail her <a href="mailto:registration@chinesemedicine.ac.nz">registration@chinesemedicine.ac.nz</a></td>
</tr>
<tr>
<td><strong>RPL: Forms and Fees</strong></td>
<td>Receptionist</td>
<td>If you wish to apply for RPL, go to the Receptionist and ask for an application form for ‘Recognition of Prior Learning’. Once completed, give it to the Receptionist to commence the process.</td>
</tr>
</tbody>
</table>
### RPL: Permission and Course Selection

**Academic Principal** / Academic Principal Assistant: Jay Jing  

If you are unclear about your RPL permissions and courses see Academic Principal Jessica Feng ([lifeng@chinesemedicine.ac.nz](mailto:lifeng@chinesemedicine.ac.nz)) or her assistant Jay Jing ([academic@chinesemedicine.ac.nz](mailto:academic@chinesemedicine.ac.nz)).

Jessica Feng:  
Wednesday 10:00am - 2.30pm only, or make an appointment with the Receptionist to see her at another time.  
J...ing  
Make an appointment with the Receptionist to see Jay out of class time, or, drop in on a Tuesday between 1:30pm and 3:00pm.

### Payments for Tuition or Application Fees

**Receptionist**  

EFTPOS, cash, or cheque  

9:00am - 5:00pm Monday to Friday

### A Withdrawal Query by a worried student

**Tutor or Student Services Manager (AKL)**  

To discuss your concern/s:  
In Auckland either see your tutor or see or email Delphine [delphinegavin@chinesemedicine.org.nz](mailto:delphinegavin@chinesemedicine.org.nz)  
In Christchurch either see your tutor or see or email Gillian Reynolds [g.reynolds@chinesemedicine.org.nz](mailto:g.reynolds@chinesemedicine.org.nz)

See Delphine in her office 12:30pm – 1:00pm or e-mail, or make an appointment with the Receptionist to see her at another time.  
In Christchurch Gillian is available to see you after class.

### Actual Withdrawal (either from a course or a qualification or as a result of a Request for 'Postponement')

**Receptionist**  

Go to Reception and ask for a ‘Withdrawal Form’. Once you have completed the form, give it to the Receptionist. The Receptionist will record on Take 2 and inform relevant staff for processing  

9:00am - 5:00pm Monday to Friday

### Refund

**Director**  

Once a refund has been approved by the Director, payment will be arranged by the Accountant  

9:00am - 5:00pm Monday to Friday
<table>
<thead>
<tr>
<th>FACILITIES</th>
<th>Who</th>
<th>How</th>
<th>When</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accident, Health and Safety Issues</td>
<td>Receptionist</td>
<td>Go to Reception and ask for the appropriate form - i.e. Hazard Form or Incident Form - for completion then hand back to the Receptionist to give to the Student Services Manager in Auckland or Branch Manager in Christchurch.</td>
<td>When the issue arises</td>
</tr>
<tr>
<td>Library</td>
<td>Librarian</td>
<td>For general library enquiries in Auckland, see, phone, or e-mail the Librarian, Linda Platts between 1:30pm and 5.30pm <a href="mailto:lindaplatts@chinesemedicine.ac.nz">lindaplatts@chinesemedicine.ac.nz</a> or (in Christchurch) contact the Christchurch Receptionist on <a href="mailto:chch@chinesemedicine.ac.nz">chch@chinesemedicine.ac.nz</a></td>
<td>Library services in Auckland are available daily between 1:30pm and 5:30pm.</td>
</tr>
<tr>
<td>Equipment, Classrooms, Air-conditioning; complaints, lights, etc.</td>
<td>Receptionist</td>
<td>Go to Reception and advise the Receptionist of your issue or inform her by email <a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a> (Auckland) or <a href="mailto:chch@chinesemedicine.ac.nz">chch@chinesemedicine.ac.nz</a> (Christchurch) or you may e-mail Delphine <a href="mailto:delphinegaivn@chinesemedicine.ac.nz">delphinegaivn@chinesemedicine.ac.nz</a> or Gillian Reynolds in Christchurch <a href="mailto:g.reynolds@chinesemedicine.org.nz">g.reynolds@chinesemedicine.org.nz</a></td>
<td>9:00am - 5:00pm Monday to Friday</td>
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</tbody>
</table>

**SUPPORT AGENCIES**

### AUCKLAND

<table>
<thead>
<tr>
<th>Agency</th>
<th>Address</th>
<th>Telephone Number</th>
<th>Website/email</th>
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</thead>
<tbody>
<tr>
<td>Adult Literacy Centre Tamaki Auckland Inc</td>
<td>52 Hepburn Street, Freemans Bay</td>
<td>376 8457</td>
<td><a href="http://www.adultliteracy.org.nz">http://www.adultliteracy.org.nz</a></td>
</tr>
<tr>
<td>Auckland Regional Migrant Resource Centre</td>
<td>Three Kings Plaza, 532 Mt Albert Road, Three Kings</td>
<td>625 2440 or 625 3090 (multi-lingual service)</td>
<td><a href="http://www.arm-mrc.org.nz/3KingsOffice.aspx">http://www.arm-mrc.org.nz/3KingsOffice.aspx</a> <a href="http://www.arm-mrc.org.nz">www.arm-mrc.org.nz</a> <a href="mailto:info@arm-mrc.org.nz">info@arm-mrc.org.nz</a></td>
</tr>
<tr>
<td>Auckland Sexual Abuse HELPssault &amp; Trauma Services</td>
<td>2, Conway Road, Mt. Eden</td>
<td>623 1700 (24 hrs)</td>
<td><a href="http://www.sexualabusehlp.org.nz">www.sexualabusehlp.org.nz</a></td>
</tr>
<tr>
<td>Auckland Sexual Health Service</td>
<td>Building 7, Floor 3 (Entry via Building 4) Green Lane Clinical Centre, Greenlane West. Central City Clinic, Building 16, Auckland Hospital Park Road, Grafton</td>
<td>0800 739 432 or 630 9770</td>
<td><a href="http://www.ashs.org.nz/">http://www.ashs.org.nz/</a></td>
</tr>
<tr>
<td>Agency</td>
<td>Address</td>
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<tr>
<td>Chinese Christian Church of Auckland</td>
<td>105, Vincent Street, City</td>
<td>624 1240</td>
<td></td>
</tr>
<tr>
<td>Chinese Express Newspaper</td>
<td>116 Chapel Road, East Tamaki</td>
<td>272 0000</td>
<td><a href="http://www.chinese-media.co.nz">http://www.chinese-media.co.nz</a> (Site in Chinese)</td>
</tr>
<tr>
<td>Chinese Lifeline (Lifeline &amp; Interchurch</td>
<td>95 Great South Road, Remuera</td>
<td>522 2088/522 2808 522 2999 (24-hr)</td>
<td><a href="http://www.lifeline.org.nz/Chinese_Lifeline_136.aspx">http://www.lifeline.org.nz/Chinese_Lifeline_136.aspx</a></td>
</tr>
<tr>
<td>Counselling Services)</td>
<td></td>
<td></td>
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<tr>
<td>Citizens’ Advice Bureau</td>
<td>1st Floor, Auckland Central City</td>
<td>302 3676 625-3090 (multi-lingual</td>
<td><a href="http://www.cab.org.nz/Pages/home.aspx">http://www.cab.org.nz/Pages/home.aspx</a></td>
</tr>
<tr>
<td>Library, 44-46 Lorne Street</td>
<td></td>
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</tr>
<tr>
<td>The Peoples Centre (medical and dental services)</td>
<td>33, Wyndham Street</td>
<td>0800 4PEOPLE (0800 4 736753)</td>
<td><a href="http://www.peoplescentre.co.nz">http://www.peoplescentre.co.nz</a></td>
</tr>
<tr>
<td>Office, 499, Richmond Road, Grey Lynn</td>
<td></td>
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<tr>
<td>135, Albert Street</td>
<td></td>
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<tr>
<td>Korea in Auckland</td>
<td>Queen Street, Auckland City</td>
<td></td>
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<tr>
<td>Doctor – Auckland: Maungakiekie Clinic</td>
<td>4 Puriri Ave Greenlane</td>
<td>520 0925</td>
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</tr>
<tr>
<td>Domestic Violence Centre</td>
<td>26, Wyndham Street</td>
<td>303 3938 303 3939 24-hr crisis line</td>
<td><a href="http://nz.vicdir.com/sn46908-0-domestic-violence-centre.htm">http://nz.vicdir.com/sn46908-0-domestic-violence-centre.htm</a></td>
</tr>
<tr>
<td>Elim Christian Centre (Korean and Mandarin</td>
<td>74 Cook Street Auckland City</td>
<td>309 3798</td>
<td><a href="http://www.elimchristiancentre.org.nz/">http://www.elimchristiancentre.org.nz/</a></td>
</tr>
<tr>
<td>Services Church)</td>
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<tr>
<td>Family Planning Clinic</td>
<td>Newpark Centre, 2/5 Short St</td>
<td>524 3341</td>
<td><a href="http://www.familyplanning.org.nz/">http://www.familyplanning.org.nz/</a></td>
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<tr>
<td>Newmarket</td>
<td></td>
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<tr>
<td>Immigration NZ</td>
<td>Level 4, 280 Queen Street</td>
<td>914 4100</td>
<td><a href="http://www.immigration.govt.nz">www.immigration.govt.nz</a></td>
</tr>
<tr>
<td>Japanese Christian Church</td>
<td>3/5 Ngaire Avenue, Epsom</td>
<td>623 0474</td>
<td></td>
</tr>
<tr>
<td>Lifeline Aotearoa &amp; Interchurch Counselling</td>
<td>95, Remuera Road, Remuera</td>
<td>522 2999 (24 hrs)</td>
<td><a href="http://www.lifeline.co.nz/">http://www.lifeline.co.nz/</a></td>
</tr>
<tr>
<td>Service</td>
<td></td>
<td></td>
<td>E-mail: <a href="mailto:info@lifeline.org.nz">info@lifeline.org.nz</a></td>
</tr>
<tr>
<td>Waitemata DHB Whitiki Maurea – Maori</td>
<td>33-37 Paramount Drive,</td>
<td>822 8555</td>
<td><a href="http://www.healthpoint.co.nz/default,618">http://www.healthpoint.co.nz/default,618</a></td>
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<tr>
<td>Mental Health and Addiction Services</td>
<td>Henderson</td>
<td>03.sm</td>
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<tr>
<td>New Zealand Aids Foundation (National Office)</td>
<td>Level 1, 31-35 Hargreaves Street, St Mary's Bay</td>
<td>0800 80 AIDS (2437) 300 6965</td>
<td><a href="http://www.nzaf.org.nz">www.nzaf.org.nz</a></td>
</tr>
<tr>
<td>Odyssey House (Administration)</td>
<td>390, Mt. Eden Road, Mt. Eden</td>
<td>638 4957</td>
<td><a href="http://www.odyssey.org.nz">http://www.odyssey.org.nz</a></td>
</tr>
<tr>
<td>Odyssey House Assessment and Admission Centre</td>
<td>Assessment &amp; Admission Centre Level 1, 110 Mt Eden Road</td>
<td>638 4957</td>
<td><a href="http://www.raeburnhouse.org.nz/compent/mtree/support-services/addiction/odyssey-house-assessment-admission-centre">http://www.raeburnhouse.org.nz/compent/mtree/support-services/addiction/odyssey-house-assessment-admission-centre</a></td>
</tr>
<tr>
<td>Police (Auckland Central Police Station)</td>
<td>Cnr Cook St. &amp; Vincent St.</td>
<td>302 6400</td>
<td><a href="http://www.police.govt.nz/">http://www.police.govt.nz/</a></td>
</tr>
<tr>
<td>Relationship Services (Auckland Central)</td>
<td>1st Floor, Robert Street, Ellerslie</td>
<td>525 1051</td>
<td><a href="http://www.relate.org.nz/">http://www.relate.org.nz/</a></td>
</tr>
<tr>
<td>Student Job Search (Auckland regional office)</td>
<td>Auckland University, Student Union Building, Level 2, 34 Princes St33 Wyndham Street, Auckland</td>
<td>0800 757 562</td>
<td><a href="mailto:info@ssj.co.nz">info@ssj.co.nz</a> <a href="http://www.sjs.co.nz">www.sjs.co.nz</a></td>
</tr>
<tr>
<td>Student Loan Service, IRD</td>
<td>Level 2, Student Union Building, Auckland University, 34 Princes St</td>
<td>0800 377 778</td>
<td><a href="http://www.ird.govt.nz/studentloans/">http://www.ird.govt.nz/studentloans/</a></td>
</tr>
<tr>
<td>StudyLink</td>
<td></td>
<td>0800 88 99 00</td>
<td><a href="http://www.studylink.govt.nz">http://www.studylink.govt.nz</a></td>
</tr>
<tr>
<td>Tenancy Services</td>
<td>Dept of Building and Housing, 67 Customs Street East, Auckland</td>
<td>0800 TENANCY (0800 83 62 62)</td>
<td><a href="http://www.dbh.govt.nz/tenancy-index">http://www.dbh.govt.nz/tenancy-index</a></td>
</tr>
<tr>
<td>Tenants Protection Association</td>
<td>2nd floor, 147 Great North Road, Grey LynnLevel 10, Kingston Street</td>
<td>360 1473</td>
<td></td>
</tr>
<tr>
<td>Tourism Auckland</td>
<td></td>
<td>0800 282 552</td>
<td><a href="http://www.aucklandnz.com">www.aucklandnz.com</a></td>
</tr>
<tr>
<td>New Zealand Income Support Service Work and Income (government dept)</td>
<td>450, Queen Street</td>
<td>0800 559 009</td>
<td><a href="http://www.workandincome.govt.nz/">http://www.workandincome.govt.nz/</a></td>
</tr>
<tr>
<td>Agency</td>
<td>Address</td>
<td>Telephone Number</td>
<td>Website</td>
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</tr>
<tr>
<td>ACC</td>
<td>Christchurch Branch</td>
<td>962 9200</td>
<td><a href="http://www.acc.co.nz">www.acc.co.nz</a></td>
</tr>
<tr>
<td></td>
<td>20-22 Twigger Street, Addington</td>
<td>0800 101 996</td>
<td><a href="mailto:claims@acc.co.nz">claims@acc.co.nz</a></td>
</tr>
<tr>
<td>Alcohol Helpline</td>
<td>77 Hereford St Christchurch</td>
<td>0800 787 797</td>
<td><a href="http://www.adanz.org.nz">www.adanz.org.nz</a></td>
</tr>
<tr>
<td>Budget Advisory Service + Help</td>
<td></td>
<td>366 3422</td>
<td></td>
</tr>
<tr>
<td>Canterbury Earthquake Recovery</td>
<td></td>
<td>080074642372</td>
<td><a href="http://www.cera.govt.nz">www.cera.govt.nz</a></td>
</tr>
<tr>
<td>Chinese Church Service Centre</td>
<td>286 Greers Rd., Bryndwr</td>
<td>359 5986</td>
<td></td>
</tr>
<tr>
<td>Chinese Lifeline</td>
<td>Christchurch Polytech Student Assn Bldg 5, Madras Street</td>
<td>0800 888 880</td>
<td></td>
</tr>
<tr>
<td>Citizens Advice Bureau</td>
<td></td>
<td>366 6490</td>
<td><a href="http://www.cab.org">www.cab.org</a></td>
</tr>
<tr>
<td>Christchurch City Libraries</td>
<td>PO Box 14 66</td>
<td>941 7923</td>
<td><a href="http://www.christchurchcitylibraries.com">www.christchurchcitylibraries.com</a></td>
</tr>
<tr>
<td>ChCh Community Law Centre</td>
<td>35 Riccarton Road, Christchurch</td>
<td>366 6870</td>
<td><a href="http://www.canlaw.org.nz">www.canlaw.org.nz</a></td>
</tr>
<tr>
<td>Depression Support Network</td>
<td>4th Floor Latimer View House 215 Gloucester Street, Christchurch</td>
<td>366 8083</td>
<td><a href="http://www.depressionsupportnetwork.wordpress.com">www.depressionsupportnetwork.wordpress.com</a></td>
</tr>
<tr>
<td>Disabled Persons Centre</td>
<td>314 Worchester St</td>
<td>379 5636</td>
<td><a href="mailto:di@disinfo.co.nz">di@disinfo.co.nz</a></td>
</tr>
<tr>
<td></td>
<td>Linwood, Christchurch</td>
<td>Service 366 6189</td>
<td></td>
</tr>
<tr>
<td>Gambling Crisis Hotline</td>
<td></td>
<td>0800 654 655</td>
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<tr>
<td>Immigration Service</td>
<td></td>
<td>0508 558 855</td>
<td><a href="http://www.immigration.govt.nz">www.immigration.govt.nz</a></td>
</tr>
<tr>
<td>Inland Revenue Department</td>
<td>PO Box 3753, Christchurch</td>
<td>0800 257 774</td>
<td><a href="http://www.ird.govt.nz">www.ird.govt.nz</a></td>
</tr>
<tr>
<td>Internal Affairs Department</td>
<td>NZI House, 96 Hereford Street - Passports</td>
<td>08002250550</td>
<td><a href="http://www.dia.govt.nz">www.dia.govt.nz</a></td>
</tr>
<tr>
<td></td>
<td>Citizenship</td>
<td>0800 22 51 51</td>
<td></td>
</tr>
<tr>
<td>New Zealand AIDS Foundation</td>
<td>253 Cashel Street, Christchurch</td>
<td>379-1953</td>
<td><a href="http://www.nzaf.org.nz">www.nzaf.org.nz</a></td>
</tr>
<tr>
<td></td>
<td>Christchurch</td>
<td>0800 802 437</td>
<td></td>
</tr>
<tr>
<td>NZ Qualifications Authority</td>
<td>PO Box 160, Wellington, 6140</td>
<td>080069729</td>
<td><a href="http://www.nzqa.govt.nz">www.nzqa.govt.nz</a></td>
</tr>
<tr>
<td>Psychiatric Emergency Service</td>
<td>Rape/Sexual Assault</td>
<td>0800 920 092</td>
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<td></td>
<td>Victim Support</td>
<td>0800842846</td>
<td></td>
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<tr>
<td></td>
<td>Women's Refuge</td>
<td>0800 773843</td>
<td><a href="http://www.womensrefuge.org.nz">www.womensrefuge.org.nz</a></td>
</tr>
<tr>
<td>StudyLink</td>
<td>Level 1 224 Cashel Street,</td>
<td>0800 889 900</td>
<td><a href="http://www.studylink.govt.nz">www.studylink.govt.nz</a></td>
</tr>
<tr>
<td>Tenancy Services</td>
<td></td>
<td>0800 836 262/ 379 8324</td>
<td><a href="http://www.dbh.govt.nz">www.dbh.govt.nz</a> / <a href="mailto:info@dbh.govt.nz">info@dbh.govt.nz</a></td>
</tr>
<tr>
<td>Work and Income NZ</td>
<td>26 Beresford St. PO Box 18 602</td>
<td>0800 559 009</td>
<td><a href="http://www.workandincome.govt.nz">www.workandincome.govt.nz</a></td>
</tr>
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</table>
COMPLAINTS AND PETITIONS

CONCERNS, SUGGESTIONS, COMPLAINTS AND PETITIONS

In its role as a premier provider of acupuncture and TCM education in New Zealand, New Zealand College of Chinese Medicine has developed a fair 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.

Each class has a student representative and matters of concern can be raised with them privately or as part of a class meeting. Senior staff have regular meetings with class representatives at both branches.

Students are also encouraged to place a note in the Suggestions Box in both branches at Reception. The note can be signed or anonymous, and all notes are discussed and actioned at the fortnightly Senior Staff Meeting in Auckland.

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

You 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.

The procedures for making a formal complaint are as follows:

i. Students are encouraged in the first instance to discuss the issue with the course teacher if related to a course matter and if appropriate, to the Academic Principal’s Assistant, or Branch Manager (Christchurch) or Student Services Manager (Auckland) or the Academic Principal or CEO.

ii. A student can formally register a complaint by obtaining a student complaints form from Reception and returning it there upon completion.

iii. The student will then be invited to attend a confidential interview with the management of the College to initially discuss and clarify the nature and detail the complaint. The student has the option to attend this meeting with a support person/s-

iv. Based on the initial meeting the student will then be placed in touch with the appropriate NZCCM staff to continue the resolution.

v. If appropriate in concluding a resolution, the student complaint may be presented to the College Board.
**Petitioning a decision about a complaint:**

**The procedures for petitioning a decision about a complaint are as follows:**

i. If you are still not satisfied with NZCCM complaints resolution process you should contact the Quality Commissioner of the New Zealand Association of Private Education Providers (NZAPEP); see www.qualitycommissioner.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.


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 or Permit to Study in New Zealand), and you are not satisfied with the internal complaint and petitioning procedures of NZCCM, you may take the matter to the International Education Appeal Authority: [http://www.justice.govt.nz/tribunals/international-education-appeal-authority](http://www.justice.govt.nz/tribunals/international-education-appeal-authority)

iv. The IEAA is established to receive and adjudicate on complaints received from international students, or their authorised agents/representatives, concerning alleged breaches of the Code of Practice for the Pastoral Care of International Students. The NZCCM is a signatory of the code and provides all its international students with a summary of the code. You can get a full copy of the code online from [http://www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForProvidersOfInternationalEducation/CodeofPracticeforInternationalStudents/CodeOfPractice.aspx](http://www.minedu.govt.nz/NZEducation/EducationPolicies/InternationalEducation/ForProvidersOfInternationalEducation/CodeofPracticeforInternationalStudents/CodeOfPractice.aspx)

v. If the IEAA considers your complaint or petition falls outside its jurisdiction, it will refer the matter to the relevant body.

vi. All matters brought to the IEAA will be handled in accordance with the Privacy Act.

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**HEALTH AND SAFETY**

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 branch shares a building 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.
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 herbal pharmacy in Auckland and at Reception and the Branch Manager’s office in Christchurch.

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 CEO Auckland or the Branch Manager Christchurch.

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 or the Fire Warden will notify everybody in their area of responsibility of the correct procedure.

You cannot use an elevator (lift) to evacuate a building. 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. Information on evacuation points is displayed for student information in prominent locations at each campus. Evacuation is taken very seriously and must be done 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 carpark 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. 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 and snow storms, teachers, 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 the college has current cell phone numbers and email addresses to help the college contact you in the case of an emergency.

**ACCIDENTS**

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. These hazard accident and incident report forms are available from Reception.

**STUDYLINK INFORMATION, FOR NZ RESIDENTS OR CITIZENS**

StudyLink is a branch of the Ministry of Social Development that manages the Student Allowances and Student Loan Scheme. This assistance is only available to New Zealand Citizens and Permanent Residents.

New Zealand College of Chinese Medicine is registered with the Tertiary Education Commission (TEC) so that students enrolled in approved courses can access StudyLink assistance. You can contact StudyLink by phone: 0800 889900, or emailing studylink@msd.govt.nz, or check their website www.studylink.govt.nz.

In brief, there are three types of assistance:
- Student Loan
- Student Allowance
- Unemployment Benefit - Student Hardship.

Domestic students enrolled in full-time Chinese medicine courses may apply for a Student Loan, and Course Related Costs, to cover:
- Tuition fees
- Course-related costs e.g. text books, materials, transport (up to $1000 per year)
- Living costs.

Please note that if you meet the Student Allowance criteria:
- and you are under 25, your parents’ income will be assessed
- and you are over 24 and have a partner, your partner’s income will be assessed
- and you are a Permanent Resident, you must have lived in NZ for two years
- any trips outside NZ for more than 8 weeks will be investigated by StudyLink.

**Note:**
- You may apply for both an allowance and a loan.
- To apply for a loan covering course-related costs, you must provide quotations or receipts as evidence of the cost.
- Student Loan repayments are made through Inland Revenue, www.ird.govt.nz.
StudyLink will keep IRD informed of your student status if you give NZCCM your IRD number.

You may apply at any time during your course for a loan to cover tuition fees and/or course-related costs. However, if you want StudyLink to cover living costs at the start of your study, you will need to state that you are applying from the start date of your course.

**Note:**
Student Loans and Allowances can take up to three weeks to organise, so apply as soon as possible. The tuition fees component of the loan will be credited directly to Public Trust’s NZCCM account, and gradually paid to NZCCM.

**STUDENTS ARE REQUIRED TO SIGN A STUDENT HANDBOOK FORM WHICH IS ATTACHED AS APPENDIX III**
APPENDIX I: STUDENT LEAVE APPLICATION FORM

Student Leave Application Form

This form must be filled out and signed by your tutors before leave can be considered. Upon completion, take this form to Delphine Gavin (Auckland) or Gillian Reynolds (Christchurch) if requesting leave for up to two weeks. For leave of more than two weeks, take or send the completed form to Stephen Xu.

<table>
<thead>
<tr>
<th>Student Name</th>
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<tbody>
<tr>
<td>Student ID Number</td>
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<tr>
<td>E-mail</td>
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<tr>
<td>Phone Number</td>
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<tr>
<td>Commencement Date at NZCCM</td>
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<tr>
<td>Year and Semester</td>
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</tbody>
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The dates I will be absent

From: _____________________ To: ____________________

The date I will return to class

*Reason for Leave:

*NZCCM Policy: No re-sits for Bachelor level. Other students who miss an assessment and do not have a medical certificate must pay to re-sit.

Course Information

Student fills out column 1 below left, “Subjects”, then gives this form to each of his/her tutors.

Tutors complete column 2 “Summative Assessments”, column 3, “% of each assessment” and then sign.

<table>
<thead>
<tr>
<th>Subjects</th>
<th>List any summative assessments or essential work the student will miss</th>
<th>% of each assessment</th>
<th>Tutor’s signature</th>
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OFFICE USE ONLY: Approved / Not Approved

Comment: ____________________________________________________________________________________

Recorded on Take 2 by _____________________________ on ________________________________

Signature: ___________________________________
APPENDIX II: RE-SIT POLICY

Policy: Re-sit

Effective: 16 November 2011

Purpose Statement

This policy details the criteria for students eligible to apply for a re-sit of a final assessment. An application fee of $20.00 shall apply.

Students who apply to re-sit, meet the criteria, and pay the required fees will automatically be granted a re-sit.

An application does not necessarily mean that a re-sit will be provided.

Policy

Clinical courses

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.

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 25% of the tuition fee for the subject).

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) A student must submit a re-sit application within five (5) working days of result notification and pay the $20.00 application fee.

2) The student will be advised of the application outcome within five (5) working days. If successful, the re-sit fee must be paid within five (5) working days of the application outcome notification.

3) The student will be notified within five (5) working days of receipt of payment of the date and venue for the re-sit.

4) The student will be notified of his/her result within five (5) working days following the re-sit.
APPENDIX III: STUDENT HANDBOOK FORM

I hereby acknowledge that I have received the 2012 Student Handbook and read and understand the conditions included in the Student Handbook.

Student Name: ____________________________

In-take Year: ____________________________

Student Signature: ____________________________

Date Signed: ____________________________

Please sign and return this form to Reception as soon as you receive and read the Student Handbook.

Please contact the Student Services Manager or Christchurch Branch Manager with any concerns or questions about the conditions contained in the Handbook.