

YOOBEE COLLEGES LIMITED

YO03EE

COLLEGE
OF CREATIVE
INNOVATION



New Zealand
School of Tourism

 Elite
School of Beauty & Spa

cut above academy

 Healthcare
Academy
of New Zealand

STUDENT HANDBOOK

Rules & Guidelines 2022

Version 2

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

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

Who we are

As of April 2022, New Zealand School of Tourism Limited (NZST) merged entities with Yoobee Colleges Limited to become the largest Category 1 Private Training Establishment in New Zealand. New Zealand School of Tourism (NZST) is therefore a legal trading name of Yoobee Colleges - a registered and accredited NZQA tertiary provider. In addition to offering programmes under the NZST brand they also operate the following trading names:

- Elite School of Beauty
- Cut Above Academy

When New Zealand School of Tourism (NZST) is referred to in this handbook it is referring to all trading names.

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

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

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

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

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

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

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

Academic Policies

Assessments

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

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

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

Assessment and Exam Procedures

- These are undertaken at the time and date given by the subject trainer
- They may be open or closed book and take place in a classroom. No talking is allowed. A supervisor or trainer will be in the room at all times
- For open book assessments: you may have with you applicable workbooks, a pen and a calculator (if required)
- For closed book assessments: your Trainer will advise what resources are allowed
- The Trainer will hand out blank paper if required. You may not use your own blank paper or pads
- No red pens, pencils or twink / white out are allowed
- No cell phones are permitted
- If a student is more than 10 minutes late for a formal assessment task, he/she will not be admitted into the assessment room
- Most assessments will be marked immediately and resits completed on the day or Friday mornings
- Some assessments may take up to 3 weeks for marking
- We reserve the right to hold digital copies of any assessment for the purpose of comparison with past and future work by others to detect academic misconduct
- If any student suspects any form of cheating, they are encouraged and expected to report this to a staff member

Assessment Deadlines

When an assessment/project is handed out, the Trainer will also tell you when it is due. If it is not handed in on time, then the following applies:

- Achievement based assessments are recorded as a submission opportunity that has not been achieved
- Graded or weighted assessment may be eligible for a minimum pass mark only
- Some programmes may incur a deduction in overall marks

If you have a legitimate need for an extension, one may be granted by your Trainer under the following conditions:

- Prior to a scheduled assessment date – if an extension is applied for in writing at least two days before the assessment deadline.
- After the scheduled assessment date – if absence approval form has been approved by your Trainer and Campus Manager for the due date.

Re – Assessment (Resits)

If you don't pass the assessment and wish to be re-assessed, it is only necessary to resit the question that relates to the Learning Outcome of the module that was not achieved. All Learning Outcomes must be achieved as they link with the Graduate Profile for the qualification. It may not be necessary

to resit the whole assessment again. The only exception to this is some Moodle assessments. Resits occur on either a scheduled day or as necessary. Appropriate notice will be given to students.

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

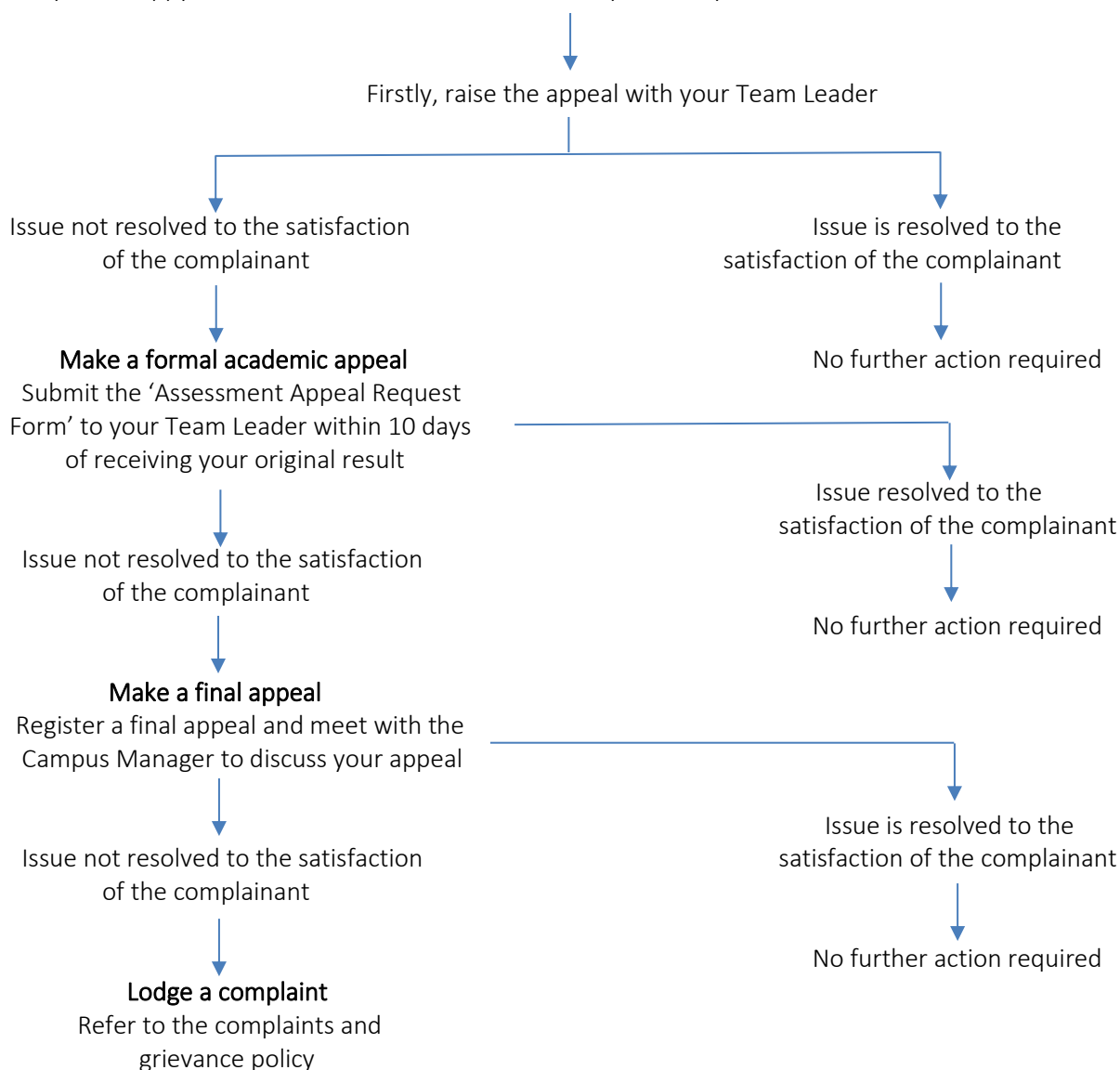
Our resources are updated regularly therefore any resits should be completed within three months from the last day of the programme. If an assessment has not been marked as competent within 3 months of the programme ending, the entire module will need to be repeated in order to gain the credits.

Appealing Results

If a student wishes to query the marking of an assessment, this must be done **within ten days** of receiving back the assessment, or **for practical assessments, it must be done immediately** (with the model remaining on site until the work has been viewed) with the Team Leader. Students may appeal assessment decisions they consider are unfair or inaccurate. In the first instance the matter should be raised with the Team Leader, who may discuss the issue with the Trainer concerned. Should this not resolve the matter, the student may then appeal to the Campus Manager, or if still concerned about the outcome, formally to the Head of Operations, 766 River Road, Hamilton 3210.

Academic Appeals Process

Are you unhappy with the results of an assessment? Do you think you did better than the results show?



Learning Plans

Your Trainer may work with you at times to create a learning plan to support you to be academically successful. Learning plans may be required for a variety of reasons for example – to catch up on missed learning due to absence, behind in assessment submission or general academic support. It is important that you meet the agreed deadlines or actions of your learning plans and if there are any further barriers to you meeting your plan, you communicate this to your Trainer so we can best support you.

Academic Integrity, Academic Misconduct & Plagiarism

New Zealand School of Tourism Ltd staff and students must demonstrate academic integrity and not engage in academic misconduct of any kind.

Below outlines NZST definitions and actions classed as academic misconduct:

Academic integrity refers to behaviour demonstrating ethical and honest study and assessment practice.

Academic misconduct refers to an action taken by a student and/or staff that results in assessment evidence that is not the student's own work. May also be referred to as - academic fraud/ dishonesty, cheating or plagiarism.

Plagiarism - the process of copying another person's work and claiming it as their own/not acknowledging the original author through referencing conventions.

Actions classed as academic misconduct

- Plagiarism of any nature. Submitting work copied, closely paraphrased, or disguised (through minor word changes or format alterations) from information sources without acknowledging the source of the material
- To use/provide resources during an assessment prohibited under the assessment's conditions
- Unauthorised access to 'assessor only' resources such as assessment schedules
- To take an assessment out of the training area without the permission of the responsible teaching staff member
- To fabricate data, evidence, or results
- To make a false declaration of authenticity in relation to submitted assessment evidence
- To communicate or attempt to communicate with other students during assessments or examinations which are written under conditions which forbid communication with others
- To engage in any other behaviour forbidden under the relevant assessment or examination conditions
- To submit work completed as part of another programme component without teaching staff approval
- To not correctly attribute the author using approved referencing style when using another's idea or words
- To complete an assessment in a group (of two or more) and submit work without making significant individual contribution to the submitted evidence
- To purchase, or otherwise obtain and submit another's work or pass off another's ideas as their own
- To impersonate someone else and produce the work for another
- To arrange for another to take one's own place in an assessment
- To allow assessment work to be copied by another student
- To allow own work to be handed in by another student as if it were the other student's work
- To collude with other students to produce work that is submitted as individual work
- To deliberately destroy another's assessment work

Academic misconduct is viewed as Major / Expulsion behaviour. See below for further information on implications of this behaviour.

Cross Credits and Recognised Prior Learning

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

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

Note:

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

The following policies and procedures exist to ensure that New Zealand School of Tourism Ltd conducts its dealings with students in a fair and equitable manner complying with the specific requirements of the Education Act and other relevant legislation.

Literacy and Numeracy Assessment Tool

If you are enrolled in our level 2 - 4 programmes you are required to complete an online assessment of your numeracy & literacy levels. These are scheduled at the beginning and end of each programme and are compulsory. In some programmes, they may also be scheduled when you are 10 weeks into your programme so we can ensure we are supporting you adequately.

All students enrolled in level 5+ programmes of study complete the literacy and numeracy assessment towards the end of their programme. This analysis of your literacy and numeracy levels allows us to support you throughout your study with us and we are able to track what gains have been made in these areas.

Note:

Students who have recently been assessed in level 3 and are continuing into a level 4 programme will have an online assessment for numeracy & literacy towards the end of the programme.

Disciplinary Procedures

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

Minor Behaviour

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

Discussions will be held with you and the Trainer concerned. Notes on this discussion will go on your file.

If the behaviour continues, it could affect your participation in off site visits, study tours, assistance with employment and graduation.

Concerning Behaviour

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

Discussions will be held with you and the Trainer concerned. Notes on this discussion will go on your file.

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

Major / Expulsion Behaviour

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

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

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

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

- All of the above behaviours
- Being arrested by the police, or being investigated for unlawful matters
- The breach or breaches would constitute an ongoing risk to the student's education, health, safety well-being or personal welfare for which the school is responsible under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

It would be viewed seriously and may result in instant expulsion and termination of enrolment or in the circumstances where management does not consider that expulsion is appropriate. A final warning will be

issued even if no other warnings have been issued previously. Regardless of the decided outcome, a meeting with the Campus Manager and Team Leader will be arranged where you will be given the opportunity to bring a support person along if you wish. In the interim, you may be stood down from campus. If expulsion is the outcome, you will be given this in writing as well as a copy of your final academic record of learning. A recommended way forward may be discussed with management depending on the situation.

Student Bullying

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

What can you do if you're being bullied?

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

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

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

Enrolment into future programmes

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

All programmes

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

Diploma Level 5 programmes

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

Diploma Level 6 programmes

- Be looking like there will be no issues with a student completing their level 5 qualification
- Be work ready world ready
- If a student is under a step 4 in both literacy and numeracy, based on the most current result, in addition to the required approval a support plan will be put in place

Flight Attending Practicals

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

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

Further criteria are applied as follows based on airline requirements:

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

International exam options – Elite School of Beauty and Spa

International exams are assessed by external examiners provided by the International Examinations Bodies. Policies and fees for International exams are governed by the individual International Examining Boards. International exams normally take place twice a year in June/July and November/December. However, examination arrangements are subject to minimum numbers and on occasion can only be offered once a year. Dates for these are only confirmed by each examining body 12 weeks prior to exams.

Due to the stringent marking procedures of the examination boards, international exam results can take up to 3 months after the exams have been sat to be released to the School by the examining board. It is your responsibility to contact Elite to find out your results.

At Elite we have a choice of two international exams (not all are available at all campuses), all of which are highly recognised throughout the Industry. Your Class Trainer and Team Leader are available to guide you as to the most appropriate personal choice for you.

All international exam fees must be paid in full on registration for each examination module and are not refundable once registration has taken place.

CIBTAC

Confederation of International Beauty Therapy and Cosmetology. This is a UK based qualification and an Examiner from CIBTAC observes and assesses your practical exam and invigilates all theory papers.

The pass mark for CIBTAC is set at 60% and all results are forwarded to the School within 12 weeks of the exam. Achievements of Pass, Merit or Honors can be gained through theory and practical exams. CIBTAC exams are designed for individual therapists to enhance their careers by gaining extra qualifications within Beauty Therapy.

Costs for these exams are not included in your fees and the amounts may differ according to the currency rate at the time of payment. Please note that CIBTAC exams require minimum enrolment numbers to proceed.

CIDESCO

Comite International D'esthetiques et de Cosmetology; Swiss based. CIDESCO is considered the oldest examination board. A CIDESCO examiner will observe and assess all practical and theory examinations alongside an Elite examiner. You have the option to sit a Certificate in Aesthetics, Certificate in Body Therapy or a Beauty Therapy Diploma consisting of the Beautician and Body components together in one day.

Results will be given immediately following marking. CIDESCO pass mark is set at 70%. A project with case studies on a subject of your choice is required and these results will go towards your final marks.

The Diploma exam requires 600 practical hours, some of which can be completed at campus and the remainder within industry, to enable all candidates to obtain a full CIDESCO Diploma.

Costs for these exams are not included in your fees and the amounts may differ according to the currency rate at the time of payment. Please note that CIDESCO exams require minimum enrolment numbers to proceed.

Results notice / academic record of learning

Throughout the programme you will be given an updated results notice / academic record notifying you of your results. Please check this thoroughly and advise your Class Trainer of any problems.

Self-directed learning hours

As a part of each programme, students are required to complete a set amount of self-directed learning hours in addition to what they do with trainers, face to face in class. It forms part of the approved programme and therefore supports your learning and ability to successfully complete your qualification. Each programme has an expected plan for students to follow for a set number of hours depending on their programme of study as follows:

New Zealand School of Tourism

- NZ Certificate in Youth Work Level 4 – 6 hours
- NZ Certificate in Health & Wellbeing (Support Work) Level 3 – 15 hours
- NZ Certificate in Health & Wellbeing (Advanced Support) Level 4 – 15.5 hours
- NZ Diploma in Tourism and Travel – 20 hours
- NZ Diploma in Hotel and Hospitality Management – 17.5 hours
- NZ Diploma in Hospitality Management Level 6 – 18.75 hours
- NZ Diploma in Tourism and Travel Level 6 – 18.75 hours
- NZ Certificate in Aviation – 15 hours
- All other programmes – 10 hours

Cut Above Academy

- NZ Certificate in Hair & Makeup career Pathway Level 2 – 9 hours
- NZ Certificate in Hairdressing Essentials Level 3 – 9.5 hours
- NZ Certificate in Hairdressing Emerging Stylist Level 4 – 9.5 hours
- NZ Certificate in Commercial Barbering Level 4 – 9.5 hours
- NZ Certificate in Makeup Essentials Level 3 – 9.5 hours
- NZ Certificate in Makeup Artistry for Fashion, Film & TV Level 4 – 9.5 hours
- Diploma in Special FX & Prosthetic Makeup Artistry Level 5 – 9.5 hours

Elite School of Beauty

- Makeup Artistry and Skincare Level 3 – 5.33 hours
- Beauty and Body Essentials Level 4 – 9.5 hours
- Professional Face, Body and Spa Therapies Level 5 – 6 hours
- NZ Certificate in Specialised Skincare Level 6 – 8.75 hours

Face & Beauty

- Your Team Leader will confirm your self-directed learning hours with you

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

- Activities set each week by your Trainer to enhance learning and prepare you for your assessment
- Increasing literacy and numeracy skills, including reading
- Study time for closed book assessments and homework
- Additional activities focussed on “Work Ready, World Ready” such as getting ready for employment
- Building industry related knowledge

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

Choosing to withdraw From Your Programme of Study

Domestic Students

If for any reason you feel that you need to withdraw from your programme of study a discussion with your Class Trainer and the Team Leader is recommended. Notice in writing is required if you decide to withdraw. If you have paid for your programme of study (not received fees free training from the government), the cancellation fees are as follows:

- If you withdraw within 8 calendar days after and including your schedules starts date of your programme, all tuition fees will be refunded minus a deduction of 10% of the fees paid or \$500.00 (whichever is the lesser amount).
- If you withdraw from your programme before the completion date on the 9th calendar day or later following program commencement, you would only be eligible for a refund of tuition fees in exceptional circumstances. You would need to complete the Student Refund Request Form and provide documentation to support the request.
- On day 9 or later, there can be no refund where: you wish to transfer to another provider, you have been expelled and/or inaccurate or false information is included in your enrolment application.

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

International Students

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

The cancellation fees are as follows:

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

Please note in all cases, Immigration New Zealand will be notified if study is terminated

A notice of withdrawal due to exceptional circumstances may, at the sole discretion of the Campus Manager, be accepted as grounds for a refund of tuition fees. The Campus Manager may require

documentary evidence in support of the application for the refund, and a refund may not be made if the written notice of withdrawal is unreasonably delayed. Exceptional circumstances may include: A death of a student or close family member (parent, sibling, spouse, or child); political, civil, or natural event that prevents arrival of the student.

What happens if I do not come to class, or I withdraw from my programme?

In this case, we have to inform Immigration New Zealand (INZ). We automatically do this if you have not attended for 2-weeks, INZ will then guide us on how to manage your study with us.

Accepting a Job in the Industry

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

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

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

- Join another class
- Workplace assessment

Attendance

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

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

Appointments

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

Class Times

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

New Zealand School of Tourism

Level 2-4 Programmes:

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

Level 5 & 6 Programmes:

Our Diploma classes follow a blended learning model which includes face to face learning (on-campus) and online learning. On-campus classes are run Monday to Thursday either 9.00am – 12.00pm or 1.00pm – 4.00pm depending on your enrolment. No lunch break applies.

In addition to these class times, you will attend the following online sessions: 2 x 2 hour live-stream sessions, 1 x 2 hour team collaboration session and 1 x 2 hour recap or assessment on Friday. Students are allocated livestream timeslots. If you are unable to attend your allocated online timeslot then please talk with your Campus Manager. Trainers are available before or after class for additional assistance, tutorial, etc. and your online trainers are available during business hours for help.

Please note: International students must complete their online learning sessions on-campus. Please see the International Student section for more information regarding this.

Cut Above Academy

Level 2-5 Programmes:

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

Salon Weeks (Level 4 Hairdressing)

Salon weeks are from 9.00am to 5.00pm with a minimum of one late night on a Wednesday until 8.00pm. Late nights are a compulsory part of the programme and are included in your contact hours

Elite School of Beauty

Level 3-5 Programmes:

Classes start each day at 9.00am and finish anytime between 4.00pm – 5.00pm Monday to Thursday with a 1 hour lunch-break and 9.00am – 1pm Friday. All sessions are compulsory. Trainers are available before or after class for additional assistance, tutorials etc. For the first 12 weeks of the level 5 programme, students are required to attend 9.00am – 1pm Friday.

Client Days (Level 4&5)

You will also need to be available for late nights during client days throughout your level 4 or 5 programme.

Attendance requirements to gain your certificate

If you wish to gain the Certificates issued by New Zealand School of Tourism, Cut Above Academy, Elite School of Beauty or Face & Beauty, you must have completed the required amount of face to face learning and therefore meet the attendance requirement. The maximum number of days you can be absent, depends on the programme you are currently enrolled in (outlined in table below). Absent days are accrued if you are absent for any reason (including medical, funeral, tangi etc.) or if you are late to class in the morning/after any break (each late occurrence counts as ¼ day).

New Zealand School of Tourism

Programme	Absent days allowed:
Level 2 programmes (22 weeks)	5
Level 3 programmes (22 weeks)	5
Level 4 programmes (16 weeks)	4
Level 5 & 6 programmes (32 weeks)	8 (1 day = 1 calendar day 9am-1pm or 1-5pm)
Diploma with Internship (24 weeks)	6
Flight Attending Practicals	1
Health and Wellbeing (20 weeks)	5
Career Prep Level 3 (19 weeks)	5
Career Prep Level 4 (18 weeks)	4

Cut Above Academy

Programme	Absent days allowed:
Salon Skills L2 (16 weeks)	5
Hairdressing Salon Support L3 (34 weeks)	9
Commercial Barbering L4 (32 weeks)	9
Makeup Essentials L3 (16 weeks)	4
Professional Makeup Artistry L4 (32 weeks)	9
Hairdressing Emerging Stylists L4 (32 weeks)	9
Diploma in SFX & Prosthetic Makeup L5 (32 weeks)	9
Runway Collection (L3 & 4) (37 weeks)	10

Elite School of Beauty

Programme	Absent days allowed:
Makeup Artistry and Skincare L3 (18 weeks)	4
Beauty and Body Essentials L4 (20 weeks after L3)	5
Beauty and Body Essentials L4 (32 weeks without L3)	8
Professional Face, Body and Spa L5 (24 weeks after L4)	6

Note:

If you are enrolled in more than one programme you will not be able to 'carry forward' or 'borrow' days between programmes.

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

Absenteeism/attendance is monitored closely, and students are expected to keep up to date with how many days off they have had in relation to what is 'allowed' (as shown previously).

Remember: the purpose of this policy is to ensure that qualifications are gained authentically regarding the amount of face to face facilitation you have received for the programme you are enrolled in, as well as ensuring students are 'work ready, world ready' when they are released to employment in the industry. When students exceed the 'allowed days', we begin to manage the situation through the withdrawal process which is outlined in the next sub-section. In exceptional circumstances, the Campus Manager may make exceptions to the rule and will therefore form a plan of action to ensure students are still able to gain their New Zealand qualification authentically. If you are a student that has been

deemed as an 'exceptional circumstance', this may involve being moved to another intake, so that you can catch up on any learning you may have missed. Where a student is either not meeting course requirements through low attendance or not being on track with their credit achievements, student's finances may be suspended.

Being withdrawn from programme of study due to attendance issues

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

Withdrawal policy for consecutive absenteeism (including lateness)

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

- **First instance of being absent without notifying us:**
After one learning week of no contact, you will be given three days to notify us or return to class without being withdrawn (5 days + 3 days' notice = 8 days). If we do not hear from you, you will be withdrawn from your programme of study.
- **Second instance of being absent without notifying us:**
After three days of no contact, you will be given three days to notify us or return to class without being withdrawn (3 days + 3 days' notice = 6 days). If we do not hear from you, you will be withdrawn from your programme of study.
- **Third instance of being absent without notifying us:**
After one day of no contact, you will be withdrawn the following day.

Withdrawal policy for non-consecutive absenteeism (including lateness)

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

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

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

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

Stage 1: When you have exceeded the allowed number of days in the qualification you are enrolled in:
(See above tables for attendance requirements specific to your qualification).

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

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

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

Certificates

The programmes offered include NZQA New Zealand qualification certificates and our own programme certificates. In order to gain any of the NZQA New Zealand certificates included in the programme you are completing; you must achieve 100% of the subjects offered within the programme's curriculum.

Official NZQA Certificates are awarded to you at our annual graduation. If you require this prior to the graduation event, please request this from a Team Leader at your Campus.

Note: The NZQA website can take 12-18 months to show your completed qualification under your Record of Learning through an automated process, once your programme has finished. If you wish to have this recorded on your Record of Learning, a manual process can be undertaken at a cost of \$10 per qualification. Confirmation of qualification achievement would then show under your Record of Learning within a month of your request being made to your Team Leader. (Please note: Modules completed will not show on the NZQA website as NZQA can only record unit standards and qualification/s completions. A transcript of modules achieved is available at any time on request and will be given to you at the end of your course.)

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

New Zealand School of Tourism Ltd Certificates

These certificates are awarded by New Zealand School of Tourism, Cut Above Academy, Elite School of Beauty or Face & Beauty and have no additional criteria other than the 100% completion of curriculum and successfully meeting professional guidelines.

New Zealand Certificate in Aviation (Flight Attending) Level 4

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

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

Specialist Product Knowledge Certificates

New Zealand School of Tourism

These additional certificates are offered to travel and tourism students. They involve a day of learning about the specific product and then a closed book exam written in conjunction with the industry partner. To be eligible to sit the exam for each specialist certificate, you must have attended the product knowledge day with your class. If you have been absent for medical reasons (or any other reason that management deems acceptable), you may be able to join another class if the timetable permits.

Elite School of Beauty and Spa

These additional certificates involve learning about the specific product and then an assessment in conjunction with the industry partner. To be eligible to sit the assessment for each specialist certificate, you must have attended the product knowledge day with your class. If you have been absent for medical reasons (or any other reason that management deems acceptable), you may be able to join another class if the timetable permits.

Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

New Zealand School of Tourism Ltd. has agreed to observe and be bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 published by NZQA. Copies of the Code are available on request from this institution or from the NZQA website at www.nzqa.co.nz

Under the Code, we help you to be safe – physically & mentally, respected & accepted for who you are, supported in your learning & wellbeing, connected with your social & cultural networks and to be able to have your say in decisions about services. For more information on the Code & how it can help you be successful in your education visit www.nzqa.govt.nz/know-the-code

Complaints Procedures

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

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

Head of Operations

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

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

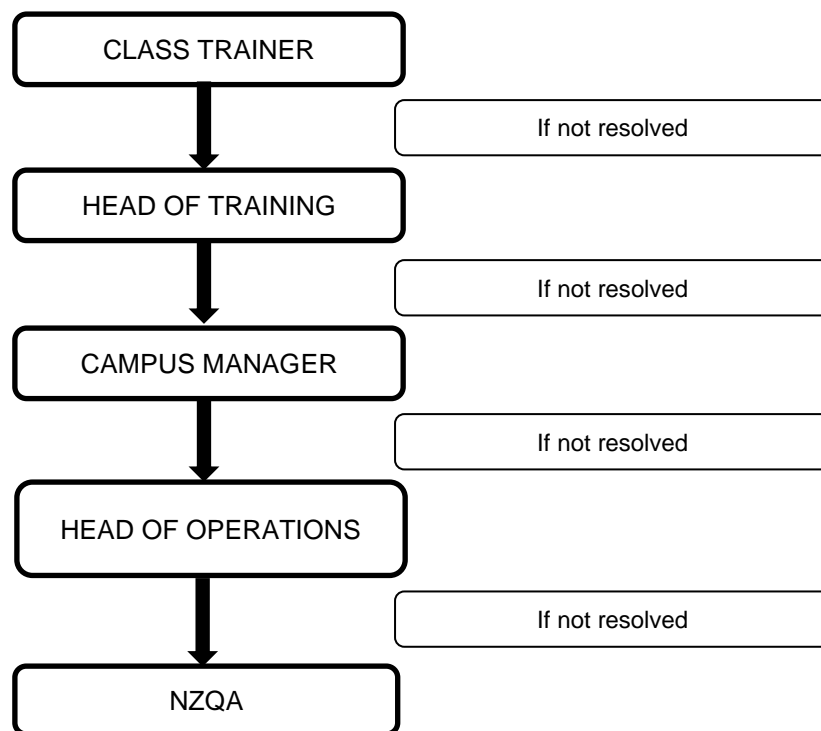
In extreme cases where a resolution is not found, you can contact NZQA. They will then determine if we have followed a fair and reasonable path in line with our company expectations. NZQA advises that students must make a genuine effort to resolve their concerns by following the organisation's formal complaint process, before making a formal complaint to NZQA. More information can be found here: <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

The Complaints Officer
Quality Assurance Division
New Zealand Qualifications Authority
The Terrace, PO Box 160, Wellington 6140
Ph: 0800 697 296

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

Flow chart of complaints procedure process

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



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

Dispute Resolution Scheme

NZST have a formal process for handling learner complaints which is outlined for you in this handbook. If you have a complaint about our compliance with the Code of Practice visit <https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/> for more details, you should try and resolve it by speaking with your trainer and following our internal provider process in the first instance.

If your complaint is not resolved, you can address your complaint through the Domestic Student Resolution Scheme, you can find more details here <https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/learner-complaints/>.

You can also check your student notice board for a copy of the Code of Practice and the Tertiary Education Dispute Resolution Flyer for details.

Tertiary Education Dispute Resolution



Helping **Domestic Learners & Providers** Resolve Disputes

We're a free independent service that can help you **resolve disputes with your tertiary education provider**.
Get in touch with us to see how we can help.

tedr.org.nz | 0800 00 8337 | contact@tedr.org.nz

If you can't resolve the dispute with the provider, we're here to help. Our team has been involved in resolving thousands of disputes. We're experts in the law and know how to get people talking to each other and improve understanding. We have two free services that we offer to help.

talk meet resolve

Consensus Based Resolution

We believe people should be empowered to agree how to resolve disputes. We use a mediator to work with everyone to discuss and understand the issues and look for solutions. Everyone in the process gets to have their say. It's all about helping you and your tertiary provider reach a resolution that works for both of you - allowing each of you to move forward.

Listen Decide

Independent Dispute Adjudication

Sometimes people can't reach agreement using the Talk – Meet – Resolve process. When this happens, we'll appoint an independent expert to hear both sides of the story. We call this adjudication process 'Listen-Decide'. Before issuing a decision, both parties get a chance to explain their side of the story to the expert. The expert will then issue a binding decision on how the dispute must be resolved.

To find out more about your dispute resolution options visit tedr.org.nz

tedr.org.nz | 0800 00 8337 | contact@tedr.org.nz

Computer Network, Internet Policy and IT Services

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

1. Personal responsibility

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

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

2. Use of personal electronic devices on campus requiring power

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

3. Internet access

Students may not access the following:

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

4. Restrictions on social media

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

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

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

5. Proxy sites

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

6. Music/videos and films

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

7. Banned material

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

8. Damage to equipment etc.

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

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

9. User rights

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

10. Unauthorised copying/loading

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

11. USB sticks

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

12. Use of network for plagiarism

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

13. Harassment

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

14. Office 365

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

15. Privacy issues

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

16. Password security

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

17. Copying and printing

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

18. Logging off

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

19. Legal

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

20. Disclaimer

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

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

Domestic and International Experiences

Internships

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

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

Subject to change

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

Eligibility

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

Internships - New Zealand School of Tourism

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

Walt Disney World, Florida, USA

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

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

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

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

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

The Broadmoor Resort, Colorado, USA

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

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

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

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

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

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

Internships - Elite School of Beauty and Spa

Students enrolled in programmes at level 5 will have the opportunity to include a domestic or international paid internship as part of their programme. This will be for a period of 10 weeks and on successful completion of the internship requirements will give you 20 credits. The first 30 weeks (100 credits) of the Diploma is completed prior to the internship at the campus. In order to be endorsed for the internship opportunities students must be competent in all assessments for the Diploma programme and meet the professional guidelines outlined at the beginning of this handbook. Additional criteria may apply to each individual internship provider, and these are detailed below. Please note, this is not an exhaustive list, and you are best to check with the campus staff on an individual basis when applying for an internship.

Ragdale Hall – Luxury Health and Spa Resort, United Kingdom

Set in its own extensive, landscaped gardens in the heart of the Leicestershire countryside, award winning Ragdale Hall combines state of the art facilities with the charm of traditional Victorian architecture to create one of the most luxurious and relaxing health resorts in the country.

Employment at Ragdale Hall may be after your course has finished or as a part of an internship for Professional Face, Body and Spa Therapies.

Opportunities that are available:

12 month fixed term contract which includes a 3-month trial period – thorough induction, complete internship hours and last 20 credits of Diploma in Beauty and an opportunity to complete CIDESCO/CIBTAC hours. Then a further 9-month training agreement.

It is subject to current eligibility and selection requirements as follows:

- Be a citizen of New Zealand or Australia
- Be at least 18 years of age at time of application
- Be able to start within 12 months of programme completion
- Be responsible for all costs
- Meet UK visa requirements
- Successfully completed CIBTAC and/or CIDESCO qualification

To be eligible for us to endorse and recommend you to Ragdale Hall you must:

- Met the professional guidelines outlines in this student handbook
- Successfully gained the qualification / additional criteria applies to Diploma students
- Have enthusiasm and good people skills

Benefits of working at Ragdale Hall

- Benefits of working at Ragdale Hall
- Uniforms – Uniforms will be provided
- Product House Incentives – You will receive the opportunity to take advantage of product house incentives
- Salary – Basic salary plus commission, bonus pay and overtime
- Gratuity Scheme – We offer a gratuity scheme (tips) here at Ragdale Hall which can be worth up to £900 per year. You will also receive the chance to win in our Ragdale Employee Lottery!
- Staff Discounts – You will receive staff discounts in retail areas and the hair and beauty salons
- Use of Treatment Rooms – You may use treatment rooms out of working hours
- Ragdale Team Development Programme – You will become subject to the Ragdale Team Development Programme
- Meals – You will have your meals provided for you in our staff canteen free of charge
- Use of the Gym and Exercise Classes – You will receive the use of our Gym, Exercise classes and Thermal Spa at certain, allocated times
- TV and Internet Room – You will have employee rooms available to you to relax during breaks
- Staff Accommodation – Accommodation is available at a cost. This is in the local town of Melton Mowbray and is shared with other employees
- Transport – Transport is provided to all employees living in Melton Mowbray to and from Ragdale Hall
- Social Events – At Ragdale Hall regular and varied social events are organised to give employees the opportunity to really become part of the Ragdale family
- Product House Incentives – You will receive the opportunity to take advantage of product house incentives
- Ragdale Team Development Programme – You will become subject to the Ragdale Team Development Programme

Note: Applicants need to be fit and healthy without allergies - due to the nature of the salon a lot of massage type treatments are carried out therefore it is important to be physically fit. They also use a wide range of products, so it is also important to know if therapists have any allergies. Pre-existing skin conditions or even past ones such as eczema, dermatitis and psoriasis can be greatly irritated by using different products all of the time especially as some are quite active, and therapists are constantly washing their hands. Unfortunately, therapists who suffer with these are not suitable.

Regarding code of dress all visible tattoos must be covered. This can obviously be difficult for a therapist if they are on the arms, wrist, or hands so these need to be small enough for the therapist to be successful in this.

Auckland Cabin Trainer experience – New Zealand School of Tourism

This forms a part of the Flight Attending Practicals block course and is a 3 day experience held at our Auckland Airport Campus where our 737 aircraft and 747 cab trainer are located. Please note this is for (Flight Attending Practical students only).

Client Days – Elite School of Beauty & Spa

Throughout your Level 4 and 5 qualification with Face & Beauty and Elite School of Beauty & Spa, you will be required to complete client days where you will have the amazing opportunity to practice your skills and knowledge gained first-hand on paying clients! Client days are your time to shine - be confident in yourself and the treatment you are performing (even if you are not!)

On your allocated client day, two students will need to be receptionist for ½ a day each. One in the AM and one in PM. All students will complete reception duty, more than once and will work on a rotation basis.

Reception Duties Include

- Ask clients to fill in initial consultation forms upon arrival at the waiting area upstairs
- Let therapists know when their client has arrived
- Monitor laundry
- Regularly check the rooms to ensure everything is running smoothly
- Take payments
- Rebook clients
- Answer phone enquires
- Help administrator

Set Up for Client Day

- Room temperature is suitable for clients
- Ensure room is set up correctly and is tidy
- Hot towel cabbis on and filled with compresses
- Turn wax pots on and ensure they have enough wax
- Music is on and lights are dim if appropriate
- Product, trolleys, and disposables stocked
- Enough consultation cards are stocked up, prepare on clipboards
- Linen is out for therapists to use

End of the Day

- Room is tidy and clean
- All product and equipment are returned to trolleys and shelves
- Restock products or disposables that are low
- Collect all consultation forms and return them to reception for filing

Elite Ultra Star Student Award – Level 5 Students

All students wanting to be considered for this opportunity must first be endorsed by the Campus Manager. In order to be endorsed you must meet the following guidelines;

Elite requirements to apply:

- Complete 100% of curriculum at time of application
- Attendance levels meet required standard for the qualification
- Professional dress code has been maintained through the program
- Positive & professional manner has been displayed throughout the program
- Be over 18 years of age
- Endorsement from Campus manager
- Valid passport

Ultraceuticals requirements to apply:

- Complete 100% of Ultra Student onboarding plan at time of application*
- Product Sell-thru results of a minimum of 25 products – (check on how many client days and how many clients they see in one day)
- Participate in RVR90 via minimum of one entry – will be included in evidence portfolio*
- Perform minimum of 5 Ultra treatments
- Short video on why you should be chosen as the Ultra Star
- Interview with Ultra representative (may be required)
- 1 Ultra Star – runner up will be chosen from each other campus receiving an Ultraceuticals gift pack (to the value of RRP\$250)
- 1 Ultra Star – Overall winner will be awarded one years' worth of Ultraceuticals product (up to the value of RRP\$2,000)

* these requirements are embedded into the programme delivery

APPLICATION PROCESS

STEP 1 – Endorsement from Campus Manager

STEP 2 - Complete the Ultraceuticals Quiz under supervision (no referencing allowed). 2 students from each campus who achieve the highest marks in this quiz will be advised by their Campus Manager and continue to the next step.

STEP 3 – Submit a 5 min max video clip to the Elite Head of Operations that showcases:

- An introduction of yourself
- Why you love the Ultraceuticals product
- How successful you have been at retailing the Ultraceuticals products
- What you would recommend (favourite Ultraceuticals product etc)
- Why you believe you are the best candidate for this opportunity

The final decision will be made by the Head of Operations of Elite and the Ultraceuticals NZ Manager. Successful candidates will be notified by their Campus Manager.

Study Tours – New Zealand School of Tourism

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

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

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

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

Level 4 Study Tour

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

Level 5 (Diploma) Study Tour

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

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

Optional overseas Study Tour (Diploma only)

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

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

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

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

Fundraising

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

- Fundraising for your class is normally led by the class rep or particular fundraising leaders that are nominated for groups in the class
- All ideas for fundraising must be signed off by your Class Trainer, and if this involves something on campus the Campus Manager must be informed
- Fundraised money cannot be kept at home and used for personal items because this is regarded as a group fund and your campus will instruct you about how these funds will be processed
- All monies raised by each individual class member will be used for the payment of your airfare, transfer costs, activities, and accommodation for an international study tour. If you have insufficient funds and wish to go on the international study tour you will be required to make a payment of the balance
- If you have fundraised money and you do not meet the criteria to travel (professional guidelines and completion of programme to date), or if you decide to pull out of the class trip, your fundraising sum will be distributed to the group travelling and used for an activity or a meal during the educational

Other regulations

- To organise a raffle, ensure that A4 posters are made and authorised by the Campus Manager before being placed on the student common room walls. Once the raffle is drawn the name of the winner must also be displayed as well and an email sent out to all staff and students
- Alcohol cannot be placed in gift basket raffles
- If your class wishes to sell fundraiser chocolate bars this must be authorised by the Campus Manager, so all monies received are tracked and invoices to the fundraising company are paid on time

- To organise a sausage sizzle, this needs to be organised a couple of months in advance as places become heavily booked. Mitre 10, Bunning's, The Warehouse and some supermarket chains have all the equipment; you just need to supply a letter on letterhead stating your intentions as a group fundraiser. This letter must be signed by your Campus Manager
- If you complete a sausage sizzle or any other type of food stall, all hygiene regulations must be adhered to, and the cleanup is appropriate. Students collecting the money cannot serve the food. Some companies may also require you to refill the gas bottle afterwards

General study tour guidelines

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

- Behaviour: Professional behaviour is expected at all times. You will be representing New Zealand School of Tourism Ltd. and meeting potential employers even after hours when you may be on free time. It is essential that you are always acting in a professional manner. Any reports of misconduct at any time during your tour may affect recommendations /references we make to Industry about you, such as Internship or job opportunities being withdrawn. Serious misconduct as outlined in the Student Handbook may also affect you gaining the qualification you are enrolled in and progressing on to higher qualifications with us.
- Alcohol: While away on overnight trips, having an alcoholic drink is acceptable at dinner/out in the evening so long as you do not become intoxicated. If you are under 18 years of age you are not permitted by law to drink alcohol at any time. It is not acceptable to drink alcohol at any time at the accommodation your group is staying at as this is one of our industry partners or during the day when visiting industry partners (e.g. at hotel inspections, lunch etc.)
- Visitors: If you have family or friends that live locally to where you are visiting and you would like them to visit you, please discuss with your Campus Manager first and then arrange with the New Zealand School of Tourism Ltd. staff escort. Please note, this will be dependent on time. Anyone that is not part of the group are not permitted into the rooms where you will be staying.
- Accommodation: At night you are to return to the accommodation at the time set by the New Zealand School of Tourism Ltd. staff escort. You must stay with the group and even if you have family or friends in the area, staying with the group is an important part of the overall experience.
- Dress standards: During any off-site visit you are representing New Zealand School of Tourism Ltd. and your dress needs to align with our brand and the expectations of the industry. See below:
 - L3 team building: casual dress allowed
 - Diploma study tour: Due to the exposure to industry, corporate dress is required at all scheduled times unless specifically advised
 - L3 'regional out and about', L4 study tour and L5 international study tour: Corporate dress required for all meetings with industry partners including hotel inspections and any briefing sessions they may have with management of the industry. Smart casual allowed for outside of this time including travelling. Note: depending on how the itinerary flows, a hotel inspection may occur whilst travelling and therefore students will not be in corporate wear. Our staff will need to let the industry know that this is out of the ordinary for us and usually they would be in corporate. In these instances, the level of 'smart casual' might need to be lifted slightly – New Zealand School of Tourism Ltd. management and staff escort will be able to advise on this.

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

Employment

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

Job fairs

A job fair may be organised in a city or town near the campus to which industry employers are invited to meet students. These are for all Diploma students and Level 4 Cut Above Academy students however there may be other spaces available (at the Campus Managers discretion) for students who have demonstrated exceptional attendance, being up to date with modules, maintaining excellent grooming and have demonstrated the key attributes for which the industry seeks. All students participating in a job fair must meet the professional guidelines as outlined at the beginning of this handbook.

Graduation

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

Graduation Awards

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

Change of Address or Phone Numbers

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

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

Health and Safety

The health and safety of everyone is of prime concern to our organisation. As an enrolled student, you have responsibilities too and are required by New Zealand law to:

- Take care of your own health and safety
- Ensure your actions do not adversely affect the health and safety of others
- Follow all health and safety procedures, guidelines, instructions, and notices communicated to you
- Only use equipment in a manner that is safe and according to relevant instructions
- Wear all personal protective equipment and uniform as required
- Report any safety concerns your trainer, staff member or Campus Manager
- Report accidents and incidents immediately to a staff member and to the campus reception
- Suggest any improvements that can be made to health and safety to a staff member, Health and Safety Representative or Campus Manager

Accidents

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

Emergency procedures

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

Harassment

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

Procedure

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

Medical Emergency

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

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

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

Security

Students who are away during scheduled class times must apply for leave. If we cannot get hold of you, the campus reserves the right to contact your next of kin, emergency contact and any other contacts known to us to ensure that you are safe.

COVID Pandemic

Campus operations using the COVID-19 Protection Framework (Traffic Light System) and/or different alert levels - whichever is in place following NZ Govt guidelines.

A reminder, there are varying requirements for the different traffic light settings:

LEVEL	EDUCATION DELIVERY	REQUIREMENTS
RED	Campuses are open for onsite delivery	Face masks must continue to be used indoors at tertiary education premises open to the public, and during formal teaching and learning activities (unless there is an exemption). You do not need to wear a mask outdoors. You must not attend any campus if you are unwell, awaiting a COVID-19 test result or are self-isolating. Capacity limits are based on 1m distancing. There is no vaccination requirement for staff, students, or visitors to be on-site. The use of QR codes is no longer required for students, staff or visitors to record their visit via the COVID Tracer QR codes. Physical distancing is no required, though tertiary providers may impose their own distancing requirements.
ORANGE	Campuses are open for onsite delivery	Face masks help reduce the spread of COVID-19 and are encouraged. You must not attend any campus if you are unwell, awaiting a COVID-19 test result or are self-isolating.
GREEN	Campuses are open for onsite delivery	There are no restrictions.

Effective from 11.59pm Wednesday 13 April 2022

And a reminder on how to get your My Vaccine Pass:

1. Once you are fully vaccinated, you can sign up to [My Covid Record](#) to see your vaccination status.
2. On the My Covid Record website, you can request your pass.
3. You will be emailed your My Vaccine Pass.
4. You can save this pass on a digital device, like your phone, or print a physical copy.
5. If someone has a temporary medical exemption, you can call 0800 222 478 to request a My Vaccine Pass – note you may be asked a few questions to confirm your identity such as your name and date of birth.

Internal Support Services

Impaired performance or learning difficulties

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

Tutorials

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

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

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

Qtime

Qtime are one on one meetings with a dedicated trainer. This will take place approximately every six weeks. Each student will have the opportunity to catch up with their Class Trainer to discuss a variety of topics such as goal setting, career aspirations, academic progress etc.

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

Class meetings

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

Student Representative & Kaiāwhina

The role of the student representatives & Kaiāwhina are vital as they will work closely with Management to ensure the class is running effectively in line with any company policies, procedures, and expectations.

Student representatives are democratically elected by each class to meet with the Campus Manager on a monthly basis. At times, information discussed with student representatives may be used to ensure policies, procedures and expectations are being met. Student representatives understand that any information they provide could be used by Management in a variety of capacities and that the contribution they make is highly valued.

The Kaiāwhina roles are that of an advocate/voice for fellow students who may feel whakamā (shy or embarrassed) to seek support, advice or help with social, cultural and academic support. Kaiāwhina are nominated by students and staff and are students that show empathy and care for their peers. Kaiāwhina will meet with Student reps and Campus Managers on a monthly basis. At times, information discussed with Kaiāwhina may be used to inform policies, procedures and expectations are being met.

International students

The Campus Manager is the designated Pastoral Care Manager (general welfare support person) for international students on campuses where there is no Pastoral Care Officer. They are available to assist international students with requirements such as:

- Accommodation
- Cultural issues
- Road safety and driving regulations and laws
- General student welfare requirements and requests

International Student Visas

International students must have a valid and correct visa to commence studying with us. If you do not have a valid visa in place, you are unable to attend class. If you are an international student, it is therefore your responsibility to check that you have an up-to-date and correct visa at all times. We can help you to renew your visa, but you must let us know at least three weeks before your old visa expires.

Blended Learning (NZST Diploma only)

If you are enrolled in a Level 5 or 6 Diploma programme, you must complete your online learning sessions on-campus to ensure that you are compliant with your visa and immigration.

You must report to reception on arrival and your attendance for the session will be recorded by the Customer Services Officer (CSO) using a manual attendance register. This information may be used to compile attendance reports for immigration if/when required.

Course Extensions

It is important to complete your qualification and all supporting assessments/assignments by the end of course date on your enrolment. Your Campus Manager will check in with you at least two weeks prior to the end of your course, to see if you are on track to complete your studies. If you are at risk of not completing by the end of course date, you may need to apply for an extension to your enrolment which the Campus Manager will assist you with.

International Student Meetings

The Campus Manager/Pastoral Care Officer must hold a monthly meeting with International Students. The purpose of this meeting is to comply with the Education Code of Practice 2021, which includes checking on your wellbeing while studying with us. The following areas may be discussed:

- Classroom environment
- Pace of lessons
- Attendance at online sessions (which are completed on-campus)
- Overall feeling of the course
- Accommodation situation
- Academic outcomes
- Any change in contact details

Student Dress Code

All students are expected to dress in a smart and professional manner as appropriate to their Industry and that reflects a standard and care that Industry employers will expect to see in the workplace. If you are a domestic student with a student loan, you can use your programme related costs (of up to \$1,000) to pay for your professional dress.

The below guidelines apply to all brands – NZST, Cut Above Academy and Elite. Each brand also has individual dress code requirements that align with the industry it represents - some of this information is included on the pages that follow. If there are additional dress code expectations for your campus, they will be made clear to you at your orientation and/or at the start of your course.

Personal hygiene/health

Please ensure you maintain a high level of personal hygiene (this includes body, hair, hands, and breath). It is important to shower regularly and wear clothes that are clean and fresh smelling at all times. It is recommended that you have in your personal items, antiperspirant, breath freshener/mints, toothbrush and paste, Band-Aids, hair products. Note: if you require pain killers you must provide your own, as we are not permitted to provide even non-prescription medications to students.

General: A light day makeup must be worn every day, as per campus guidelines.

Hair: All hair accessories should be discreet with hair short or neatly tied back and off your face and shoulders. If applicable you must be clean shaven.

Nails: These must be short and unpolished for the safety of you and your clients. If you can feel your nail over the top of your finger, they are too long. Acrylic nails and any other type of nail extension are not permitted. There are no exceptions.

Jewellery: Due to health, safety and professional image requirements **minimal jewellery** is to be worn. A watch, engagement/wedding rings and pounamu for example are acceptable. Name badges if required must be worn on your uniform and professional badges are acceptable. Wristwatches and jewellery will have to be removed during practical classes for safety and hygiene reasons (care of these items are the students' own responsibility).

New Zealand School of Tourism

Tourism Courses

You are required to wear **corporate dress** at all times. A professional appearance is expected when on campus and at any campus activities offsite.

Clothing

Your campus will provide you with information about the uniform you are required to wear each day. This will need to be purchased by you. Your uniform consists of a jacket (optional) worn with either suit trousers or a skirt. A dress option is also available for those completing Diploma courses. With your suit you can wear any business shirt or blouse – Ties are optional.

Footwear

Students must wear black, corporate shoes at all times.

Health Courses

Clothing

Students will be provided with a tunic top and will wear their own black pants (no leggings/tights or jeans). You are able to purchase additional tunics if needed, your campus will provide you with the

details of where to order these. A name badge will also be provided for you, and these must be worn on placement.

Footwear

Students must wear appropriate shoes at all times. To meet health and safety requirements, you must wear black, closed-in flat shoes. These should be rubber-soled and closed both in the front and back.

Cut Above Academy

Clothing

All students should ensure they wear a professional standard of dress, reflecting what you would expect to see in any salon environment. This can include wearing tidy (not ripped) black jeans and mainly black clothing as a theme with some colour added. We have clients coming in/out of the campus on a daily basis and we want you to always appear 'work ready'. All students are provided with a Cut Above T-Shirt as a part of their kit which can be worn on Campus and must be worn when working in the Salon on client days and at any event where students are representing Cut Above.

Footwear

Students must wear appropriate shoes at all times. To meet health and safety requirements, you must wear black, closed-in flat shoes. These should be rubber-soled and closed both in the front and back.

Elite School of Beauty and Spa

Clothing

Students on all programmes will wear the Elite uniform black tunic top and their own black pants (no leggings/tights or jeans). This will need to be purchased through Arrow:
<https://elite.arrowuniforms.co.nz/dashboard>

Footwear

Students must wear appropriate shoes at all times. To meet health and safety requirements, you must wear black, closed-in flat shoes. These should be rubber-soled and closed both in the front and back.

Programme Content

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

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

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

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

Alcohol

Some programmes may include the preparation and service of alcoholic beverages. If you do not wish to sample alcoholic beverages for any reason, please advise your trainer. If you are under the age of 18 years of age you will be prohibited from consuming alcohol, except where a parent or guardian has provided written consent.

Prohibited Items and Substances

Students will not possess on the campus weapons of any kind and/or items designed to injure or threaten. Students must not possess or consume any alcohol (unless part of the programme – refer above), non-prescribed drugs or substances or be under the influence of alcohol, or substance abuse while on campus. Students who are suspected of carrying, using, or distributing illegal drugs on campus will be reported to the police.

Passports and visas

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

Resources

Your campus will be able to advise you what resources they have on-site and what resources are available on-line. You can also join the public library for free. You will just need proof of your residential address such as a letter or bill. If you want to download resources from the internet check one of your classmates has not already done this, as you may then be able to put it in the class shared drive. This way your own space is not used, and everyone can access it.

In some programmes additional textbooks are required for students to purchase.

Students need to demonstrate academic integrity, honesty, and respect for the work of others by referencing correctly, staying within the limits of copyright licences, and in not engaging in assessment misconduct, cheating or plagiarism.

Stationery/Calculators

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

Student kits

There are different student kits depending on the programme you are enrolled in. Student kit inclusions will begin being issued after you have attended 10% of the programme. These will be issued in stages, as you complete different sections of your course.

First Aid programmes

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

Swimming/wet drill requirements

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

These are:

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

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

Student Contact with Industry

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

Programme Fees

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

New Zealand School of Tourism & Elite School of Beauty and Spa

Programme costs includes:

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

Programme costs excludes:

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

Cut Above Academy

Programme costs includes:

- GST (Government Goods and Services Tax)
- NZQA registration
- All tuition and workbooks for theory and practical classes
- Equipment items as listed in documentation
- All resources used in classes (except personal equipment)
- Processing, recording, and reporting of assessment results and personal data

Programme costs excludes:

- Personal stationery, textbooks, or ready material
- Lost, destroyed or stolen workbooks: \$10.00 per workbook
- Student ID cards (if applicable). These are issued once student equipment kits have been paid for in full
- Photographic Shoot Assignment - allow \$20-\$40 for contribution to photographer or film
- Extra chemical products used for practice or assessment. Allow \$20-\$30 per application
- Field Trips - allow a total of \$20 for transport costs for field trips
- Tickets to external seminars or shows are optional and extra
- Competition entry fees - entry to competitions and any expenses incurred are optional and extra
- The Academy ensures all students are 'hooked-on' to NZQA and that credits are reported on a regular basis. There is no extra charge for credits gained within the programme
- The official NZQA Record of Learning for achievement of unit standards on the National Qualifications Framework can be obtained from NZQA at your expense. Students can access their results via the NZQA website www.nzqa.govt.nz.

The New Zealand Association of Registered Beauty Professionals Student Membership

As student at Elite School of Beauty & Spa you have the opportunity to become a member of The New Zealand Association of Registered Beauty Professionals. The association was formed in 1968 by a group of passionate beauty professionals looking to create a support group in the industry and develop consistent standards for all beauty professionals across New Zealand. Fast forward 50 years, and the Association still has the same goals and desires. Their priorities are to encourage a highly qualified, safe, and supportive industry.

Student membership to the association is \$10.00 per students and it is a great way to keep in touch with what's happening in the industry through regular newsletters and the online BeautyNZ Magazine. Network with inspiring industry leaders, local members and have the opportunity to enter the biennial BeautyNZ Association Awards.

During the first week of course, you will learn more about the association and how to apply to become a student member.

Student Fees & Withdrawal of Services

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

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

Student Allowances

Studylink

Domestic students enrolled with us may be eligible for student loans and/or allowances. Please contact Studylink directly to check your eligibility or talk with our administration team.

Studylink Ph: 0800 88 99 00.

Studylink requires that students must pass at least half of their course load over a set period to remain eligible for a student loan. Failure to do this may mean students are not eligible for a loan or allowance next time they wish to study.

Fees Free

If you are planning to start tertiary study or training for the first time you may be eligible for fees-free. If you're a New Zealander or are ordinarily resident in New Zealand and were at school in 2018-2021 (other than as an adult student), you may qualify for the equivalent of one year's fees-free provider-based study or two years' industry training. If you're not a recent school leaver, and you've done less than half a year of tertiary study or training (whether in New Zealand or in any other country), you may also qualify to study fees-free next year up to a maximum of \$12,000. You can check if you are eligible for fees-free studying using the tool on the fees-free website, www.feesfree.govt.nz.

Training Incentive Allowance

(TIA) If you are on a benefit, you could be entitled to a Training Incentive Allowance from Work and Income. Our administration team can fill out the provider section on your TIA application form.

Youth Guarantee Travel allowance

Students on a Youth Guarantee programme are entitled to receive a travel allowance. Please talk to your trainer and or the administration team regarding this.

Campus Facilities

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

Food and Drinks

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

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

Telephone, Mail and Messages

A phone for student use is located at reception. Calls cost \$1.00 for a local/mobile call. Only in urgent cases will messages for students be accepted at our office. Personal mail and packages should not be sent to the campus to be passed on to you and we do not accept any responsibility for forwarding student mail or packages.

Mobile Phones

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

Smoking

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

Location of classes

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

NZST

Auckland City:	New Zealand School of Tourism, Queen Street, Level 6, 360 Queen Street
Auckland Airport:	New Zealand School of Tourism, Auckland Airport, 3 Leonard Isitt Drive
Hamilton	New Zealand School of Tourism, Hamilton, Level 8, 48 Ward Street
Rotorua	New Zealand School of Tourism, Rotorua, 1178 Pukaki Street
Wellington:	New Zealand School of Tourism, Wellington, Level 3, West Wing, Wellington Railway Station, 2 Bunny St, Pipitea, Wellington 6011
Christchurch	New Zealand School of Tourism, Christchurch, Level 1, 829 Colombo Street
Dunedin	New Zealand School of Tourism, Dunedin, Level 3, 9 Moray Place

Cut Above

Auckland City:	Cut Above Academy, Level 1 & 2, 360 Queen Street
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Elite

Auckland City:	Elite School of Beauty and Spa, Level 3, 360 Queen Street, Auckland
Hamilton:	Elite School of Beauty and Spa, Level 1, 44 Bryce Street, Hamilton
Tauranga:	Elite School of Beauty and Spa, 109 Devonport Road, Tauranga
Wellington:	Elite School of Beauty and Spa, 265 Wakefield Street, Wellington

* These sites may change

Administration/Office Hours

Office hours are 8.00am – 5.00pm.

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

In 2022 we are aiming for all campuses have photocopying/printing facilities available to students during normal hours. On your first day you will be allocated a user ID and password. It is important that you change your password immediately. Using another student's login is a breach of NZST rules.

Each student is issued with a print credit limit for the duration of their programme. Printing credit limits are based on the printing demands of their programme and should last for the duration of your programme. Your account balance will be updated each time you print. If you run out, additional print credits can be purchased from reception.

Your Trainer will advise you as to whether the above option is available at your campus.

Support and Guidance Directory

EMERGENCY

Police/Fire Service/ Ambulance 111

Alcohol and drug problems

Al-Anon Family Groups (All Hours) (09) 379 4871

Alcoholics Anonymous 24 Hour 0800 229 6757

Alcohol Drug Helpline 0800 787 797

Community Alcohol and Drug Service 0800 787 792

Narcotics Anonymous 0800 628 632

Quitline (smoking) 0800 778 778

Banks

ANZ 0800 269 296

ASB 0800 803 804

BNZ 0800 800 468

Westpac 0800 400 600

Kiwibank (09) 336 1133

Counselling, health and information

AIDS Foundation (09) 303 3124

AIDS Hotline 0800 802 437

Anger Management Programme (09) 835 0509

Anglican Trust for Women & Children (09) 276 3729

Auckland City Mission (09) 379 2395

Auckland Ethnic Council Inc (09) 362 7968

Auckland Sexual Abuse Health (09) 623 1700

Bethany Centre (09) 376 1324

Budget Commission on Human Rights (09) 373 3897

Cancer Information Service 0800 800 426

Chinese Lifeline 0800 888 880

Chinese New Settlers Services Trust (09) 262 3868

Cornerstone Christian Helpline (09) 307 1580

Diabetes Centre South Auckland (09) 278 6364

Doctors/Hospitals Refer to phone book

Eating Disorders (04) 461 6528

Family Planning Association 0800 372 546

Family Support Services (09) 360 0229

Gambling Youthline 0800 654 659

Healthline 0800 611 116

Lifeline 0800 111 777

Maori & Pacific Womens Health Collective (09) 378 8813

Manukau Youth Resources Services (09) 263 7340

Rape Crisis (09) 366 7213

Parent Help/Barnardo's (Child Abuse Prevention) 0800 472 7368

Plunket Line 24 Hour 0800 933 922

Prisoners Aid & Rehabilitation (09) 630 0862

Rainbow Youth Trust (09) 376 4155

Rape & Sexual Abuse Healing Centre (Hamilton) (07) 839 4433

Relationship Services (09) 525 1051

SafetyNet (Domestic Violence) 24Hr Crisis Line (09) 303 3939

Salvation Army (Northern) (09) 379 4150

SamoaAtia'e | Magelenc Society (09) 256 0900

Schizophrenia Fellowship Auckland Inc (09) 378 9134

Sexual Health Service (09) 307 2885

Shakti Asian Woman's Safe House (24 hours) 0800 742 584

Stroke Foundation AKLD Ltd (09) 441 8959

Tenancy Services 0800 836 262

Toughlove Auckland Inc (09) 624 4362

Victim Support 0800 842 846

Waitakere Sexual Abuse Counselling (09) 837 2491

Wharekaha Home Builders Family Support (09) 298 761

Women's Refuge 24 Hour Crisis Service (Auckland) (09) 378 1893

Women's Refuge 24 Hour Crisis Service (Hamilton)	(07) 855 1569
Youthline Crisis Phone Counselling	0800 376 633
Youthlink Family Trust	(09) 236 8660
Mental Health Advocacy Peer Support (MHAPS) Email: reception@mhaps.org.nz	(03) 365 8055 022 370 8055
Birthright Christchurch – Single Parent support	(03) 366 9456 0800 457 146
CareNZ – Addiction Support Email: christchurch@carenz.co.nz	0800 365 87
Battered Womens Trust Crisis	(03) 364 8900
Te Whare Hauora (womens refuge) 59 Shortland Street, Aranui	(03) 379 6910
West Christchurch Womens Refuge Crisis	(03) 379 575
Canterbury Mens Centre 357 Gloucester St	(03) 365 9000 (SMS) 022 302 4966
Kaipoi Community Support Nicki Carter Volunteer & Projects Team Leader Alison Jagger Clinical	(03) 327 8945 (03) 394 9115
24 Hour Surgery 401 Madras St	(03) 365 7777

NGO & Community organisation updater is a great website to find all the service and community groups in Christchurch Ngoupdater.org.nz

General

Auckland Visitors Centre	(09) 979 2333
Automobile Association	0800 500 222
Maxx - Bus Information	(09) 366 6400
Citizens Advice Bureau (CAB)	0800 367 222
CAB International Student Service	(09) 309 3479
CAB Mandarin Line	(09) 634 2840
Doctor	(09) 373 4055
Library	(09) 377 0209
Youthtown	(09) 379 5430
Youth Help Line	0800 376 633
Community Law Centre (Auckland)	(09) 378 6085
Community Law Centre (Hamilton)	(07) 839 0770

Maternity Care 0800 686 223

Government Agencies

Birth, Deaths & Marriages	0800 225 252
Employment Relations Infoline	0800 800 863
Human Rights Commission	0800 496 877
Inland Revenue	0800 227 774
Legal Aid	(09) 306 3315
Land Transport and Safety Authority (LTSA)	
LTSA General Road Safety	0800 699 000
LTSA Driver Licensing	0800 822 422
LTSA Road User Charges	0800 655 644
LTSA Motor Vehicle Registration	0800 108 809
NZ Immigration	(09) 914 4100
OSH	(09) 277 7415
Police	(09) 379 4500
Post Office	(09) 302 1059
PSIS	0800 807 747
Studylink	0800 889 900
Workbridge	(09) 302 2836

Poisons and hazardous chemicals

National Information Centre	
Urgent Information	(03) 474 7000
Non-urgent & General Information	
Weekdays 9am-5pm	(03) 479 1200

Rescue services

Civil Defence	0800 222 200
Search & Rescue	111

Salvation Army

Linwood - 177 Linwood Avenue Christchurch city	(03) 389 3723
853 Colombo Street (cnr of Colombo St & Salisbury St)	(03) 366 0740
Aranui 34 Portsmouth Street, Wainoni	(03) 388 1072
Belfast 794 Main North Road, (cnr of Main North Road and Donegal St)	(03) 323 8257
Hornby 23 Manurere Street, Hei Hei	(03) 349 6268
Rangiora 15 Albert Street	(03) 365 9659

Services for people with disabilities

Auckland Deaf Society Inc (09) 630 6980
Disability Resource Centre (09) 625 8069

Services for the aged

Age Concern Auckland (09) 623 0184
North Shore (09) 489 4975
KAAP-60 Plus (Pacific Island Homecare Service) (09) 274 9153

Services /Food Banks

Christchurch City Mission (03) 365 0635
Delta Community Support (03) 389 0212
Beulah Fellowship (03) 355 4528
Ellesmere Food Bank (03) 324 3576
City Harvest Food Rescue (03) 930 1065
Red Cross 320 Manchester St (03) 365 2051

Te Maori

Hoani Waititi Marae (09) 818 2323
Nga Puawai O Wikitoria Kohanga Papakura (09) 296 2143
Ngati Whatua O Orakei Maori Trust Board (09) 521 2884
Rangimarie Kohanga Reo Takanini (09) 296 1237
Samuels RJ Rev Ratana Minister Wellsford (09) 423 8352
Te Unga Waka Marae Epsom (09) 520 0861
Te Kura O Hoani Waititi Marae (09) 818 2317

Trauma and counselling assistance

Auckland Central Victim Support Group (09) 302 6653

Auckland HELP Foundation (Sexual Assault Victims) 24 Hours (09) 623 1700

Women's Refuge (09) 378 1893

Family Planning Association (09) 379 0657

FioPoChing (Family Support Services) (09) 360 0229

Anger Management & Drug Counselling (09) 360 0229
Gambling Crisis Hotline 0800 654 655

Gayline/Lesbianline (09) 302 0590

KAAT Trust (09) 274 6918

Lifeline 24 Hour Counselling (09) 522 2999

Mid North Budgeting Services Trust (09) 401 2216

Miscarriage Support Group (09) 378 4060

NZ Cot Death Association (09) 828 7576

Orakei Marae Social Services (09) 521 0123

Pacific Island Refugee Centre (09) 634 4662

Electric power lines

Mercury Energy 0800 101 810

Contact Energy 0800 692 668

Water / Sewage

Emergencies 24 Hour (09) 634 7840

All Students - Declaration Form

STUDENT COPY

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

Student Name: _____

Signature: _____

Date: _____

(Please sign Office Copy on the following page, detach and return to your Class Trainer/ Team Leader)

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Student Name: _____

Signature: _____

Date: _____

Student Photographic Work Agreement – Cut Above Academy

STUDENT COPY

Whilst the student is enrolled at the Cut Above Academy, participating in any course, the said student must acknowledge the property rights of Cut Above Academy.

The student agrees that all client statistical records, promotional advertising and educational materials used and/or created by the student remain the property of Cut Above Academy.

That all photography, that is photographs of student's hair and makeup creations, artistic performances, student's candid photographs including the said student here signed below, remain the property of Cut Above Academy.

That the student acknowledges that from time to time Cut Above Academy may wish to use for promotional literature, images of students and their work, and hereby gives consent to Cut Above Academy to that use. Cut Above Academy will not use such images in contravention of the Privacy Act 1993.

I have read and understand fully the contents of this agreement and abide by the set terms.

Name (please print): _____

Class: _____

Date: _____

(Please sign Office Copy on the following page, detach and return to your Class Trainer/ Team Leader)

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Name (please print): _____

Class: _____

Date: _____

Participation Agreement – Elite School of Beauty and Spa

STUDENT COPY

Requirements of participants in this supervised facial therapy, manicures and pedicures, waxing, makeup, tweezing, spray-tanning and massage will include: exposure of the body, underwear, other participants, removal of body hair using different waxing techniques. The purpose of this is to apply skills in a simulated environment. Any questions about this programme are encouraged, if you have any concerns or questions – please ask for further explanations.

I agree to participate at my own risk in these outlined programmes and will not hold Elite School of Beauty & Spa or any of the staff accountable for injuries or disabilities that I may sustain as a result of participation.

I have read this form and understand the attendant risks of my participation in these pursuits. Knowing these risks and having had the opportunity to ask questions (that have been answered to my satisfaction) I state the following;

I _____ (full name of participant)
voluntarily consent to participate in the outlined programme run by Elite School of Beauty & Spa.

Signature: _____

Date: _____

(Please sign Office Copy on the following page, detach and return to your Class Trainer/ Team Leader)

Participation Agreement – Elite School of Beauty and Spa

OFFICE COPY

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