New Zealand College of Chinese Medicine

Student Handbook

Semester One

2019

• Bachelor of Health Science with major in:
  o Chinese Medicine (Acupuncture and Herbal Medicine) (Level 7)
  o Acupuncture (Level 7)
• Diploma in Tuina (Level 7)
• NZ Diploma in Wellness and Relaxation Massage (Level 5)
• NZ Certificate in English Language (Level 4)

Learning together to provide excellent health services for New Zealand and the world

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

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

Whether this is your first year with us, or you’re returning for a further period of study, I hope that 2019 is a very positive one for you. Our hope is that this study will make a positive difference to your options and choices for the future and will provide you with new skills and knowledge to pursue the great opportunities.

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

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

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

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

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

Stephen Xu
Chief Executive
1. About NZCCM

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

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

1.3. Values
- Authenticity
- Commitment
- Honesty
- Integrity
- Diversity
- Respect

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

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

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

The College has an academic faculty that is highly qualified in their specialist fields. NZCCM has a combination of full time and long term contracted teaching staff. Continued professional development in both subject content and educational, academic and clinical practice is a unique distinctive characteristic of NZCCM.
2. Management Structure and Governance

2.1. NZCCM Board of Directors

The Board of Directors is the ultimate authority within the College. Its prime function is to monitor the overall performance of the College, and to approve and advise on the strategic direction of the educational establishment which reviewed by the NZCCM Council. The Board takes unique responsibility of the management of key financial and regulatory risks. It currently comprises 2 members and meets at least four times a year.

- Stephen Xu as President
- Jessica Li Feng

2.2. NZCCM Council

The NZCCM Council’s prime function is to offer advice and assistance to the NZCCM Board of Directors and CEO to monitor the overall performance of the College and lead the strategic direction of this educational establishment including quality improvement and programme effectiveness. No member of Council will have any fiscal responsibility or liability.

The Council comprises following members and meets every two months.

- John Hinchcliffe
- Michael Byrnes
- John Sinclair (Chair)
- Andrea Vujnovich
- Amber Oram (Secretary)

2.3. NZCCM Organisational Structure
### 2.4. Management & Support Staff

<table>
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<th>Name</th>
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<tr>
<td>CEO</td>
<td>Stephen Xu</td>
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<tr>
<td>College Principal</td>
<td>Jessica Li Feng</td>
</tr>
<tr>
<td>Operations and Quality Assurance Manager</td>
<td>Andrew Ayles</td>
</tr>
<tr>
<td>Academic Manager</td>
<td>Mel Cooper</td>
</tr>
<tr>
<td>Recruitment and Student Services Manager</td>
<td>Peter Coddington</td>
</tr>
<tr>
<td>Marketing Officer</td>
<td>Melinda Liang</td>
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<tr>
<td>Campus Administration</td>
<td>Anderson Dong &amp; Amy Zhao</td>
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<tr>
<td>Accounts</td>
<td>Yan Xuan Chua &amp; Tania Johansson</td>
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<tr>
<td>Academic Administrator</td>
<td>Helena Ying</td>
</tr>
<tr>
<td>Librarian &amp; Database Training</td>
<td>Linda Platts</td>
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<tr>
<td>Research Leader</td>
<td>Elisa Tam</td>
</tr>
<tr>
<td>IT Support</td>
<td>George Shi and Anderson Dong</td>
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<tr>
<td>Clinic Reception and Administration</td>
<td>Esther Wong &amp; Amy Zhao</td>
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</table>

### 2.5. Academic Staff and Clinical Supervisors

**Academic Staff**
- Jessica Li Feng (PhD in TCM)
- Vahideh Toosi (PhD in TCM, MD)
- Shirley Cao (M. Med in TCM)
- Bob Wang (M. Med in Acu)
- Dandan Yu (PhD in TCM))
- Feng Gao (MB in TCM, BBus)
- Linda Tian (MB in TCM)
- Sarojini Kathiravelu (MHSc. MBBS)
- Sridhar Madella (PhD, MHSc in Nats)
- Asmita Patel (PhD in P.H.)
- Ravi Telang (PhD in Pharm)
- Susan Wang (M.Med in TCM)
- Amy Yin (M.Com. BHSc in CM)
- Bin Shi (PhD in TCM)
- Steve Scott (MBA)
- Vesna Zdravkovic (M.D, Post Dip. in Sc)
- Ilana Sowter (MAsc. in CM, BHSc in Acu)
- Trina Bergloff-Howes (BSc, Dip in TM)
- Lony Stewart (BEd in Sports and Massage)

**Clinical Supervisors**
- Jessica Li Feng
- Feng Gao
- Susan Wang
- Vahideh Toosi
- Bob Wang
- Mary Zhang (M. Med in TCM)
- Bin Shi
- Dandan Yu
- Bill Lee (BHSc in CM)
- Gina Liu

**Academic Support**
- Jessica Li Feng
- Vahideh Toosi
3. Student Information

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

The NZCCM orientation programme may include, but is not limited to, the following:
- Explanation of the campus layout
- An introduction to all available campus support staff
- Distribution of the Student Handbook, explaining and highlighting NZCCM academic and administration policies and regulations
- Student Code of Conduct and expectations
- Health and Safety procedures
- Complaints Procedure
- Attendance requirements and what to do in case of absence
- Normal office hours and access
- Student Facilities on Campus
- Location of toilets
- Location of exits
- Hours students can access facilities
- Library facilities and textbook purchasing
- Contact details – updated and correct
- Forms and completion of public trust documentation
- Student ID card photos
- Explanation of the Education (Pastoral Care of International Students) Code of Practice 2016
- Course-related costs (e.g. Resubmission fees for an assignment with a plagiarism Vericite report of more than 20% - resubmission of an assignment due to unreferenced citations)
- A copy of the current Student Handbook and a declaration form to sign.

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

The campus is a three-storey building includes both teaching and learning facilities, including classrooms, Library, student learning commons, lunchroom, outdoor decking, and a purpose-built teaching clinic with 11 treatment rooms, a Chinese Herb Dispensary, a clinical learning centre and dedicated patient off-site parking. In addition, there is a TCM clinical centre with 9 treatment rooms located in first floor for teaching staff to practice and for graduates who intend to learn how to start their real clinic practice. The Administration office and Reception are located on Level 2.
A surveillance camera system is operational throughout the college.

3.3. Library Facilities

The Auckland Campus library has collections of lending books, reference books, multimedia and printed journals available to the students and teaching staff of the College. In addition, the College provides access to 5 databases specifically dedicated to Chinese medicine, Western medicine and alternative and complementary therapy journals. Many of the journals in three databases are available in full text, so should be used to support both study and research. The other two databases are reference resources similar to handbooks – one on herbs and supplements and the other on rehabilitation medicine.

The Auckland Campus Library is open between the hours of 9.30am and 5.30pm Monday to Friday (The librarian is away at lunch between 1:00pm and 2.00pm). Should the librarian be unavailable during the day, library materials due to be returned should be left with staff at Reception. If you wish to renew items you have borrowed, you may do this yourself on Moodle through your library record, or you may contact the librarian by phone or email (lindaplots@chinesemedicine.ac.nz) requesting a renewal (i.e. an extension). Note that if another borrower has placed a hold on any item you have, you will not be able to renew, and you will be asked to return the item by its due date.

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

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

If you would like any extra help with finding information for your studies or research, or for improving your information literacy skills, contact the librarian to discuss this.

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

3.4. Personal Property

NZCCM cannot take responsibility for any loss or damage to students’ personal property. It is the students’ responsibility to ensure that their belongings are kept safe.

3.5. Locker Facilities

The College Auckland Campus has lockers on the level 1 and a limited number in the student clinic. Lockers keys can be obtained from reception. Locker fees are $15 per Semester or $30 per year and $15 deposit/bond. You can pay for a full year or semester by semester. Locker keys are to be returned to the campus reception for a refund of your bond/deposit at the end of each academic year.

**NB:** Students may not sub-let the locker to another student.

**NB:** Students who have any locker keys may not be eligible to receive their official original academic transcript or certificate.
3.6. Shared Learning Common Facilities
The Auckland Campus provides study rooms for student use on the first and second floors. Please share these learning commons and respect other students who may be using the spaces.

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

3.7. Pets and Animals
Pets and animals are not permitted on campus property, unless it is a special-service animal such as a guide dog.

3.8. Smoking
NZCCM buildings and grounds are smoke-free. This also applies to e-cigarettes.

3.9. Visitors
Friends and visitors are welcome but must report to reception. If anyone wishes to meet with a member of staff, please make an appointment.
## 3.10. Academic Terms and Holidays

**NB:** 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.

### 2019 NZCCM Terms and Holidays

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<td>5</td>
<td>23</td>
<td>Teaching Week</td>
</tr>
<tr>
<td>26-Aug-19</td>
<td>30-Aug-19</td>
<td>6</td>
<td>24</td>
<td>Teaching Week</td>
</tr>
<tr>
<td>02-Sep-19</td>
<td>06-Sep-19</td>
<td>7</td>
<td>25</td>
<td>Teaching Week</td>
</tr>
<tr>
<td>09-Sep-19</td>
<td>13-Sep-19</td>
<td>8</td>
<td>26</td>
<td>Teaching Week</td>
</tr>
<tr>
<td>16-Sep-19</td>
<td>20-Sep-19</td>
<td>9</td>
<td>27</td>
<td>Teaching Week</td>
</tr>
<tr>
<td>23-Sep-19</td>
<td>27-Sep-19</td>
<td>10</td>
<td>28</td>
<td>Teaching Week</td>
</tr>
<tr>
<td>30-Sep-19</td>
<td>04-Oct-19</td>
<td>Holiday</td>
<td>Holiday</td>
<td></td>
</tr>
<tr>
<td>07-Oct-19</td>
<td>11-Oct-19</td>
<td>Holiday</td>
<td>Holiday</td>
<td></td>
</tr>
<tr>
<td>14-Oct-19</td>
<td>18-Oct-19</td>
<td>1</td>
<td>29</td>
<td>Teaching Week</td>
</tr>
<tr>
<td>21-Oct-19</td>
<td>25-Oct-19</td>
<td>2</td>
<td>30</td>
<td>Teaching Week</td>
</tr>
<tr>
<td>28-Oct-19</td>
<td>01-Nov-19</td>
<td>3</td>
<td>31</td>
<td>Teaching Week</td>
</tr>
<tr>
<td>04-Nov-19</td>
<td>08-Nov-19</td>
<td>4</td>
<td>32</td>
<td>Teaching Week</td>
</tr>
<tr>
<td>11-Nov-19</td>
<td>15-Nov-19</td>
<td>5</td>
<td>33</td>
<td>Teaching Week</td>
</tr>
<tr>
<td>18-Nov-19</td>
<td>22-Nov-19</td>
<td>6</td>
<td>34</td>
<td>Teaching Week</td>
</tr>
<tr>
<td>25-Nov-19</td>
<td>29-Nov-19</td>
<td>7</td>
<td>35</td>
<td>Teaching Week</td>
</tr>
<tr>
<td>02-Dec-19</td>
<td>06-Dec-19</td>
<td>8</td>
<td>36</td>
<td>Teaching Week</td>
</tr>
</tbody>
</table>
3.11. Statutory Holidays 2019

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good Friday</td>
<td>Friday 19th April</td>
</tr>
<tr>
<td>Easter Monday</td>
<td>Monday 22nd April</td>
</tr>
<tr>
<td>ANZAC Day</td>
<td>Thursday 25th April</td>
</tr>
<tr>
<td>Queen's Birthday</td>
<td>Monday 3rd June</td>
</tr>
<tr>
<td>Labour Day</td>
<td>Monday 28th October</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>Wednesday 25th December</td>
</tr>
<tr>
<td>Boxing Day</td>
<td>Thursday 26th December</td>
</tr>
</tbody>
</table>

3.12. Fees

Payments
Fees are due before courses start and students should arrange their applications with Study Link. If a student is not accessing funding from Study Link, they should make payment directly to Public Trust before the course start date.

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

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

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

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

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

Course-Related Costs: 2019

Other than the tuition fee, students are required to purchase certain texts and equipment (including any course hand-outs, an acupuncture model, needles, cotton swabs, etc.). Students are also required to contribute towards any additional administrative costs e.g. photocopying, student ID cards, etc. The total will be around $1000 (including GST) for the first year of study and vary for subsequent years. A textbook list is provided to all students at the start of the academic year.
<table>
<thead>
<tr>
<th>Bachelor of Health Science – Level 7</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Course related materials</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Textbooks</td>
</tr>
<tr>
<td>Acupuncture model (optional)</td>
</tr>
<tr>
<td>Needles</td>
</tr>
<tr>
<td>Alcohol swabs</td>
</tr>
<tr>
<td>Moxa</td>
</tr>
<tr>
<td>Clinical practise equipment starter kit</td>
</tr>
<tr>
<td>Jacket for clinic-level students (incl. observers)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Diploma in Tuina – Level 7</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Course related materials</strong></td>
</tr>
<tr>
<td>(some may be available through the College)</td>
</tr>
<tr>
<td>Textbooks</td>
</tr>
<tr>
<td>Massage Table – (optional)</td>
</tr>
<tr>
<td>Jacket for clinic-level students (incl. observers)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NZ Diploma in Relaxation and Wellness Massage (Level 5)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Class based Learning Resources - Compulsory</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Textbooks</td>
</tr>
<tr>
<td>Massage Table – (optional)</td>
</tr>
<tr>
<td>Massage wax pump bottle</td>
</tr>
<tr>
<td>Linen (towels and sheets)</td>
</tr>
<tr>
<td>Tunic for clinic-level students (incl. observers)</td>
</tr>
<tr>
<td>MNZ Student Membership (optional)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>NZ Certificate in English Language (level 4)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Class based Learning Resources</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Textbooks</td>
</tr>
</tbody>
</table>
Other Course-related Fees – 2019

<table>
<thead>
<tr>
<th>Fees:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Re-sit Application Fee</td>
</tr>
<tr>
<td>Re-sit Fee for Theory Assessments (Assessment preparation and marking)</td>
</tr>
<tr>
<td>Re-sit Fee for Practical Assessments</td>
</tr>
<tr>
<td>Assignment Late marking fee</td>
</tr>
<tr>
<td>Assignment re-marking fee</td>
</tr>
<tr>
<td>Clinical extension classes</td>
</tr>
<tr>
<td>Re submission fees</td>
</tr>
<tr>
<td>Individual Learning Agreements</td>
</tr>
<tr>
<td>APL application fee</td>
</tr>
<tr>
<td>Transfer of Credits</td>
</tr>
<tr>
<td>Enrolment variation fee</td>
</tr>
<tr>
<td>Enrolment administration fee</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Other costs:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Photocopy charge – via copy card system</td>
</tr>
<tr>
<td>Student ID Card – compulsory</td>
</tr>
<tr>
<td>Lockers</td>
</tr>
<tr>
<td>Locker key replacement fee</td>
</tr>
<tr>
<td>Transcript of official learning results</td>
</tr>
<tr>
<td>Additional Final Transcripts **</td>
</tr>
<tr>
<td>Replacement certificate **</td>
</tr>
</tbody>
</table>

** There is a replacement certificate policy in page 64. Please request this in writing from the Registrar.

Email: mel.cooper@chinesemedicine.ac.nz

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

Student Services Fee
The College does not charge student service fees. 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.
Withdrawals and Student Fees Refund

As per Section 235 of the Education Act 1989, students (International and Domestic) have the following entitlements:

1. **Domestic students** enrolled in courses **three months or longer** in duration may withdraw up until the end of the eighth day of the course and receive a full refund less administration costs, of up to 10% of any amount paid, or $500, whichever is the lesser.

2. **International students** enrolled in courses that are **three months or longer** in duration may withdraw up until the end of the tenth working day and receive a full refund less justifiable costs, of up to 25% of fees paid.

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

4. When a refund is determined, NZCCM will provide the student with an indication of how the deductions have been calculated.

5. If the student is unhappy with the amount that NZCCM has withheld in the refund, they can lodge a complaint with the NZQA Disputes Resolution Service through iStudent Complaints (http://www.istudent.org.nz/).

6. NZCCM reserves the right to cancel any programme or courses for which there are insufficient enrolments, and a full refund of any and all course-related fees paid by students will automatically be given.

7. In the event of a Course Closure Event, NZCCM will refund students on a pro-rata basis according to the proportion of the undelivered services provided by the College to the student.

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

9. Domestic student withdrawal from a course may affect further access to student loans and allowances. The refund process may take up to 2 weeks, or longer where there are unusual circumstances.

10. When an international student withdraws for study, NZCCM is obliged to inform Immigration New Zealand (INZ) in writing, within 7 days of the withdrawal.

If the student is unhappy with the amount that New Zealand College of Chinese Medicine has withheld in the refund, they can lodge a complaint with the NZQA Disputes Resolution Service through iStudent Complaints.

**Student Fee Trust and Protection**

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

Student fee protection covers all payments made to a New Zealand College of Chinese Medicine by, or on behalf of, a student. These will include, as appropriate:
• Tuition fees (excluding course-related costs which are purchased by the student on an as needed basis and are not charged by the College in a lump sum as part of the tuition invoice)
• Application and student ID fee
• Accommodation
• Living expenses

Fee protection includes Agents' fees, if applicable
The amount of fees to be put in Trust is the amount receipted by the New Zealand College of Chinese Medicine and advised to the New Zealand Immigration Service. This amount will be the greater of either:
• the amount paid by the student to the New Zealand College of Chinese Medicine,
• the amount paid by the student to an agent (if the student paid the New Zealand College of Chinese Medicine via an agent), or
• the recommended retail price for the course (as long as it is not less than the amount paid by the agent or student to the New Zealand College of Chinese Medicine).

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

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

Fee protection includes Living expenses, if applicable
Monies paid by the student to New Zealand College of Chinese Medicine for living expenses will not be treated as part of New Zealand College of Chinese Medicine operating funds.

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

All fees will be protected by Public Trust until the period for withdrawal with refund has passed. New Zealand College of Chinese Medicine has in place a policy for withdrawal and refund that covers;
• student withdrawal before, during and after the relevant refund period
• the provider voluntarily ceasing its course or courses
• voluntary closure by a provider; and
• a course closure event.

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

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

New Zealand College of Chinese Medicine informs students of the provisions in place to protect fees, prior to enrolment, and students are required to sign acknowledgement of this, along with their confirmation of enrolment.
New Zealand College of Chinese Medicine operates a Public Trust account to indemnify student fees and distributes funds based on a payment schedule.

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

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

3.13. Recognising Learning for Credit

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

Recognition of Prior Learning is a process that involves formal assessment of a learner’s relevant and current knowledge and skills (gained through prior learning) to determine achievement of learning outcomes of a qualification.

Recognition of prior learning leads to credit being awarded for current and relevant skills, knowledge, and attributes achieved, without regard for the length, place or method of learning (e.g. workplace, life experience, hobbies, self-directed study).

Commonly used terms:

- **Credit Transfer (CT):** credit awarded for having successfully completed an identical programme or standard at the same tertiary education organisation or another accredited tertiary education organisation.

- **Cross Credit (CC):** credit awarded for having successfully completed an equivalent course or standard at the same tertiary education organisation or another accredited tertiary education organisation.

- **Assessment of Prior Learning (APL):** similar to RPL with an assessment of learning carried out by challenge test, professional conversation or panel presentation, along with a portfolio of evidence.

- **Assessment of Current Competency:** an assessment of a learner’s existing skills and knowledge to ensure they remain up to date and valid against the relevant learning areas.

- **Advanced Standing:** As a result of being awarded credit recognition, an applicant may be eligible to enter a programme or qualification at an advanced level following an assessment of prior learning, qualification equivalence or current competency.

Advanced standing is a feature of articulation arrangements between TEOs, whereby learning achieved by learners at one TEO is recognised automatically at another TEO.

**Policy**

1. NZCCM recognises the importance and relevance of APL through recognition of prior learning, credit transfer and cross credit through procedures that ensure processes are fair, open, defendable, timely and educationally sound.
2. The Quality Assurance Manager provides support and guidance to staff involved in providing assessment of all APL, co-ordination of assessment by subject specialists, and the recording of outcomes. The College Principal will nominate and supervise appropriate assessors in relation to APL applications of any TCM qualifications for RPL/ Credit Transfer and Cross Credit.

3. The Academic Manager will nominate and supervise appropriate assessors in relation to APL applications that are outside the scope of TCM but remain within the suite of NZQA-approved qualifications.

4. NZCCM will provide students with clear and current information on the processes for APL, and on the scale of fees applicable to any services provided within this policy.

5. Prior learning will be assessed against the same standards and within the same moderation systems as used within NZCCM programmes.

6. Students are responsible for provision of relevant evidence, where this is available; and NZCCM will arrange for assessments where these are required. Evidence supplied, and/or collected must relate to specific units or other programme content for which RPL / Credit is sought and NZCCM must establish that this evidence is valid, authentic and sufficient in relation to the specified unit or programme content.

7. NZCCM recognises that prior student activities provide evidence relevant to assessment. Evidence for assessment of prior learning may be accepted from one or more of: prior performance, learning activities, specially created assessment tasks, and current competency.

8. Credits and/or standards awarded as a result of assessment of prior learning are of equal standing to credits awarded through other forms of assessment.

9. NZCCM attests to the “special nature” of its qualifications. NZCCM also recognises that learners are increasingly mobile, and they expect their qualifications to be easily recognised wherever they go.

The following are acceptable guidelines for the awarding of prior credits at NZCCM:

**Diploma in Tuina**

For NZCCM Diploma in Tuina transferring to the NZCCM BHSc, students can credit transfer the following NZCCM courses: CMK 1, BMS 1 MS, PMP 1, CMS 1 Part A, CMK 2, BMS 1 – AP, CMK 3, CMS 1 Part B, BMS 3, PMP 2, CCM 1, CCM 2, CCM 3, and CMS 2. For the purposes of clarity, the course codes in qualification with ref # 7282 are listed and are equivalent to the courses with the same code; however, TEC course register requires different code numbers on the course register.

For applicants with a BHSc from an overseas recognised University or other TEO, students may be required to complete the following courses after CRT/RPL applied: TPMP1, TCMK 3, TPMP 2, TCM 2, TCM 3 and TP. A minimum of 120 credits is needed to be undertaken as a programme of study when enrolling with NZCCM.

**Bachelor of Health Science with Majors in Chinese Medicine (Acupuncture and Herbal Medicine); Acupuncture (Level 7)**

Applicants with a minimum of a level 7 degree-equivalent from an overseas recognised university or TEO and a minimum of four years’ full-time study are eligible to apply for APL/RPL credit
recognition up to a maximum of 2/3 of the degree credit total, this being 240 credits for the three-year Bachelor of Health Science (Acupuncture) and 320 credits for the four-year Bachelor of Health Science (Chinese medicine). All candidates must complete the following courses as a minimum requirement: PMP 1; PMP 2; PMP 3; BMS4; BMS5; ACP3 (for Acu major) and CMP 5 (for CM major).

10. Where a student has gained credits through study at another TEO, NZCCM may allow the student direct credit for this course or standard. NZCCM reserves the right to use challenge assessments for current competency. Any prior learning results from courses for which the cross credit or credit transfer is being applied, must have been completed within the last five (5) years, or provide evidence of continuous practice after their graduation.

11. All decisions on APL will be clearly communicated to students, along with appeal procedures.

12. Applicants who hold a New Zealand WMS degree and hold a current annual practicing certificate (APC under HPCA Act) or have held an APC within the last three (3) years are waived from the requirements of clause 9 of this policy.

NB: Fees Apply

Procedures/Guidelines

1. The fee for APL is $100.00 for administration of the original application and for domestic students where APL is granted shall be $5.00 per credit for each course and to a maximum of $1600.00 and for international students, where APL is granted, the fees shall be a minimum of $10.00 per credit up to a maximum of the equivalent of 25% of the course fees for each course credited.

2. Students wishing to progress APL applications must fully complete the ‘APL Application Form’ and forward this to the Quality Assurance Manager, who maintains a file of applications, and monitors timely progress of applications sent to assessors. The form is available at the Reception on the second floor. Applications for Credit Transfer/Cross Credit or RPL must be received at least two weeks prior to the enrolment/re-enrolment start date. Cases of late enrolment will be dealt with on an individual basis.

3. After the assessment of the application the outcome is recorded by the Assessor on the APL Assessor’s Report Form, and this is forwarded with copies of assessment data, interview notes and other relevant evidence to the Quality Assurance Manager who will gain approval of the decision through the Programme Management Committee. Once approval has been agreed the Quality Assurance Manager will:

- Advise the student of the outcome of the application for APL and the right of appeal to the Academic Manager.
- Record the outcome and file a copy of details of the APL process and outcome in the ‘Student File’.
- Notify relevant Administration staff and relevant Tutors.
- Ensure, in association with administration staff that all matters relating to the application are satisfactorily concluded.
Appeals for APL Outcomes

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

Alterations or Cancellations

The College reserves the right to:

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

3.14. Student Educational Performance, Leave and Attendance

NZCCM is committed to providing quality education and guidance to all our students. NZCCM monitors student attendance and progress toward meeting course objectives. The College understands that academic success and attendance go hand-in-hand. Whilst students are attending the College, we are able to monitor progress and assist them in every way to achieve our shared goals for success. None of this is possible when a student is absent.

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

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

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

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

Electronic finger print attendance monitoring operates in the student clinic.

Student Clinic

There is a requirement for 100% attendance (a minimum of three hours in the clinic) to pass the course. Students who leave earlier than the requirement will be marked as absent for the whole session. Students who arrive more than 20 minutes late will be marked as absent.

Clinical sessions have a compulsory requirement of 100% attendance. If, for unforeseen circumstances, a student is unable to attend a rostered session the student is required to inform the Clinical Administration staff and his/her supervisor either by phone or email to enable any appointments to be rescheduled or reassigned to another student practitioner.
Any student absent from any rostered clinical session in the Auckland Clinic is to make up the attendance shortfall during holiday clinic timetables to ensure he/she meets the 100% attendance requirement. Fees may apply.

Student attendance is recorded electronically by the Academic Administration on a weekly basis. The Academic Administration prepares the weekly report. This is sent to the Academic Manager who monitors student attendance rates. Students identified as having low attendance rates are sent a letter and an email that outlines the attendance rate and a reminder that students are required to follow the school policy.

At the end of each semester the attendance is calculated by the Academic Administration to determine which students will need to make up time in the holiday clinic.

Students required to work in the holiday clinic roster are emailed by the Academic Administration. The holiday clinic roster is sent by email to all students, supervisors and the SMT.

**Pre-Clinic Training**

There is a requirement for 100% attendance (a minimum of three hours per session in the clinic) to pass the course. These are listed in the academic regulations. Students who leave earlier than the requirement will be marked as absent for the whole session. Students who arrive more than 20 minutes late will be marked as absent.

The pre-clinic training is made up of 6 sessions and 100% attendance must be completed before a student is allowed to enter the clinic.

Year 2 semester 2 students complete these 6 sessions. If a student is unable to attend these 6 sessions delivered over three weeks and two sessions per week, they will need to pay an additional make up class fee. Details of the cost can be found in the course related costs section of the student handbook.

**Case Discussion and Observation Classes**

These classes require 100% attendance.

Students who miss a class for case discussion can make up the class by attending and observing another student in the clinic discussing a patient with a supervisor.

**Class Attendance**

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

Teaching faculty record class attendance, including lateness, on the attendance sheets and returns these to the Academic Administration who enters the data into the electronic tracking system.

Students who know they are going to be absent from class are required to ring Reception on (09 580 2376) and email auck@chinesemedicine.ac.nz and state the reason for the absence.

Reported student absence is emailed to the Academic Administration and the Academic Manager.

Student attendance is recorded electronically by the Academic Administration on a weekly basis. The Academic Administration prepares the weekly report which is sent to the Academic Manager who monitors student’s attendance rates. Students identified as having low attendance rates are sent a letter and an email that outlines the attendance rate and a reminder that students are required to follow the school policy.
Semester attendance reports are sent by the Academic Administration to the Academic Manager who monitors for students below the College attendance requirements and sends any attendance warning letters by mail and email. A copy of the letter is retained on the student file and note is made in the SMS.

Students with significant issues are raised and discussed at SMT meetings where solutions are generated, particularly if they relate to student support and pastoral care.

Students who continue to have attendance rates that are below those required to pass the course regulations will be sent a letter to invite them to meet with the Academic Manager. Students will be informed that they may have a support person at the meeting.

At the meeting, the student will be given a formal warning that they may not be eligible to complete the course, or to graduate, as they are not meeting the requirements to pass the course. The Academic Manager will establish an Individual Learning Agreement that the student must follow in order to meet the requirements to pass the course regulations. The student will be asked to sign the Individual Learning Agreement detailing their individual learning plan. There may be associated fees incurred in the administration and implementation of the ILA.

The Academic Manager and Academic Administration will monitor weekly that the student is meeting the requirements of the agreed and signed individual learning plan.

Should the student on an agreed and signed individual learning plan continue to fail in meeting requirements to pass the course regulations; the PMC may impose a penalty of up to 20% reduction in any final examinations.

*Leave of Absence*

Students should apply for leave two weeks in advance.

Students who are on medical leave of more than three days must provide a medical certificate to reception; this will be kept in the student’s file.

Students who want to apply for leave of more than two days are required to complete a Student Leave Application Form, which is available from Reception. Students are required to complete all the details including the actual classes they intend to miss. Students take the completed form to each of the tutors concerned, ask the Tutor to sign and indicate whether they consent to the student being absent from those classes, or if there are any vital assessment items scheduled for the dates in question.

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

Students applying for an absence of up to two weeks take the completed form to the Registrar for consideration who will determine the approval or otherwise.

Students applying for an absence of more than two weeks take the completed form to the CEO for consideration who will determine the approval or otherwise.

**NB:** If you are worried about your attendance, you can email enrolment@chinesemedicine.ac.nz and request a report on your attendance levels.
Educational Performance

Academic grades for all student cohorts are published on Moodle and entered into spreadsheets by the Academic Administration and these are further analysed by graphical representation of grade averages across papers.

Any areas of concern for both students and grade distributions are discussed at PMC meetings. Strategies are minuted at these meetings.

Educational performance and academic progress of students are reported to the Academic Board by the Academic Manager.

NB: If you are worried about your academic progress, you can email academic@chinesemedicine.ac.nz and request a report on your educational performance levels.

3.15. Computer Security and Use

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

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

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

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

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

The guidelines for this policy will be visually displayed near all College computers used by students.

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

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

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

Standards of Conduct
The ICT resources should only be used as part of the normal execution of a student’s responsibilities and should be used in a manner that is consistent with New Zealand College of Chinese Medicine standards of business conduct.

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

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

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

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

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

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

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

Inappropriate use includes but is not limited to:

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

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

**Information and Data Protocols**

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

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

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

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

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

**Digital Copyright Protocols**

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

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

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

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

NZCCM has a copyright agreement with CLNZ and this covers all staff and students of the College. The agreement allows multiple copies of up to 10% or a chapter from a book; up to 15 pages of a single work contained in a collection or anthology of works; a complete article from a periodical or journal; a complete work, if the work is out of print and unavailable for purchase, with permission from CLNZ. Please see the librarian for more details of how to stay within the legislation for copyright. There are also notices displayed in the library and at the student photocopier.

Equipment Protocols

Computer hardware or other electronic equipment may not be opened up by unauthorised persons. No peripheral equipment attached to any College computer may be disconnected, and no peripheral equipment other than a USB storage device may be connected to College computers for any purpose. USB storage devices should only be used to upload and download files or documentation related to teaching and study at the College. As outlined in section 3 above, no College documentation should be downloaded onto a USB storage device for the purposes of providing this information to an unauthorised person outside of the College.

No unauthorised equipment may be connected to computer networks.

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

Online Learning Support Portal (Moodle) and Logon Protocols

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

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

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

3.16. Students Files and Information

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

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

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

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

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

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

**NB:** principles five and eight of the Privacy Act are observed by all staff who have access and use your files.

Privacy and Confidentiality of Information

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

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

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

3.17. Student Representative Committee

The purpose of the group is to provide a bridge between students and NZCCM management, through a forum for:

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

Each student cohort will select one student (or two, if the number of cohort greater than 18) to represent them at Rep meetings. Each representative will be chosen by a simple majority of their classmates using discussion, or a vote if necessary. Voting will be conducted by College staff, and if necessary will be by secret ballot namely one vote per member of the class.

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

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

Student Representatives Duties are:
• Reps will listen to their classmates and bring ideas or issues relating to NZCCM teaching and policy to Rep meetings. Any items that are likely to involve major discussion should be forwarded to the convener for inclusion in the agenda;
• Reps will contribute to discussion and take information from Student Rep meetings back to their classmates;
• Reps will liaise directly with management on any issues between meetings as appropriate;
• It is the Student Rep responsibility to check that any matters raised are appropriate to share with other students, and take care not to represent management to students without relevant authorisation;
• Student Reps should set an example for other students in their knowledge of NZCCM policies and procedures, and encourage students to understand and follow NZCCM policies and procedures;
• Classes or Reps are able to select a substitute for meetings and for any other duties if the Rep is unavailable.

Meetings will normally be convened twice per semester by NZCCM staff, on a date and time when at least half of all Reps and the Marketing and Student Services Manager 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 the Marketing and Student Services Manager; otherwise the meeting will be postponed until at least half of all Reps or their substitutes are able to attend. If two consecutive meetings are postponed for this reason, the third meeting will proceed whether or not a quorum is present.

Meetings will be facilitated by the Marketing and Student Services Manager or nominee.
3.18. Student Support - Academic and Pastoral Care

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

- the support and guidance of teachers to help resolve study related problems
- support and guidance by the administration and/or management staff, and the Student Services Manager for all non-academic concerns
- management, if the student wishes to bring any matter to their attention rather than to teaching staff
- referral to outside support and/or welfare services, if deemed appropriate and necessary for the student’s welfare.

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

There is clear and up-to-date information on all NZCCM services and relevant outside services that are available advertised on the Campus News Board and in the latest copy of the Student Handbook.

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

- **Your teacher or any other academic 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 Manager and Academic Administration support staff** can advise you on academic regulations and other academic matters.
- **The Librarian** can help you on matters to do with the library and locating information resources to support your studies including on-line databases.
- **The Academic Manager** can assist any student with any concerns, academic and non-academic that are affecting his/her study - including any matter you feel uncomfortable raising with your teacher.
- **The College Principal** can provide first-language support for Chinese students.
- **Stephen Xu, CEO**, Mobile: 021 925 710 can be contacted directly if you feel that there is a matter only he can help you with. Stephen is the 24/7 pastoral support person.
## Where to Go in NZCCM for Help

<table>
<thead>
<tr>
<th>Issue</th>
<th>Who</th>
<th>How</th>
<th>When</th>
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<tr>
<td><strong>CAMPUS PHONE:</strong> 09 580 2376</td>
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<tr>
<td><strong>CAMPUS FAX:</strong> 09 580 2379</td>
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<tr>
<td><strong>ENQUIRIES AND ABSENCES</strong></td>
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<tr>
<td>General Enquiries</td>
<td>Campus reception</td>
<td>Go to, phone ext 201, or email Reception: <a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a></td>
<td>9:30AM – 3.00PM Monday to Friday</td>
</tr>
<tr>
<td>Student Absences</td>
<td>Campus reception</td>
<td>Go to, phone ext 201, or email Reception: <a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a></td>
<td>BEFORE 9.30AM Monday to Sunday</td>
</tr>
<tr>
<td>General Course Information and Enrolments – re-enrolments and variations to existing enrolments</td>
<td>Campus reception</td>
<td>Phone extension 210, or email <a href="mailto:enrolments@chinesemedicine.ac.nz">enrolments@chinesemedicine.ac.nz</a></td>
<td>9:30am – 3.00PM Monday to Sunday</td>
</tr>
<tr>
<td><strong>STUDENT SUPPORT SERVICES – Pastoral Support</strong></td>
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<tr>
<td>Student Services or Support: Problems, support, suggestions, complaints or compliments</td>
<td>Marketing Manager</td>
<td>There is a <strong>Suggestions, Comments, Compliments and Complaints Box</strong> in the student lunch room; this is cleared weekly. We do appreciate your thoughts on how to make this the best campus and facility. We respond to all notes received. You may also discuss any issues with your student representative/s and they will speak on your behalf at the regular student representative, meetings. <a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a> or <a href="mailto:enrolments@chinesemedicine.ac.nz">enrolments@chinesemedicine.ac.nz</a></td>
<td>Make an appointment with the Reception to see a student services team member or send an email to request an appointment. 9:30am – 3.00PM Monday to Friday</td>
</tr>
<tr>
<td>Student Leave (up to 2 weeks)</td>
<td>PMC Chair</td>
<td>Go to the administration support desk and ask for a ‘Student Leave Application form’. Complete the form by taking it to all your tutors to complete and sign, then hand in at reception. Make sure to include all the information and any documentary evidence to support your application. The application will be approved or declined according to the policy and criteria. Students will be notified by email of the outcome.</td>
<td>Make an appointment with the Reception to see a student services team member or send an email to request an appointment.</td>
</tr>
<tr>
<td>Student Leave (over 2 weeks)</td>
<td>CEO</td>
<td>Go to the administration support desk and ask for a ‘Student Leave Application Form’.</td>
<td>Make an appointment with the Reception to see the CEO or send an email</td>
</tr>
</tbody>
</table>
Complete the form by taking it to all your tutors to complete and sign, then hand in at reception. Make sure to include all the information and any documentary evidence to support your application. The application will be approved or declined according to the policy and criteria. Students will be notified by email of the outcome.

to request an appointment.
9:30am – 3.00PM
Monday to Friday

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<thead>
<tr>
<th>STUDENT SUPPORT SERVICES – Academic</th>
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<tr>
<td>General study issues</td>
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<tr>
<td>Teaching Faculty</td>
</tr>
<tr>
<td>Discuss your concerns with the teacher and if you still want to discuss this further, see the academic support staff during office hours or make an appointment to see the Programme Management Committee. The hours and duty academic support tutor are displayed on the academic support office located in Unit B and beside the student learning commons.</td>
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<td>Monday to Friday</td>
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<tr>
<th>Applications for:</th>
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<tr>
<td>Extension of studies</td>
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<tr>
<td>Assignment extension</td>
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<tr>
<td>Re-sit</td>
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<td>Aegrotat and impaired performance in assessment</td>
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<tr>
<td>Conceded Pass</td>
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<tr>
<td>Academic Administration</td>
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<tr>
<td>Go to the administration support desk and ask for the form to make an application and pay any applicable fees.</td>
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<tr>
<td>Once completed, give this form back to the Campus Administration staff at the administration support desk.</td>
</tr>
<tr>
<td>The application will be processed by the Programme Management Committee. If you would like an appointment to discuss this matter, ask the Reception if they would make an appointment for you.</td>
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<tr>
<td>9:30am – 3.00PM Monday to Friday</td>
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<tr>
<th>COURSE INFORMATION AND TEXTS</th>
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<tbody>
<tr>
<td>Course Queries</td>
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<tr>
<td>Academic Administration</td>
</tr>
<tr>
<td><a href="mailto:Helena.ying@chinesemedicine.ac.nz">Helena.ying@chinesemedicine.ac.nz</a>; <a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a></td>
</tr>
<tr>
<td>Email reply will provide a date and time.</td>
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<tr>
<td>Payments: for photocopy cards, library printing, needles, textbooks, library fines or charges, etc.</td>
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<tr>
<td>Campus reception</td>
</tr>
<tr>
<td>Payment for your purchases can be made at the administration support desk. The College accepts cash and Eftpos.</td>
</tr>
<tr>
<td>9:30am – 3.00PM Monday to Friday</td>
</tr>
<tr>
<td>Individual Course Results Enquiries</td>
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<tr>
<td>Academic Results Enquiries including your Record of Learning and certificates</td>
</tr>
<tr>
<td>Moodle</td>
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<tr>
<td>Programme Management Committee.</td>
</tr>
<tr>
<td>The College publishes all student results on line. A printed transcript is provided to each student at the completion of an academic year. This will be posted to your physical postal address. It is your responsibility to ensure that the College has your current address. Replacement transcripts have a fee replacement charge. See course costs table. Course co-ordinators can also assist through the Programme Management Committee.</td>
</tr>
<tr>
<td>9:30am – 3.00PM Monday to Friday</td>
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<tr>
<td>Moodle is 24/7</td>
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### MAINTAINING STUDY

<table>
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<tr>
<th>Study Link, Public Trust etc.</th>
<th>Campus reception</th>
<th>Contact or e-mail on <strong><a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a></strong></th>
<th>9:30am – 3.00PM Monday to Friday</th>
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<tbody>
<tr>
<td>APL: Forms and Fees</td>
<td>Campus reception</td>
<td>If you wish to apply for APL, an application form can be obtained from Campus Administration on Level 2. Campus reception can assist you with payment of the fee and completion of the application pack. <strong><a href="mailto:enrolment@chinesemedicine.ac.nz">enrolment@chinesemedicine.ac.nz</a></strong></td>
<td>9:30am – 3.00PM Monday to Friday</td>
</tr>
<tr>
<td>APL Enquiries and Course Selection</td>
<td>Campus reception</td>
<td>If you have a query or are unclear about your APL entitlement and courses, Campus reception can assist you with payment of fee and completion of the application. <strong><a href="mailto:enrolment@chinesemedicine.ac.nz">enrolment@chinesemedicine.ac.nz</a></strong></td>
<td>Email reply will provide a date and time.</td>
</tr>
<tr>
<td>Payments for Tuition or Application Fees</td>
<td>Campus reception</td>
<td>Payments may be made by EFTPOS, cash, or cheque at the reception or by direct payment to Public Trust as detailed in the tax invoice.</td>
<td>9:30am – 3.00PM Monday to Friday</td>
</tr>
<tr>
<td>A Withdrawal Query</td>
<td>Campus reception</td>
<td>To discuss your concern/s: email <strong><a href="mailto:enrolment@chinesemedicine.ac.nz">enrolment@chinesemedicine.ac.nz</a></strong> to make an appointment to discuss your query and any implication for future study her or at another education provider.</td>
<td>9:30am – 3.00PM Monday to Friday</td>
</tr>
<tr>
<td>Actual Withdrawal (either from a course or a qualification or as a result of a Request for ‘Suspension of Studies’)</td>
<td>Campus reception</td>
<td>A ‘Withdrawal Form’ can be obtained from Level 2 administration support desk. Give the completed form back to the Reception. The Reception will record the information on Take 2 and inform relevant staff for processing. <strong>You should be aware of the consequences of withdrawing</strong> from a course after the refund period has expired. Campus reception has a flow chart for you to understand what entitlements you may expect. See also the handbook for more information about fees and refund policy of the College.</td>
<td>9:30am – 3.00PM Monday to Friday</td>
</tr>
<tr>
<td>Refund</td>
<td>Campus reception</td>
<td>Reception has a flow chart to determine if you are eligible for a refund of fees. Refer Withdrawal and Refund Policy section in this student handbook provides detailed information. A ‘Withdrawal Form’ can be obtained from Level 2 administration support desk. Give the completed form back to the Reception. The Reception will record the information on Take 2 and inform relevant staff for processing. Once a refund has been approved by the CEO, payment will be arranged by the Accountant through Public Trust. You can also email <strong><a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a></strong> to ask for the form to be emailed to you.</td>
<td>9:00am – 4.30pm Monday to Friday</td>
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### CLINIC

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Person</th>
<th>Notes</th>
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<tbody>
<tr>
<td><strong>Clinic Room Allocation</strong></td>
<td>Clinic Administrator</td>
<td>Contact the clinic administration staff on <a href="mailto:akclinic@chinesemedicine.ac.nz">akclinic@chinesemedicine.ac.nz</a> Monday – Friday 9.00am – 4.30pm</td>
</tr>
<tr>
<td><strong>Clinic Record of Practice Hours</strong></td>
<td>Academic Administration</td>
<td><a href="mailto:Helena.ying@chinesemedicine.ac.nz">Helena.ying@chinesemedicine.ac.nz</a> Email reply will provide a date and time.</td>
</tr>
<tr>
<td><strong>Clinic Patient Files</strong></td>
<td>Clinic Reception</td>
<td>See Clinical Administration staff to use files.</td>
</tr>
<tr>
<td><strong>Clinic Absence and Clinic Attendance records</strong></td>
<td>Supervisor and cc notification to Clinic and campus reception <a href="mailto:akclinic@chinesemedicine.ac.nz">akclinic@chinesemedicine.ac.nz</a> and <a href="mailto:auck@chinesemedicine.ac.nz">auck@chinesemedicine.ac.nz</a></td>
<td>Please note that clinic attendance is recorded electronically by finger print. This gives the College accurate information of recorded clinical hours BEFORE the absence</td>
</tr>
<tr>
<td><strong>Clinic Appointments and Clinic Forms</strong></td>
<td>Clinic Reception</td>
<td>Inform or email Clinic Administration staff <a href="mailto:akclinic@chinesemedicine.ac.nz">akclinic@chinesemedicine.ac.nz</a> A daily printed list is available at clinic reception.</td>
</tr>
<tr>
<td><strong>Clinic Equipment and Sanitation</strong></td>
<td>Clinic Reception</td>
<td>E-mail Supervisor and cc notification to Clinic Reception <a href="mailto:akclinic@chinesemedicine.ac.nz">akclinic@chinesemedicine.ac.nz</a> Any time.</td>
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</table>
Counselling Services

LIFELINE:
- Phone Counselling & Support: (09) 522 2999 / 0800 543 354
- Face-to-face Counselling: (09) 909 8750 during office hours to make an appointment.
- Email: info@lifeline.org.nz
- Website: [www.lifeline.co.nz](http://www.lifeline.co.nz)

Lifeline provides professional and confidential information and support via 24/7 counselling phone service and a daytime face-to-face counselling service. Face-to-face services are charged depending how much you earn and will vary from person to person. Please contact directly to find out more.

HEADSPACE MENTAL HEALTH:
- Website: [www.headspace.org.nz](http://www.headspace.org.nz)

Headspace is a website created by the Kari Centre (Auckland Based) designed to help young people understand mental health issues such as depression, self-harming, suicide and eating disorders.

YOUTHLINE:
- Phone: 0800 37 66 33 or Free TXT 234
- Website: [www.youthline.co.nz](http://www.youthline.co.nz)
- Email: talk@youthline.co.nz

Face-to-face Counselling is also available. Phone the helpline for more info.

FAMILY COUNSELLING & PSYCHOTHERAPY CENTRE:
- Phone: (09) 638 7632
- Website: [www.acpg.co.nz](http://www.acpg.co.nz)
- Email: info@acpg.co.nz

DEPRESSION HELPLINE:
- Phone: 0800 111 757

THE LOW DOWN:
- Free txt 5626 or email team@thelowdown.co.nz 24/7

Health and Advice Services

HEALTHLINE:
- Phone: 0800 611 116 (24/7)

Healthline is staffed by experienced registered nurses who can provide you with health information and advice on care.

SAMARITANS:
- Phone: 0800 726 666 (24/7)

Samaritans offer non-judgemental, confidential support to anyone who is lonely or in emotional distress. Loss, including loss of job, or friend or family member through bereavement. Financial worries. Job stress or overwork. College or study-related stress. Body Image issues.

ALCOHOL AND DRUG HELPLINE (PHYSICALLY BASED IN CHRISTCHURCH):
- Phone: 0800 787 797 (24/7)
- Website: [www.alcoholdrughelp.org.nz](http://www.alcoholdrughelp.org.nz)
COMMUNITY ALCOHOL AND DRUG SERVICES (CADS):
  • Phone: (09) 845 1818
  • Mon – Fri: 8.30am to 3pm
  • Clinic open from 10am to 1pm (Free)
  • Website: www.cads.org.nz
When you are ready to change your alcohol and other drug use, or you are concerned about someone else, CADS Auckland is here to help.

NEW ZEALAND DRUG FOUNDATION (ADVICE):
  • Phone: (04) 801 6303
  • Website: www.drugfoundation.org.nz

OASIS CENTRES FOR PROBLEM GAMBLING:
  • Phone: (09) 638 0801
  • Free Phone: 0800 530 000
  • Website: http://www.salvationarmy.org.nz/need-assistance/addictions/problem-gambling
  • Email: auckland_oasis@salvationarmy.org.nz

GAMBLING HELPLINE:
  • Phone: 0800 654 655 or free txt 8006
  • Website: www.gamblinghelpline.co.nz
  • Email: info@gamblinghelpline.co.nz
Gambling Helpline also offers a number of specialist services that you may choose to use, including community specific helplines provided on the basis of Maori counselling Maori, Pacific Island people’s counselling Pacific people and youth counselling youth. Our Gambling Debt Helpline has counsellors with both financial and gambling counselling skills to provide you with support and practical programmes around gambling financial issues.

ODYSSEY HOUSE:
  • Phone: (09) 638 4957
  • Website: www.odyssey.org.nz
  • Email: admissioncentre@odyssey.org.nz
Odyssey House run seven treatment centres and a variety of community programmes in the Auckland region and Whangarei to help New Zealanders overcome alcohol, drug and gambling addiction problems.

AUCKLAND SEXUAL HEALTH SERVICES:
  • Phone: 0800 739 432
  • Website: www.ashs.org.nz
Auckland Sexual Health Service aims to provide sexual health care that is client focused, culturally appropriate and of an excellent standard. We are a specialist service offering free and confidential sexual health care.

RAINBOW YOUTH:
  • Phone: (09) 376 4155
  • Website: www.ry.org.nz
  • Email: info@rainbowyouth.org.nz
Rainbow Youth is an Auckland-based organisation providing support, information, advocacy and education for queer young people (aged between 13 and 28) and their friends, family and whanau.

OUTLINENZ:
- Phone: 0800 688 5463
- Website: www.outline.org.nz
- Mon – Fri: 10 am to 9 pm
- Weekends & holidays: 6 pm to 9 pm
OUTLine is a free, confidential telephone counselling service for the Rainbow Community New Zealand wide.

FAMILY PLANNING ASSOCIATION:
- Phone: (09) 524 3341
- Website: www.familyplanning.org.nz
- Email: national@familyplanning.org.nz
- Address: Level 2, 5 Short Street, Newmarket
- Mon: 8.30 am – 6 pm, Tue/Wed/Thu: 9 am – 5.30 pm, Fri: 8.30 am – 6 pm, Sat: 9 am – 1.30 pm
Nine locations in Auckland. 21 or under is free (NZ Residents only). 22+ charges apply.

WOMEN’S REFUGE:
- Phone: 0800 733 843 (Women’s Refuge National Crisis line operates 24/7)
- Website: www.womensrefuge.org.nz
Safe House from abuse for women and children

SHAKTI NEW ZEALAND:
- Phone: 0800 742 584 24/7 (for migrant or refugee women living with family violence)
Shakti is a national not-for-profit community organisation specialised in the area of women’s development, empowerment and domestic/family violence intervention, prevention and awareness.

HELP Support for Sexual Abuse Survivors
- Phone: (09) 623 1700 24/7
- Website: www.helpauckland.org.nz
- Email: info@helpauckland.org.nz
HELP provides professional and specialised support services to sexual abuse and assault survivors.

AUCKLAND HOSPITAL – ACCIDENT AND EMERGENCY:
- Phone: (09) 367 0000

BUDGET ADVICE SERVICE:
- Phone: (04) 471 1420
- Website: www.familybudgeting.org.nz

CITIZEN’S ADVICE BUREAU:
- Phone: (09) 379 4015 / 0800 367 222
- Website: www.cab.org.nz
- Email: centralauckland@cab.org.nz
- Address: 44 - 46 Lorne Street (1st floor, Auckland Central City Library) and in 29 other areas in Auckland.
Free advice about counselling, community services, food banks, budgeting, Justice of the Peace duties etc.

Useful Contacts

- Police/Fire/Ambulance. Phone 111
- Auckland Transport. Phone 09 366 6400 www.at.govt.nz
- Chinese Christian Church of Auckland, 105 Vincent Street. Phone 09 624 1240
- Chinese Express Newspaper Phone 09 272 0000
- Chinese News Phone 09 358 0735
- Japanese Consulate General. AIG Building 15/41 Shortland St, Auckland Phone 09 303 4106
- Japanese Christian Church. 3 Ngaire Avenue Auckland Phone 09 523 3346
- Community Law Office, 16-22 Anzac Avenue. Auckland CBD. Phone 09 377 9449
- Immigration New Zealand, Level 4, 280 Queen St. Auckland Phone 914 4100 / 0508 558 855
- Disabled Citizens’ Society 421-423 Dominion Rd Mt Eden Phone 09 638 8153
- Peoples Centre City 33 Wyndham Street Phone 09 302 2496
- Auckland Regional Migrant Services 532 Mt Albert Road, Three Kings Plaza Mt Roskill Phone 09 625 2440

3.19. Car Parking

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

Car parking is not provided for students at NZCCM. NZCCM or the tenant can organise a towing company to remove unauthorised cars without notice; as per the notice displayed at the car park entrance. This includes students parking in ‘Patient’ spaces whilst they attend class.

There are a limited number of permit parks available to accommodate disabilities and other extenuating circumstances. A medical certificate, or appropriate equivalent supporting evidence, will be required. If a permit is issued, it must be clearly displayed, and the vehicle must be in the designated space.

If you have an emergency and need to park in the carpark for a short stay period, please come to reception, state your emergency and register your car at the front desk. Approval is based on availability.

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.

4. Student Conduct

The New Zealand College of Chinese Medicine will take every reasonable measure to ensure that students’ learning takes place in a positive, safe, and supportive learning community. This will be facilitated by the College providing clear, concise and timely information relating to the expectations and responsibilities of both staff and students.

By signing the enrolment form, students accept the provisions of the current Code of Conduct. This document which sets out students’ and the College’s responsibilities respectively will be subject to annual review.
The Student Code of Conduct will form the basis of any and all other New Zealand College of Chinese Medicine policies relating to student welfare.

4.1. Code of Conduct

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

All staff and students are expected to:

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

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

Students will behave honestly and respectfully at all times with NZCCM, all staff, and each other.

Students will refrain from offensive behaviour, including using coarse language and dressing inappropriately. Once students enter clinical practice it is deemed inappropriate for shorts to be worn by either male or female students. Female students should also wear skirts that are at least knee length.

Harassment or violence towards fellow students, staff or patients/clients will not be tolerated.

Students will not diagnose or treat clients without both permission and supervision from a practising clinician who is an NZCCM staff member or NZCCM-recognised TCM Clinician (and is not the patient).

Clinical records (or part thereof) are not permitted to be removed from the clinic. Students who remove clinical records (either hardcopies or electronic files) from NZCCM clinic will be expelled from the College forthwith.

Students will keep administration informed in writing of any changes to their personal circumstances such as illness, physical address, e-mail address, etc.

International students are required under the Education (Pastoral Care of International Students) Code of Practice 2016 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.

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

Students will inform NZCCM immediately if any equipment or property is damaged; NZCCM is entitled to seek compensation for damage.

Students who intentionally damage or steal any College equipment or property will be expelled from the College.
Students must ensure their mobile phones are switched to silent or turned off during all classes and clinical sessions.

No alcohol or drugs are allowed on the premises including the car park.

No smoking on campus premises.

As a NZCCM student, you may not actively promote to NZCCM students (verbally or in print) other businesses that may be in direct conflict with the College’s business and/or prosperity or cause the College to be brought into disrepute and certainly not undertake any such activity with intentional or unintentional implications without the CEO’s written permission.

4.2. Classroom Agreement

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

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

Lecturers will:

- ensure the classroom and all resources are ready on time
- offer clear and relevant purpose, guidelines and feedback
- provide useful and interesting course materials and methods
- keep to scheduled start and finish times
- encourage students to respect NZCCM facilities and to be considerate of other College users.

4.3. Clinical Practice

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

Students who practice either acupuncture or herbal medicine in NZCCM’s student teaching clinics should be familiar with both the policy and procedures included in the Student Clinic Handbook as well as the NZCCM Clinic Hygiene Guidelines.

NZCCM has also developed Guidelines for “Note-taking”, “Record Keeping” and a “Policy for Herbal Prescription” to assist students understand the level of detail required and learn best practice.
Students must attend pre-clinic training prior to entering clinical practice. The guidelines will be provided together with the clinic handbook at this time.

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

At the Auckland Campus, the clinical practice will commence in the second year of the BHSc programme at the College’s clinic under the supervision of NZCCM clinical supervisors.

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

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

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

4.5. Student Practitioner Status
Students at the College are prohibited from promoting themselves as an acupuncturist or Chinese medicine practitioner, a Naturopath or massage practitioner to the general public or for fee-paying services, except in the College clinic.

Students of NZCCM are not allowed to perform any acupuncture or herbal treatments outside the NZCCM clinic until they have successfully completed their whole qualification. This includes the whole period of their enrolment with NZCCM, inside and outside the College, except a local TCM clinic which has been approved by the College, and whether or not a fee is charged. This includes fellow students treating each other and includes fellow students treating each other on College premises such as in classrooms at lunchtimes, expect the Student learning Centre in the student clinic which will be supervised by the clinic supervisors. Any student found treating privately outside of the supervised College clinic risks being dismissed from the College.

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

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

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

Every student enrolling at New Zealand College of Chinese Medicine shall sign an acknowledgement in the Student Handbook.
Any complaint with respect to student conduct will be investigated by the Academic Manager and/or nominee.

Such investigation will be conducted having regard to the principles of natural justice and shall be commenced within five (5) working days of the receipt of the complaint.

If, after the investigations, the complaint is found to have substance, the Academic Manager and/or nominee may deal with the matter and may impose any of the following penalties:

- a reprimand;
- a direction that the student makes an apology;
- a requirement that the student make restitution in respect of any damaged, lost or stolen property or any other costs or loss suffered;
- impose conditions on the student to prevent any future breach or disturbance;
- suspension from attendance at NZCCM for such period as determined;
- expulsion from New Zealand College of Chinese Medicine;
- any other remedy seen fit, including other non-monetary restitution

Procedures for warning students:

- the first warning will be in the form of a letter after a discussion in which the student’s viewpoint is also heard;
- any processes for change will be negotiated between the two parties and support systems invoked if necessary;
- where a problem persists, a second warning will be given in writing, with a further meeting and support processes if necessary;
- following an agreed time for addressing the problem, a final written warning will be issued if the student continues to be in breach of College requirements, with a date of dismissal if the problem is not resolved;
- all such breaches will be dealt with by the Academic Manager and/or nominee, who will make decisions on suspension, dismissal and cancellation of enrolments.

A student may appeal against a decision by invoking the Student Complaints Policy.

4.7. Students Complaints Policy

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

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

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

Students are encouraged to place a note in the Suggestion Box located in the student lunchroom. The note can be signed or anonymous. All notes are discussed and actioned at Senior Management Team meetings.
Complaints and petitions are taken seriously and considered as providing the College with valuable feedback regarding the quality of its services.

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

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

Attempts to solve problems shall be focused at the level closest to the problem itself and should only be referred to the CEO if this fails or is deemed inappropriate to be resolved at a local level.

Both the respondent and complainant have the right to fair and just treatment throughout the investigation process.

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

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

Informal Complaints Procedures

Examples of informal complaints might include the following:

- minor classroom irritations (other students break concentration by always talking in class, teaching staff fails to keep order in the classroom);
- concerns arising from miscommunication or misunderstanding;
- minor disagreements over academic matters (teaching staff didn’t agree to give me an extension, when I felt I had a good excuse/valid reason)
- resource difficulties (e.g. are not allowed access to library books because of too many overdue returns or unpaid fines)

The complainant should be directed to the person best situated to address their complaint and facilitate a speedy resolution (i.e. facilitator, which could be the teacher if related to a course matter and, if appropriate, with management, administration and operations support staff). The facilitator should ensure that the complainant understands and is comfortable with the process.

The following points are helpful in reaching a resolution:

- Ask the person to express their concerns.
- Restate the problem as you have understood it and seek confirmation that your understanding is correct. Try to encourage the complainant to focus on the object rather than the respondent (unless the object is the behaviour of the respondent).
- Ask them what they would regard as a satisfactory resolution. If they are unsure, suggest a satisfactory outcome which you feel is achievable.
- Agree and implement a plan for resolution.
- If their expectations are unreasonable, naive or based on misunderstanding of policy, help them to understand this in a tactful manner.
• If they wish to pursue the complaint further, then explain they will need to put it in writing to the Academic Manager.

Resolution of an informal complaint may be achieved by the complainant verbally expressing satisfaction with the outcome, or at least verbally accepting the decision reached by the facilitator.

Informal complaints will normally be able to be dealt with at the lowest operational level relevant to the situation and result in a satisfactory outcome, or at least one which is acknowledged to be fair.

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

Formal Complaints Procedures

Examples of formal complaints might include the following:

• harassment by staff or other students
• inappropriate treatment by staff or other students
• unfairness in a formal assessment situation
• unfairness of institutional policies
• unsafe learning situation

The complainant should be directed to the person best situated to address their complaint and facilitate a speedy resolution. The person receiving the complaint should ensure that the complainant understands and is comfortable with the process.

Formal complaints should be made in writing. Complaints should be addressed to the Academic Manager.

If necessary, the Academic Manager may need to help the complainant in articulating their complaint in written form and in a manner which is helpful to its satisfactory resolution. Where such help is given the complainant should sign the complaint to indicate agreement with its final form.

When formal complaints are received they should be entered into a complaints file and progress towards resolution should be tracked.

If the complainant/s are uneasy about discussing a complaint with someone whom they see as an authority figure, they should be given reassurances about the integrity of the process and offered the opportunity to bring a friend/colleague in support. Options for alternative facilitators may also be given if appropriate.

The Academic Manager meets with complainant and discusses nature of complaint. The meeting could seek to establish the facts through the following process, if appropriate:

• Ask the person to explain their concerns
• Restate the problem as you have understood it and seek confirmation that your understanding is correct. If necessary and appropriate seek corroborating evidence
• Ask them what they would regard as a satisfactory resolution
• If they are unsure, suggest a satisfactory outcome which you think is achievable
• Explain what further steps you must take to reach a decision. (This may often result in adjournment until the respondent has an opportunity to give their side, or until further evidence can be gathered.)
• Agree on a plan for resolution
• Facilitate the implementation of the plan
• If their expectations are unreasonable, naïve or based on misunderstanding of institutional policy, help them to understand this in a tactful manner
• Prepare an outcome statement which is communicated to both complainant and respondent outlining the resolution
• If they wish to pursue the complaint to appeal against advice to the contrary, then explain the possible consequences of proceeding, but help them to understand the next step.

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

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

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

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

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

4.9. External Complaints Appeal Procedures
If the student is still not satisfied with the outcome of the NZCCM complaints resolution process a student should contact the NZQA Student Complaints Process http://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider

This appeal must be notified to NZQA within 6 months of the date of the act or omission giving rise to the complaint.

If you are an international student (on a Student Visa), you may take the matter to the NZQA Disputes Resolution Service through: www.istudent.org.nz/
5. Equal Opportunity

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

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

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

6. 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 under the Health and Safety at Work Act 2015.

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

6.1. Accidents and Hazards

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

6.2. First Aid

First aid kits are located in the Clinic Reception on the ground floor and at Level 2 Reception.

If you are ill and need to leave class tell your teacher who will make sure that you can get to a doctor if necessary.
If you have an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to the Quality Assurance Manager or authorised staff. An Accident/Incident form is to be completed.

If the injury is serious, call for assistance and call an ambulance (111).

6.3. Emergency Evacuations
- If the alarm sounds, proceed in an orderly manner to the nearest exit - walk, don’t run
- Follow Building and Floor Wardens’ instructions
- Do not use lifts
- Go to your designated assembly areas
- Do not re-enter the buildings until the all clear is given

6.4. Emergency Procedures

The following procedures are to be followed in the case of an emergency:

**Fire and Explosion:**
- Sound alarm
- Initiate site emergency evacuation procedure
- Call fire service (111)

**Bomb Threat:**
- Stay calm. Listen carefully to caller. Write down all that is said, ask where the bomb is located
- Call police (111)
- Act according to the advice of the police
- If advised by police, instigate emergency evacuation plan

**Earthquake:**
- Keep calm – allow time to think
- Take cover – move quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows
- Watch for falling debris and other overhead objects
- Do not attempt to run outside
- Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc
- After the earthquake, check anyone who suffered injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary

**Electrocution:**
- Switch off the power supply.
- Call for assistance.
- Call ambulance (111)
- Give appropriate first aid and comfort the person
- Do not put others or yourself in unnecessary danger

**Robbery:**
- Co-operate with the robber
- Take no personal risks
- Observe (person’s features, height, build, clothing etc)
6.5. College Closure Due to a Natural Disaster

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

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

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

6.6. Building and Campus Maintenance

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

Maintenance Request forms are available, at the Campus Reception for students and staff to report any concerns over maintenance or safety. Please report any and all health and safety building-related issues.

7. NZCCM Self-Assessment

7.1. Student Voice

NZCCM has several methods by which the student voice can be heard. These include:

- Student satisfaction surveys of lecturers, course delivery, content, materials and assessments
- Program/Exit surveys
- Graduate destination surveys
- Use of the Student Complaints Process
- Direct feedback to lecturers
- Access to senior managers

7.2. Student Evaluations

NZCCM is committed to the process of continuous improvement and students and recent graduates are the key group that we need to talk to in order to ensure that we do keep improving. Your views, opinions, experiences during your time with us are extremely valuable in helping us to improve. You are our most important stakeholders. This we why we ask you to evaluate our performance from time to time. Please assist us to provide even better education and training.

NZCCM uses different surveys to gain relevant information. These include but are not limited to:

- Course, Unit and Module evaluations are conducted throughout your study – they assist us to evaluate how well our teaching staff members are delivering their courses, how useful and interesting a course is in helping to advance your knowledge and skills, how helpful the assessments were, and similar issues.
• Post-graduation surveys – how well did your study equip you to succeed in your career. How positive are employers about your ability to contribute?

No NZCCM survey is compulsory, but for the reasons explained above, it is very important that we have your support in gathering the information so we can continue to improve our delivery, service and support. The information that you provide will be collected anonymously - you will not be asked to supply your name or student number, or if we need to have this information it will never be linked to your responses and you will never be identified. The data will only ever be reported on in aggregate. That is, we are interested in what the majority of our student’s think about NZCCM.

This is what will be provided to lecturers, course writers, managers and marketing.

Further, the same aggregate information will be supplied to all participants so that they can see how their views compared to the most frequent responses of their class mates.

8. Research

Research is an integral part of a degree programme. Students are required to understand the research methods and associated ethical issues and procedures. Students will also develop a culture of research, although they are prohibited from participating in any clinical research without NZCCM Research Management Committee approval.
9. Academic Information

9.1. Academic Progression

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

Bachelor of Health Science with major:

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

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

Bachelor of Health Science with major:

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

**NB:** The maximum time limit includes all failures and repeats of courses.
9.2. Re-enrolment, Suspensions and Variations to Existing Enrolment

New Zealand College of Chinese Medicine provides clear and transparent procedures to manage the internal degree transfer from the BHSc Chinese Medicine (Acu) to the BHSc (CM), or the other way around.

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

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

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

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

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

Extension of Studies
Students requiring an extension for completion of a course that the course has not started (within their programme of study) must complete an application form in writing and submit this to the Programme Management Committee (PMC).

Students requiring an extension for completion clinic practicum (within their programme of study) must complete an application form in writing and submit this to PMC.

Students requiring an extension for completion of their programme of study must complete an application form in writing to the PMC. The PMC will make a decision on the application.

The extension to studies must allow the student to complete their studies within the qualification completion period.

Suspension of Studies
Suspension of studies is for students who wish to apply for leave for a term, semester or an academic year or longer due to personal circumstances.

Students wishing to apply for a suspension of studies will complete an application form and submit this at reception. The application needs to be accompanied by supporting documentation; for example, a medical certificate or medical record. The nature of any disclosure will be kept confidential.

The student registration will be kept for up to two years from the date of the suspension.

Termination of Enrolment
NZCCM may terminate a student’s enrolment under the following conditions:

- If the student is expelled according to the Disciplinary Procedure in 4.6 above
• If the student is found to have provided false or misleading information
• If the student engages in criminal behaviour inside or outside NZCCM campuses
Termination will be based on evidence and the Appeals Procedure remains available. If a student’s enrolment is terminated, the student is not entitled to any refund and for International students, Immigration New Zealand will be informed.

Internal Degree Transfer Request
Before the end of Semester Six, if a student wishes to exit the qualification with a BHSc (Acu), the student must complete an application for internal degree transfer request form and hand this to reception.

When a student applies to transfer the candidature, the application must be accompanied by a completed application for internal credit transfer form.

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

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

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

Within each group of subjects’ assessments will:
• Develop student capability and increase in difficulty and complexity.

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

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

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

Students are provided with information on assessment criteria and for assignment due dates and extensions in course packs.

9.5. Assessment Submissions and Returns

The deadline for submission of summative assessment is the date and time indicated in the course pack and on the assignment.

Please note that late submissions will be subject to the penalties outlines below.

**Extensions of time** are reserved for unanticipated eventualities and students may apply for an extension up to 14 calendar days before due day (Saturday and Sunday each count as one calendar day). Application for an extension of time is to be made in writing on the appropriate form to the subject tutor. If permission is given via telephone, the written application must be received within 24 hours.

**Applications for Extensions** must be submitted before due date using the appropriate form. Subject teachers can grant a one-week extension at their discretion. Extensions for longer than this are subject to a tiered level of endorsement by the Programme Management Committee (PMC) (up to two weeks) and/or Senior Management Team (SMT) (for more than two weeks). You may be asked to provide supporting documentation to verify your request.

**Penalties for late submissions;** If a student submits an assignment after the due date, without having obtained an extension previously, the student will be penalised by 10% per day for up to 10 days. In other words, marks equal to 10% of the assignment’s weight will be deducted from the mark awarded. For example, if the highest mark possible is 50, 5 marks will be deducted from your awarded mark for each late day. In addition, assignments will not be accepted after the marked assessment task has been returned to students.

Students are expected to keep a copy of their assignments while enrolled on a course. Computer failure or loss of work will not be considered as a reason for not being able to produce a first draft or for not handing in an assessment on time.

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

Assignments must be submitted on line through Moodle and are subject to a Vericite check for a calculation of copied work; there is a maximum of 20% allowed before a written assignment will be returned to a student who has one opportunity to validate the assignment and re-submit via Moodle, a re-submission fee of $50.00 will apply.
References in written work must follow the guidelines published by the American Psychological Association (APA 6th Ed.). This referencing system is to be applied to submission of all written work.

Students cannot submit the same piece of work for an assignment on more than one occasion.

Students must independently complete written and clinical assignments, with the exception of group assignments.

Group assignments must be representative of the equitable efforts of all members of the group and accordingly completed by all members of the group.

9.6. Examinations

Attendance at Examinations:

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

Admission to Examination Rooms:

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

Leaving an Examination Room:

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

Conduct of Students during examinations:

Students shall not, by an improper means, obtain or endeavour to obtain assistance in their work, or endeavour to give assistance to any other Student.

Students shall not do anything to disadvantage other students during an examination.

Any Student who behaves in a disorderly manner or otherwise disrupts an examination is liable to disqualification or immediate expulsion from the examination room and to such other penalties as may be determined under the disciplinary regulations of the College.

Materials in Examination Room:

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

9.7. Assessment Appeals

If a student is dissatisfied with assessment or exam results given by a teacher:

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

9.8. Academic Fraud

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

Assignments must be submitted on-line through Moodle and are subject to a Vericite check for a calculation of copied work; there is a maximum of 20% allowed before a written assignment will be considered a fail and returned to a student who has one opportunity to validate the assignment and re-submit via Moodle, a re-submission fee of $50.00 will apply.

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

The use of an idea or direct quotation from another author, without acknowledgement through appropriate referencing.

Allowing one’s own work for an assignment/assessment to be copied by another student for their own purposes.

Using large quantities of information from another source (textbook, periodical, internet site, pamphlet/brochure, advertising etc.) and using this either in its original form, or in a disguised form (through minor word changes or format alterations), without either acknowledgement or appropriate referencing.

Purchasing, or otherwise obtaining, the text of an assignment/assessment written by someone else, and then submitting it as one’s own work.

Any individual student assignment/assessment submitted for marking must represent the student’s own thoughts and conclusions; and where students use the work of others, then this shall be acknowledged and/or referenced appropriately.

In cases where academic fraud has occurred or is suspected, the College will take remedial action. Subject to the severity of the offence, this may range from re-submission of assignment/assessment, to removal of an offending student from their course of study.

Criteria relating to the relative seriousness and likely consequences of engaging in various forms of academic fraud, as specified:

For failure to acknowledge an idea or a quote; New Zealand College of Chinese Medicine regards this as unacceptable and such oversights are likely to result in a reduction in marks allocated to an assignment/assessment.

For use of extensive copied material from another author, or submission of another person’s assignment/assessment as one’s own, New Zealand College of Chinese Medicine regards this as a serious matter that, depending on the circumstances, may result in one or more of the following:

• A significant marking penalty

• Failure of the assignment/assessment and no resit is possible

• And, for repeat offences, removal from the course of study
In cases where serious academic fraud has occurred; The College will, after consultation with the Programme Management Committee (PMC) seek clarification from the student about the issues, giving the student the opportunity to provide evidence that plagiarism did not occur or was not intentional. The PMC will outline in writing to the student the reason for any actions taken in regard to their assessed work and include detail of any remedial action(s) required of the student concerned. Copies of all documentation and correspondence will be kept.

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

9.9. Suspension from Studies
In the event of a serious breach of conduct, a student’s enrolment may be discontinued or suspended.

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.

9.10. Appeals
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, action or omission, to the Academic Manager to have the objection heard.

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.

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.

The objection will be heard and decided by an Appeals Committee established by the CEO.

9.11. 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 Programme Management Committee (PMC) may concede a pass, which allows a student to enrol in a course in order for them to progress in the programme.

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

Final grades will be awarded as detailed below:

<table>
<thead>
<tr>
<th>PASS GRADES</th>
<th>%</th>
<th>FAIL GRADES</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>A+</td>
<td>90-100</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>
</tbody>
</table>
9.12. Academic Requirements and Unsatisfactory Progress

Any student who does not pass at least half of the credits in which the student was enrolled within one academic year will be considered to have made unsatisfactory academic progress.

A student, who has enrolled in the same course on two occasions and has not passed the course, shall not be enrolled again for that course except with the permission of the Academic Manager. Any specific program regulations related to exclusions from courses shall take precedence over this clause.

Any student who fails to meet the prerequisite requirements in preparation for off-site excursions, practical, or work experience will not proceed to the off-site excursion, practical, or work experience and will not be awarded credits for that course.

Any student who has made unsatisfactory academic progress will be deemed to be excluded from that program and shall not be permitted to re-enrol without the prior permission of the Academic Manager.

9.13. Conceded Pass

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

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

A Conceded Pass may be awarded by the Programme Management Committee for a course where:

- The course is not at level 7;
- The marginal failure is compensated by at least a C+ grade average in all other courses the student has enrolled in for that semester.
- No more than one Conceded Pass may be granted to a student for a course per semester.
- No more than three Conceded Passes in total may be granted to any student for courses at level 5 and level 6.

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

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

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

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

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

When, for reasons of temporary personal illness, injury or other exceptional circumstances beyond the student’s control, the facility for aegrotat consideration shall normally be available where a student is:

- Unable to attend an assessment/test; or
- Seriously impaired in his/her preparation for an assessment/test; or
- Seriously impaired in his/her performance in an assessment/test.

The student may apply to the PMC for an aegrotat consideration if the conditions above are satisfied.

For an applicant to be considered for an aegrotat consideration:

- The student must be enrolled in the course to which the application relates.
- The student must submit the request using the application form to the Academic Manager within three working days; following the time at which the assessment/test took place.
- The written request must be made within three (3) working days period, irrespective of when the marking is complete for the assessment/test.
- If the application is being made under medical grounds the student must supply a medical certificate or other documentary evidence from a suitably qualified person that confirms that the student was incapable of preparing, and seriously impaired, for a test/exam or attending the test/assessment and clearly states the reason.
- If the application is being made under other exceptional circumstances beyond the student control, the student shall supply documentary evidence from a qualified person or other such evidence.
- The Programme Management Committee may normally grant an aegrotat pass only if, the student’s coursework in the programme was well above the minimum pass standard or for a student who sat an assessment/test, the mark attained was lower than expected taking into account the student’s work in that course programme.
- A student who applies for an aegrotat consideration, may, in exceptional circumstances, be granted permission to take an alternative assessment/test.
- The student may request that the contents of the application remain unopened until the result or outcome of the test/assessment is confirmed. They may also request that the details of their circumstances or condition not be disclosed to anyone by the Programme Management Committee.
- The student’s academic record will show an AP (Aegrotat Pass).

Normally, a student cannot have more than 1 Aegrotat Pass in any given academic year of enrolment.

No Aegrotat Pass is available for any Clinical Practicum, or for courses with a significant clinical component.
9.15. Re-sits

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

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

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

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

Students who are unsuccessful in meeting assessment requirements may, at the discretion of the Programme Management Committee, be offered a resit examination for each unsuccessful course before the start of the following academic year to have opportunity to achieve a passing grade and meet prerequisite requirements to enrol in the next level courses.

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

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

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

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

Re-sit Application Process:

- Student advised of having failed exam.
- The student must submit a re-sit application within five (5) working days of result notification. The $20.00 application fee is to be paid at the time of lodging the application. Application form can be obtained at reception.
- The student will be advised of the application outcome within five (5) working days from the date of application.
- If successful, an invoice covering the re-sit fee will be given to the student and must be paid within five (5) working days of the application outcome notification.
- The student will be notified within five (5) working days of receipt of payment of the date and venue for the re-sit. The date of the re-sit will be within 7 to 21 days from the date the re-sit fee is paid or the beginning of the last week of the term break.
- The student will be notified of his/her result within fifteen (15) working days following the re-sit.
• The student is advised of having failed an exam and reminded that any re-sit must be lodged within 5 working days of this date and the application fee ($20.00) paid within 5 working days of this date.
• The student pays the application fee at the reception and brings the receipt and the completed application form to the re-sit examination, practical or as part of the re-submission.
• The application details are recorded in a ‘re-sit log’ and given to the Academic Administration.
• Academic Administration checks the application meets the criteria which is stated in the above Policy section within 24 hours of receiving the application and:
  • If the criteria are met, the re-sit fee is determined within 48 hours (2 days);
  • Academic Administration to contact tutor re revised/different exam paper;
  • If the criteria are not met, then the student is informed immediately and must re-enrol in the failed subject when it is next delivered;
• The Academic Manager then requests the Accounts to prepare an invoice covering the re-sit fee.
• An invoice is prepared within 24 hours of request and given to the Quality Assurance Manager for quality assurance check.
• The Academic Manager advises the applicant, gives him/her the invoice and reminds the applicant the invoice must be paid within five (5) working days.
• Applicant pays total re-sit fees within five (5) working days of receipt of invoice and brings the receipt and the completed application form to the re-sit examination, practical or as part of the re-submission.
• Academic Administration records payment and advises the Academic Manager.
• Academic Administration arranges the re-sit date and venue (the re-sit day must be within 7 – 21 days or the beginning of the last week of the term break) and advises the Quality Assurance Manager and the applicant of the re-sit date and venue. A schedule of re-sit dates, times and venues is created and circulated to all teaching faculty and support staff.
• Following the re-sit the applicant gives the completed paper to the exam invigilator and the exam invigilator then gives the papers to the administration staff.
• Academic Administration must give the paper to be marked to the Assessor (either scanned copy or in hard copy).
• The assessor must mark the paper and return it to the Programme Leader/Academic Administrator within ten (10) working days.
• Academic Administration advises the Academic Manager of the re-sit result to record in the re-sit log.
• Academic Administration advises applicant of outcome of re-sit and records the result in academic records database. If the student has failed, they are reminded that they must re-enrol the next time the subject is delivered. A note must be entered in Take 2 as a bring up and must be clearly recorded in student file.
9.16. Awarding Qualifications and College Graduations

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

Issuing Academic Transcripts and Graduation Certificates

On completion of the prescribed programme of study the Academic Administration will create an Academic Transcript that displays the student’s complete and accurate academic record of their programme of study.

The final academic transcripts are subject to ratification by the Programme Management Committee (PMC) and confirmed by the Academic Board.

On ratification by the PMC, the confirmed graduates will be notified that they have met the requirements to pass the programme of study.

Official final qualification academic transcripts are printed, and the official seal is applied to the original document.

After confirmed by the Academic Board and financial check, the Academic Administration makes a hard copy and an e-copy of the student’s permanent record of academic transcript and files in the student file.

The Academic Administration creates a list of provisional Graduands and sends this to the Quality Assurance Manager who can establish the student’s right to attend the graduation ceremony.

The Quality Assurance Manager will arrange for the graduation certificates to be printed and the CEO will sign the certificates.

The graduation certificates are reissued only in the event that the original print copy has type errors, or if the students can prove the original has been lost or destroyed (proof by way of the damaged certificate or a police report are required). Otherwise, the College only can issue a letter of certification. The reissued certificate will state that it is an “official replacement” to indicate that there was an original. The College charges a $75.00 fee for re-issuing a certificate.

Graduation Certificates may only be issued before the graduation ceremony under exceptional circumstances and this must have the approval of the Academic Board and an administration fee will be charged.

Upon completion of a programme of study students will be invited to attend a Graduation Ceremony. Graduands wishing to graduate in person are required to wear formal academic regalia. Hireage will be arranged by the College and the cost from the supplier passed on to the student. Graduands need to pay prior to uplifting the regalia.

Graduands need to be aware that all outstanding fees and/or charges must be settled, and any College property returned before the final academic results will be issued. Such fees include balance of unpaid tuition fees, library fines for overdue library books, college property (e.g. locker keys) and any library books you have on issue.
A list of provisional Graduands is sent to accounts and to the librarian to establish if there are any fines or books that need to be returned.

Once verified by the Quality Assurance Manager and Registrar that there are no issues with any outstanding debts or property, the PMC can ratify and the CEO confirm the Graduands list.

A graduation programme is developed by the Academic Manager and invited guests are identified.

Graduands are notified by formal letter and invited to the graduation ceremony.
10. Forms

NB: All forms can be collected at Campus Reception

10.1. CHANGE OF CONTACT DETAILS

Student Name: _____________________      Student ID No.  _______________
Date of Birth: _____________________  Male □ Female □
Residential Address:

Postal Address:

Phone No.  ____________________                  Mobile: ________________________
E-mail: ________________________________________________________________

Student Enrolment Status:   Domestic □                 International □
Special Learning Needs: __________________________________________
Special Health Needs: _____________________________________________
Changes to Information:

<table>
<thead>
<tr>
<th>Information updated in Take 2:</th>
<th>Date updated:</th>
<th>Recorded by:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
10.2. RE-SIT APPLICATION

Student Name: _________________________  Student Id: ____________________

(Please Print)

Class (at time exam failed):  Date Submitted: ____________________

Guidance:

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

☐ The final assessment result is between 40% and 49% and an overall pass of 50% is required

☐ One assessment is failed, where each assessment needs a minimum of 50% for each part

Please tick the appropriate box.

Instructions:

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

<table>
<thead>
<tr>
<th>Name of Course</th>
<th>(e.g. New Zealand Healthcare Humanities)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Code</td>
<td>(e.g. PMP1)</td>
</tr>
<tr>
<td>Name of Assessment Task</td>
<td>(e.g. Practical Assessment, Assignment, Test or Exam)</td>
</tr>
<tr>
<td>$20.00 Application Fee</td>
<td>Yes ☐ No ☐</td>
</tr>
<tr>
<td>Applicant’s Signature</td>
<td></td>
</tr>
</tbody>
</table>
10.3. APPLICATION FOR A CHANGE OF MAJOR

I (student name) ... .................................................. Date........................................
Hereby give notice of my wish to change my major.
Date of birth: .......................................................... Student No. ......................
Country of Origin (International students only) ..................................................

Change of Major
Please tick applicable box)
From: Bachelor of Health Science

☐ Acupuncture
☐ Chinese Medicine (Acupuncture and Herbal Medicine)

To: Bachelor of Health Science

☐ Acupuncture
☐ Chinese Medicine (Acupuncture and Herbal Medicine)

The reason I want to change my major is: ________________________________
* If in year 2 or year 3, you also must write a letter to the Programme Management Committee.

Student Signature: .................................................................
11. Appendices

Appendix 1: Summary of the Education (Pastoral Care of International Students) Code of Practice 2016

Introduction
When students from other countries come to study in New Zealand, it is important that those students are well-informed, safe, and properly cared for. To support this, the New Zealand government has developed the Education (Pastoral Care of International Students) Code of Practice 2016 (the new Code of Practice). This replaces the 2010 Code of Practice.

What is the Code?
New Zealand education providers have an important role in ensuring the well-being of their international students. The Code sets out the minimum standards of advice and care that are expected of education providers for international students. This ensures students coming from other countries to study in New Zealand are well informed, safe, and properly cared for.

New Zealand defines international students as those that are not domestic students. There is further information about this on the New Zealand Ministry of Education website at www.education.govt.nz.

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand government.

Who does the Code apply to?
All education providers in New Zealand who enrol international students must be a signatory to the Code and adhere to its requirements. A list of education providers that have signed up to the Code is available on the NZQA website at www.nzqa.govt.nz.

What can you expect of an education provider?
Students and their families can expect education providers to:

- provide clear, sufficient and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider
- check that you have the prescribed insurance cover
- provide a safe and supportive environment for study
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability
- have proper policy and processes in place to safeguard students’ fees paid and be able to provide an appropriate refund if you withdraw or your course closes
• ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).

How can I get a copy of the Code?
You are encouraged to read the Code, which is available on the NZQA website in several languages.

If you have further questions about the Code you can email code.enquiries@nzqa.govt.nz.

What if something goes wrong?
If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure. Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person who you can talk to and who will advise you on how to address your concerns or complaints. This may be the principal or the student services manager/officer.

If the provider’s grievance process does not address your concerns or complaints, you can contact:
• NZQA (for concerns and complaints about a provider breaching the Code) or
• iStudent Complaints (for concerns and complaints about money or contracts).

Is your complaint about a provider breaching the Code?
As the Code administrator NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concern or complaint and the education provider.

For information about how to make a complaint see the NZQA website www.nzqa.govt.nz/aboutus/make-a-complaint/make-a-complaint-about-a-provider/.

Is your complaint about money or contracts?
iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free. You can contact iStudent Complaints in a few ways:

Website: www.istudent.org.nz
Email: complaints@istudent.org.nz
Phone: 64 4 918 4975
Freephone: (within New Zealand) 0800 00 66 75
Fax: 64 4 918 4901
Facebook: www.facebook.com/istudent.complaints
WeChat: (search for ‘NZ iStudent Complaints’ Chinese language only)
Mail: iStudent Complaints
        P.O. Box 2272
        Wellington 6014
        New Zealand
Appendix 2: Additional Information for New Students to New Zealand

Keeping safe in New Zealand

On the whole Auckland and other New Zealand cities are safe places. However, you do need to take some basic precautions outlined in this handbook to help protect yourself and your property from a minority of people who may, at some time, try to take advantage of you. New Zealand Police are here to help and assist you at ANY time (24 hours a day, 7 days a week). Unlike some other countries, the New Zealand Police DO NOT accept payments of any kind. They DO NOT accept money or gifts in payment of any help they may give you.

**NB: ALL SERVICES PROVIDED BY THE NEW ZEALAND POLICE ARE FREE. CALL 111 IN CASE OF AN EMERGENCY.**

The Police have access to a FREE telephone interpreting service called Language Line. It operates from Monday to Friday 10am - 6pm. When you contact the Police either in person or face to face, just ask for Language Line and your language (e.g. Language Line Mandarin). Language Line is available in 35 languages. For further details, go to: [www.languageline.govt.nz](http://www.languageline.govt.nz).

**Alcohol**

The legal age for drinking alcohol in New Zealand is 18. If you are under 18 you are not allowed to enter a bar or nightclub, or to purchase alcohol. You may be asked to show identification before you enter a bar or club, or when purchasing alcohol. It is illegal to drive while under the influence of alcohol (beer, wine, spirits etc) and/ or drugs.

**Smoking**

You are not allowed to smoke inside the School.

You should not smoke in areas immediately outside buildings (e.g. entrance ways, outdoor balconies, outside windows or intake ducts) that are access ways for staff, students or visitors, or from which smoke might be drawn into a building.

Note that smoking is banned in hotels, restaurants, and most other buildings in New Zealand. The smoke free legislation is the law in New Zealand and must be adhered to. There are significant monetary penalties for breaches.

The Smoke-free Environments Act 1990 prohibits the sale of tobacco products to persons under 18 years of age.

You may be asked to show proof of your age when purchasing tobacco products.

**General Advice Regarding New Zealand’s Culture**

New Zealand is a country of polite, friendly people.

When you meet people for the first time, look at their eyes and speak to them. Some people may want to shake your hand, if they put out their hand, shake it firmly.

It’s polite to smile and say “Good morning!” or “Hello!” when you see someone you know.

New Zealanders will help you if you need it. Ask when you don’t understand something, they will help you. Use “please”, “thank you” and “sorry” where necessary to be polite.
In New Zealand, “yes” usually means “yes”, and “no” means “no”.

New Zealand life style is casual.

Table Manners in New Zealand:
- Talk between mouthfuls, not with food in your mouth.
- Say “please” and “thank you” for food.
- Try not to make a noise eating.
- Pass the salt, sauce and food to other people.
- Use outside knife, fork or spoon first.
- It is not acceptable for you to sit on tables.

Western Table Talk and table manners:
- It is good manners to talk at table. Just make a little conversation, then resume eating again.
- “Please may I have some carrots? I like carrots.”
- “Would you like some sauce? The food is good, isn’t it?”

Social Talk:
- “How was your day? I heard you had a test.”
- “We’re going to a beach on Saturday. Would you like to come?”

Helping:
- It is friendly and polite.
- It is normal in New Zealand.
- It makes you part of the family.

Expenses
We recommend that you budget your minimum basic personal living expenses around NZ$7,000 – NZ$10,000 per year. This amount includes accommodation, food, clothing, and entertainment, etc. It does not include tuition fees.

Protection of Valuables:
- Please be very careful of your possessions.
- DO NOT CARRY large amounts of cash.
- Always lock your car when leaving it unattended.
- DO NOT leave valuable possessions in your vehicle for others to see (lock them in the boot of the car or conceal them as much as possible). NZCCM can take no responsibility for theft or lost property.
- RECORD the serial numbers of all your valuable possessions in case of loss or theft.
- ALWAYS report the theft or loss of an item to the Police as soon as possible.
- REPORT the loss of any bank cards, credit cards to your bank immediately to prevent fraudulent use of your money.
- Then advise the Police.

Reverse Charge Calls
Call 0170 to connect to an international operator. It will cost $9.00 to make a collect call via the international operator.

Banking
There are many different types of bank accounts. Ask about the different types before you decide which one to open. A Current Account is probably the most suitable for students. When you open an
account, you will normally receive an ATM Card. Many shops in New Zealand will not accept cheques, but most will take EFTPOS cards. An ATM Card cannot be used for credit, but it can be used in most shops to pay the bill (as long as there is money in your account) and it can be used to withdraw money from the machine (ATM) you find outside banks.

**Transport and Driving**

Auckland City has a comprehensive bus system. Weekly fares range from approximately $11 to $30. Special discounted passes can be purchased at a bus terminal. Your student card will allow you to receive discounts on bus fares providing you have a current sticker attached to your student card (ask at reception for a MAXX discount sticker).

Some students prefer to buy their own car. A second-hand car costs from approximately $2,000 upwards, a new car costs from $20,000. Think carefully before buying a car. Unfortunately, some international students have had problems with driving or owning cars and some of them have been serious. We recommend that you buy a vehicle from a licensed car dealer. If you purchase a car from an individual, it is advised to phone AUTOCHECK on 0800 658 934 to make sure the car is legal. If you purchase a car it is important to buy car insurance to protect you against theft and damage to your or another person’s vehicle.

Once you own a car you need to make sure that it is licensed and has a warrant of fitness (WoF). If your vehicle does not have a current vehicle license and warrant of fitness you will be fined. If you intend driving to NZCCM each day, you should note that we have no student parking, and that while there is parking available in the streets around the campus, there are restrictions on the times when you can park in most streets.

You need to be 16 years old or over to drive in New Zealand. All drivers must have a current and valid New Zealand driver license, overseas license, or International Driving Permit. You can drive on an overseas license for 12 months, after which will need to apply for a New Zealand license. When driving you must carry your license with you at all times. It is important that you learn the road rules, traffic signs and signals for driving here, by viewing a copy of the New Zealand Road Code (the Road Code). The Land Transport Safety Authority also has a factsheet for visitors to New Zealand: factsheet 56 - New residents and visitors: driving in New Zealand. You can access both the Road Code and factsheet 56 through the Land Transport Safety Authority website, go to: [www.ltsa.govt.nz](http://www.ltsa.govt.nz). Copies of the Road Code can also be purchased through bookstores.

There are four main reasons why people crash or die on New Zealand roads: driving too fast, drinking alcohol, not putting on their safety belts and not giving way at intersections.

Many students choose to use a bicycle to move around Auckland City. In New Zealand, you are required by law to wear a cycle helmet when on a bike. These can be purchased from bicycle retailers or sports stores. Cyclists are not permitted to ride on the pedestrian footpath areas and must use the road system and follow the New Zealand road laws available at the above website or road code.

You need to exercise care when walking around the city. Main pedestrian crossing areas are controlled by a traffic light system which will show you when it is safe to cross. Crossing streets at random will place you in danger of being hit by a vehicle. Special pedestrian crossings are marked by white stripes on the street. At these crossings, the traffic must stop to allow pedestrians to cross the street.
However, it is important to watch for cars to ensure they are aware of your intention to cross before you step out on to the street.

*Water*

Auckland tap water is safe to drink.
**NB:** Students are required to sign a student handbook form to acknowledge receipt and acceptance of NZCCM policies, procedures and regulations 2019.

### 11.1. STUDENT HANDBOOK ACKNOWLEDGEMENT FORM: Student Copy

I hereby acknowledge that I have received the 2019 Student Handbook and read and understand the conditions included in the Student Handbook.

Student Name: _______________________________

Intake Year: _______________________________

Student Signature: _______________________________

Date Signed: _______________________________

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

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

**Auckland Campus**
321 Great South Road, Greenlane  
P O Box 17467  
Auckland 1546  
New Zealand

T 09 580 2376  
F 09 580 2379

E [auck@chinesemedicine.ac.nz](mailto:auck@chinesemedicine.ac.nz)  
W [www.chinesemedicine.ac.nz](http://www.chinesemedicine.ac.nz)

**NB:** One copy to remain with student; the other copy to be placed on the student’s file.
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**NB:** Students are required to sign a student handbook form to acknowledge receipt and acceptance of NZCCM policies, procedures and regulations 2019.

11.2. STUDENT HANDBOOK ACKNOWLEDGEMENT FORM: File Copy

I hereby acknowledge that I have received the 2019 Student Handbook and read and understand the conditions included in the Student Handbook.

Student Name: _______________________________

Intake Year: _______________________________

Student Signature: __________________________

Date Signed: _______________________________

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

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