

aspire²
international

**SCHOOL
OF IT**

> kia ora, welcome

Student Handbook

International students · 2026/2027

AUCKLAND CITY CENTRE

ACCURATE AS AT 1 OCTOBER 2026

Piha, Auckland

Start here.
Belong here.
Grow here.

aspire2international.ac.nz

Aspire2 International disclaimer

This Student Handbook provides you with the information you need to make the most of your time with Aspire2 International.

Every effort has been made to ensure that all information contained in this handbook is correct at the time of publication. The policies and procedures of Aspire2 International may be amended from time to time. Students will be informed of any changes that might affect them by staff, notices in the Student App and Student Portal, and updates to the Aspire2 International website, www.aspire2international.ac.nz.

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Kia ora, and welcome!

We're so excited you're here. We're delighted to welcome you to Aspire2 International and can't wait to get to know you. Your study and hard work with us will set you up for your next big career step, whether that's further study or finding a job.

In joining us, you become a valued member of our family, our Aspire2 whānau. It takes all sorts to make a family, and that's why we foster multicultural understanding and celebrate diversity.

You'll study with a great team of facilitators who love what they do, and who work hard to make your study experience rich, enjoyable and successful.

Please read this handbook carefully. It will answer lots of your questions and give you important information about our rules and policies. If you have any questions, just ask us. We're here to help and encourage you.

Welcome, nau mai, haere mai!

Simon Singh

General Manager · simon.singh@aspire2.ac.nz



Aspire2 International is a trading name of Aspire2 Education Limited, a Private Training Establishment (PTE) registered with the New Zealand Qualifications Authority (NZQA), provider number 7491. We are part of the Aspire2 Group. Please read and understand the information in this handbook. If you have any questions at all, please talk with your facilitator or a Student Support Services team member, so you're fully aware of your obligations, including the rules and regulations that apply to all our programmes. You'll also have access to a programme handbook with information about your chosen programme.

Start here. Belong here. Grow here.



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Who to contact

Not sure who to ask? Start here. You can also call us on +64 9 555 5400 or email study@aspire2international.ac.nz.

EMERGENCY? CALL 111 (police, fire brigade or ambulance).

Then call our school emergency phone:

+64 21 0259 5499

I NEED HELP WITH...	CONTACT
My classes, coursework or progress	Your facilitator, through the Learning Management System (LMS)
Something my facilitator hasn't sorted	Your Programme Leader
Enrolment, letters, my student identification (ID), absences	Student Support Services: student.registry@aspire2.ac.nz
Feeling stressed, homesick or unsafe	Pastoral care: pastoralAKL@aspire2.ac.nz or 09 555 5400
My laptop, logins, Wi-Fi or printing	Our information technology (IT) Support team: itsupport@aspire2.ac.nz or 09 555 5433
Fees, payments or refunds	study@aspire2international.ac.nz
The Student App or Student Portal	study@aspire2international.ac.nz
A complaint I can't sort with my facilitator	Your Programme Leader, then our General Manager: simon.singh@aspire2.ac.nz
A crime that isn't an emergency, or lost property	Police: 105
Feeling unwell and need health advice, any time	Healthline: 0800 611 116 (free)
Need to talk to someone, any time	Free call or text 1737
My insurance claim	OrbitProtect: 0800 478 833
My visa	Immigration New Zealand: immigration.govt.nz , or a licensed immigration adviser



Opening hours: Reception, Student Support Services, IT Support and pastoral care are open Monday to Friday, 8.30am to 5pm.

Our campus: Level 8, 62 Victoria Street West, Auckland Central, Auckland 1010. Reception is your first stop for anything else.

About Aspire2 International

Our core business is to deliver quality education and training to students. Our overarching purpose is to prepare you for your next career step, successful employment, or ongoing study.



Vision

Our people achieve their goals.

Mission

Effective learning supports career advancement.

Values

Everyone matters

- ✓ Learning is student focused.
- ✓ Individual capabilities and goals are recognised.
- ✓ Diversity is celebrated.
- ✓ Fairness is fundamental.

Aiming high

- ✓ Boundaries and assumptions are challenged.
- ✓ Students and staff are unafraid to try. Mistakes are accepted.
- ✓ Everyone takes responsibility for creating a safe, secure and collaborative learning environment.

Better never stops!

- ✓ Excellence is the objective.
- ✓ Innovation is celebrated.
- ✓ Reviews are regular, and change is welcomed and rapidly adopted.

Who we are

The Aspire2 Group is made up of a group of registered Private Training Establishments with a history of providing quality training throughout New Zealand. Aspire2 International offers training in computing and IT as part of our portfolio.

The Aspire2 Group's purpose is to inspire and enable people to develop the skills they need to succeed in work and in life. We do this by engaging with learners in creative ways that are relevant to their needs and life circumstances. The learning environment, cultural context, content and delivery style are tailored to help and support learners of all ages to achieve their dreams. We also inspire and help learners into education and employment pathways that meet

their long-term aspirations. International programmes are delivered through scheduled face to face classes at our Auckland City campus.

Aspire2 International works with sectors and communities to make sure we develop programmes of study that meet their needs. We have strong links to industry to ensure high-quality programmes.

Innovative programmes

We've developed practical, work-ready programmes that build specialised IT skills. Our students take part in programme evaluations and give constructive feedback, so we can keep improving.

Te Tiriti o Waitangi (Treaty of Waitangi)

We are committed to the following principles:

PARTNERSHIP MEANS...

Our functions, policies and procedures aim to ensure that services are provided in an atmosphere that respects and values everyone's input into the decision-making process.

PARTICIPATION MEANS...

Our functions, policies and procedures will enable people and their family and whānau to have the opportunity to participate in all decision-making, planning and actions that affect them.

PROTECTION MEANS...

Our functions, policies and procedures meet the requirements of all relevant health and safety regulations and New Zealand standards and protect the health and safety and wellbeing of staff, learners and their families and whānau.

Ngā Mātāpono (Te Ao Māori values)

Our behaviour and actions will reflect the following values:



WHANAUNGATANGA

Relationships, kinship, shared experience, working together and a sense of belonging



MANAAKITANGA

Hospitality, kindness, generosity and support



KOTAHITANGA

Unity, togetherness, solidarity and collective action

Aspire2 Group and industry connections

When you study with us, you join a group of training providers across New Zealand and Australia, and a school that is connected to the tech industry.

The Aspire2 Group

Aspire2 International is part of the Aspire2 Group. The group provides education and training across New Zealand and Australia, through four divisions:

- **Business to Business:** workplace training, health and safety, and high-risk work licences for employers in New Zealand and Australia.
- **Distance Learning:** flexible online qualifications for busy people, in IT, business, and health and wellbeing.
- **Foundation and Vocational Training:** trades, security, youth support and employment training across New Zealand.
- **International:** practical, work-ready qualifications for international students, including our School of IT.

Each training provider runs on its own, and they all work together as one group. That means more people, more experience and more connections behind you.

BUSINESS TO BUSINESS	DISTANCE LEARNING	FOUNDATION AND VOCATIONAL	INTERNATIONAL
    	   	     	  

Industry



PROUD MEMBER OF TECH NEW ZEALAND

Aspire2 International is a member of Tech New Zealand, Aotearoa's united voice for technology. It brings together more than 1,000 member organisations. Our General Manager, Simon Singh, sits on the Tech New Zealand Board. This keeps us close to what New Zealand's tech industry needs from its next generation of IT professionals.

Support into work

- ✓ **A network of 5,000+ employers:** you get access to the Aspire2 Group's network of more than 5,000 employers across New Zealand.
- ✓ **Aspire2 Work:** our employment team helps you plan your job search, polish your curriculum vitae (CV) and cover letter, and prepare for interviews.
- ✓ **Learning from industry:** practical projects, plus guest speakers and industry updates through Aspire2 Plus, show you how the sector really works.
- ✓ **Student for life:** once you're with us, you're with us for life. Come back for career advice whenever you're ready for your next step.

Aspire2 Work offers support, not a job guarantee. We can't guarantee employment, a particular job title or level of pay.



Why a career in New Zealand tech?

Technology is one of New Zealand's biggest industries and one of its top export earners. Employers keep looking for people with digital skills.

The tech sector in numbers

3rd

New Zealand's third-largest export sector in 2024, after dairy and tourism

\$11.4b

tech exports in 2024, up 7.4% in a year

\$23.8b

added to New Zealand's economy in 2024: 8% of the total

119,520

people working in the tech sector in 2024, at 24,012 tech companies

Source: NZTech, New Zealand Technology Key Metrics 2024 (2025), from Statistics NZ data.

One of New Zealand's biggest export earners



New Zealand's top three export sectors in 2024 (NZ\$). Software exports grew 20% in 2024. Source: NZTech, Key Metrics 2024.

New Zealand tech companies work with the world: in 2024, the top 200 tech exporters earned \$13.5 billion of their \$18 billion revenue from overseas customers (Tech New Zealand, from the TIN Report 2024).

Auckland is where the tech jobs are

52%

of New Zealand's tech jobs are in Auckland: 62,504 people in 2024

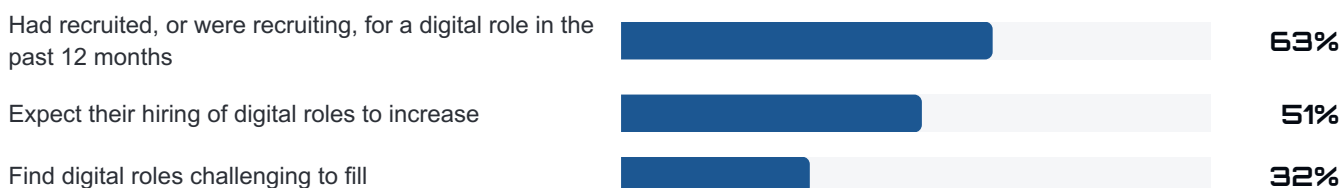
44%

of New Zealand's tech companies are based in Auckland

Our campus is in the centre of Auckland, close to the biggest group of tech employers in the country.

Employers are hiring

In a 2025 survey of New Zealand organisations about digital skills:



Source: Digital Skills Aotearoa, 4th edition (Tech New Zealand, 2026), from a Toi Mai Workforce Development Council survey.

The skills employers want most are software development and testing, and cloud and infrastructure. Artificial intelligence (AI) is now the most sought-after emerging skill. Our diplomas build skills in exactly these areas, and cybersecurity is the focus of our Level 6 diploma.

What SEEK job ads are telling us

Job ads on SEEK, an employment marketplace, show strong demand for IT skills:

13%

more IT job ads in April 2026 than a year earlier

17.6%

of IT job ads ask for AI skills, compared with 4.0% of all job ads (August 2026)

Source: SEEK, an employment marketplace. SEEK NZ Employment Reports, April and August 2026.

Tech jobs are in every industry

Tech skills aren't only for tech companies. More than 132,000 people work in information and communications technology (ICT) jobs across New Zealand's wider economy, in banks, hospitals, government, farming, retail and more (2023 Census).

What employers look for

Technical skills

- ✓ Software development and testing
- ✓ Cloud and infrastructure
- ✓ Cybersecurity
- ✓ AI and machine learning
- ✓ Full-stack development, Python, JavaScript and SQL
- ✓ Cloud platforms such as AWS and Azure

People skills

- ✓ Collaboration: now the most in-demand soft skill
- ✓ Communication
- ✓ Critical thinking and problem-solving
- ✓ Adaptability
- ✓ Time management

Source: Digital Skills Aotearoa, 4th edition (Tech New Zealand, 2026), from the 2025 Digital Skills Survey by Toi Mai.

Our diplomas build the technical skills, and Aspire2 Plus helps you build the people skills: teamwork, communication and interview practice.

Cybersecurity matters more than ever

New Zealand loses about **\$1.6 billion to cybercrime every year**, and Tech New Zealand is calling for more investment in cybersecurity (Tech & Innovation Manifesto 2026). Organisations need people who can protect their systems and data. That's the focus of our Level 6 Diploma in Cybersecurity.

AI is creating new roles

New Zealand organisations that use AI report that it is changing how they work, and creating jobs as well as changing them:

91%

of organisations using AI report efficiency gains

55%

say AI has created new career opportunities

Source: AI Forum New Zealand, New Zealand's AI Productivity Report (August 2025), a survey of organisations using AI.

As Tech New Zealand puts it: "AI does not reduce the need for advanced digital skills, it increases it." Employers need people who can build AI systems, test and check what AI produces, and keep it safe. That's why we teach you to use AI well (see AI and your study).

Where your diploma can take you

YOUR DIPLOMA	JOBS YOU COULD START IN	RELATED CAREER	MOST COMMON PAY (NZ\$ A YEAR)	JOBS TREND
Level 5: Infrastructure & Technical Support	Computer technician, helpdesk and technical support officer, entry-level network administrator	IT helpdesk and support technician	\$61K to \$97K	Increase
Level 5: Software Development	Entry-level roles building or customising web and software solutions	Web developer	\$69K to \$121K	Not published
Level 5: Applied Digital Technologies	Roles using digital tools and systems to support business operations	Business analyst	\$85K to \$110K	Increase
Level 6: Cybersecurity	Security analyst, security tester, security administrator, incident analyst	Information security analyst	\$81K to \$157K	Strong increase

Jobs from NZQA's qualification listings (5567 and 3837). Pay and jobs trend from Tahatū, the New Zealand Government's careers service. "Most common" is the middle range for everyone in the job, not just new graduates. Most graduates start lower, and pay depends on your role, employer and experience. For comparison, average pay in New Zealand is \$70,000 a year. We can't guarantee a job or any level of pay.

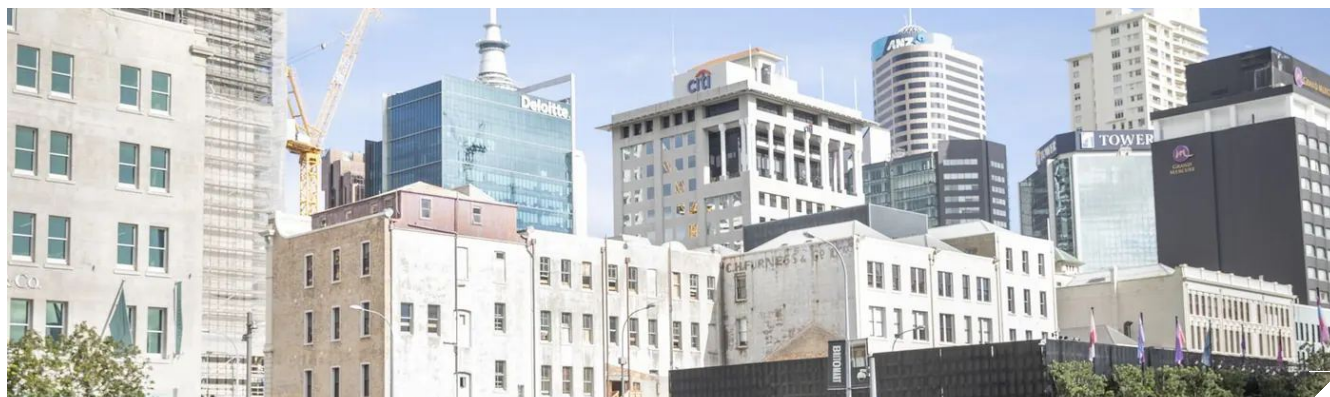
Skills New Zealand needs

Several IT roles are on Immigration New Zealand's Green List of jobs the country needs people for, including Software Engineer, Developer Programmer, Systems Administrator and ICT Security Specialist. Each Green List role has its own qualification, experience and pay requirements.

A diploma is your first step. Most of these roles need experience as well as a qualification. We help you build both: practical skills in class, and work-ready skills through Aspire2 Plus and Aspire2 Work. We can't promise you a job or a visa, but we'll help you get ready for both.

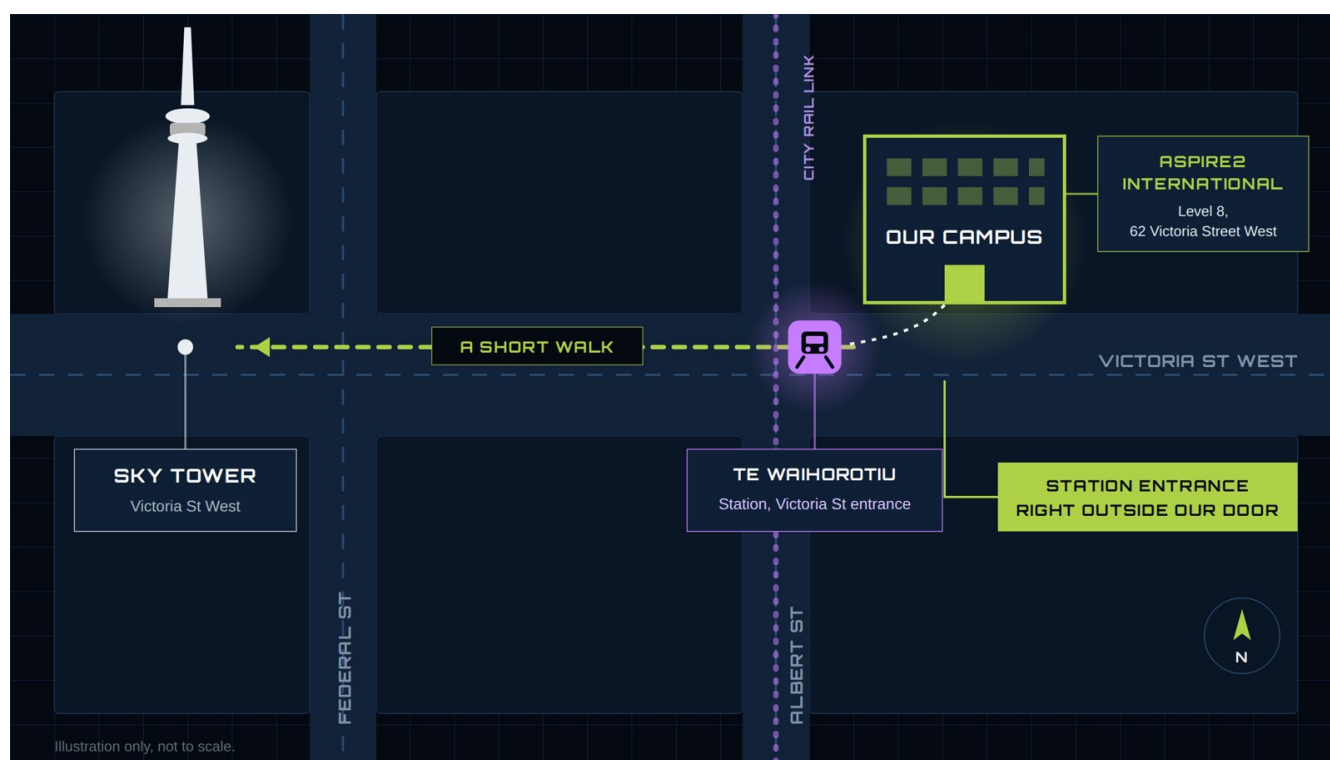
Getting to know Auckland

Welcome to Tāmaki Makaurau Auckland, your new home city! It's buzzing with food, culture, beaches and tech, and our campus is right in the heart of it all.



Our campus

Aspire2 International, Level 8, 62 Victoria Street West, Auckland Central. The Victoria Street entrance to Te Waihorotiu train station, on the City Rail Link, is right outside our door.



Places nearby you might need

- ANZ Bank, 45 Queen Street
- ANZ Bank, 205 Queen Street
- ASB Bank, 125 Queen Street
- BNZ Bank, 80 Queen Street
- Westpac Bank, 79 Queen Street
- New World supermarket, 125 Queen Street
- Woolworths Auckland Metro, 19–25 Victoria Street West
- Unichem Pharmacy, 115 Queen Street and 262 Queen Street

- The Fono Central (doctors), 2/33 Wyndham Street,
Auckland Central

Getting around

Auckland Transport provides public transport services in and around Auckland. If you're going to use public transport, get an Auckland Transport (AT) HOP card. It's a reusable, prepay smart card for travel on trains, ferries and buses.

Tag on with your AT HOP card before you board a train or ferry and as you board your bus, then tag off when you finish your trip (hold your card up to the electronic AT HOP reader each time). Reception can also give you maps and public transport timetables.

To register your AT HOP card, and for terms and conditions, journey planners and fares, visit at.govt.nz/bus-train-ferry/at-hop-card.



Save 40% on public transport. As a full-time student, you can get Auckland Transport's tertiary student concession: 40% off most buses, trains and ferries. Here's how:

1. Register your AT HOP card in a MyAT account.
2. Ask Student Support Services for a physical student ID card with a tertiary ID sticker.
3. Apply for the concession online, or at an AT customer service centre with your student ID card.
4. Tag on with your AT HOP card within 60 days to switch it on.

The discount doesn't cover Waiheke or Rakino Island ferries, or travel to other regions. Details: at.govt.nz



Cost of living in Auckland

Plan your budget before you arrive. To get a student visa, Immigration New Zealand (INZ) asks you to show you have **NZ\$20,000 for each year** of study (or NZ\$1,667 for each month if you study for less than a year) to live on, on top of your fees.

The government's Study with New Zealand website gives these typical costs:

COST	TYPICAL AMOUNT (NZ\$)
A room in a shared house	From \$140 a week
Food	\$80 to \$120 a week
Public transport	Up to \$37 a week
Power, in a private house	\$200 to \$300 a month
Internet, in a shared flat	\$90 a month
Entertainment	About \$55 a week

Universities in New Zealand estimate living costs at about \$20,000 to \$27,000 a year. Your own costs depend on where you live and how you live.

SAVE MONEY FROM DAY ONE: Your first two weeks of accommodation are on us, which gives you time to find a good-value place to live. Cook at home, share a flat with friends, and use your AT HOP card for every trip. The Student App also has a guide to building your weekly budget.

Source: [Study with New Zealand, cost of living](#) and Immigration New Zealand.



What's happening in your city?

There's always something on in Auckland, from night markets and festivals to concerts and sport. For events and ideas, try:

- ✓ Auckland Unlimited: aucklandnz.com
- ✓ Auckland Live: aucklandlive.co.nz
- ✓ Our Auckland, Tō Tātou Tāmaki Makaurau: ourauckland.aucklandcouncil.govt.nz
- ✓ Heart of the City: heartofthecity.co.nz



Clockwise from left: the view from Devonport, friends at the Sky Tower, and a weekend walk above Piha.

WEEKEND IDEA: Catch a ferry from downtown to Devonport or Waiheke Island, walk up Maungawhau Mount Eden for the view, or head west to the black-sand beaches at Piha. Adventure is never far away.

Health and safety

Your health and wellbeing are important to us, and we all have responsibilities. Make sure you know what yours are by understanding our policies. The full Health and Safety Policy is available at Reception. You'll notice signs with specific information and requirements in some locations, and these must always be followed.

EMERGENCY? CALL 111 (police, fire brigade or ambulance).

Once you've called 111, also let us know on our school emergency phone:

+64 21 0259 5499

This number is monitored by the Aspire2 International management team and should only be used for genuine student emergencies.

Urgent: call 111

Call 111 if you find yourself in an emergency, such as:

- A crime is happening now, and the offenders are still there or have just left.
- Someone (or you) is in danger or badly injured.
- There is a risk to human life or property.
- You see a major public hazard, like trees blocking the road.

Earthquake

1. **Drop** down on your hands and knees.
2. **Cover** your head and neck under a strong table or desk, if one is a few steps away. If not, cover your head and neck with your arms.
3. **Hold** on until the shaking stops.
4. Do not run outside or stand in a doorway.
5. When the shaking stops, follow evacuation procedures and all instructions from building wardens (they'll be wearing a bright vest).

Non-urgent: call 105

105 is the number for Police non-emergencies, for example:

- Theft in a public place.
- Theft from your car, or your car has been stolen.
- You suspect a scam or drug dealing.
- Your bag has been stolen.
- Lost property (you have lost your wallet or phone).

Fire

1. Activate the nearest alarm.
2. Evacuate (leave) the building using the nearest fire exit. Do not use the lift.
3. Go to the evacuation point and report to the Fire Warden.
4. Follow all instructions given by the building warden (they'll be wearing a bright vest).
5. Do not leave without permission.

Staying safe

Drive safe

Driving in New Zealand can be very different to driving at home. We drive on the left-hand side of the road, and some of our roads are narrow, winding and have loose gravel. Give yourself plenty of time to reach your destination, and make sure you understand New Zealand road rules and signs. Here are some important things to remember:

- ✓ Car drivers and passengers must wear seatbelts.
- ✓ We drive on the left-hand side of the road.

- ✓ It's illegal to use a hand-held mobile phone while driving.
- ✓ New Zealand has very serious penalties for driving while affected by alcohol or drugs.

Useful website: nzta.govt.nz

Outdoors in New Zealand

If you're heading into the bush or outdoors, always tell someone where you're going and when you'll be back, and make sure they'll notify the police if you don't return. Visit the Department of Conservation at doc.govt.nz.

Water safety

New Zealand offers a huge range of water-based activities, at the pool, beach and river or out at sea. Everyone taking part must take care and act responsibly.

At the beach

- Surf Life Saving New Zealand patrols over 80 of our busiest beaches each summer. Always swim between the red and yellow patrol flags.
- Avoid rips. A rip is a strong current of water running out to sea. Rips are extremely dangerous to swimmers, as they can sweep you out to sea quickly and easily.
- For more on beach and sea safety, visit watersafety.org.nz.

In rivers and at waterfalls

- More people drown in rivers than in any other aquatic environment in New Zealand.
- Rivers contain hidden dangers such as submerged objects, snags and strong currents, and can be colder than expected.
- Check for hazards! Can you see the bottom? Is it deep enough for jumping or diving? Could you handle the current if you got swept away?

Your Student App and Portal

We've reimagined the international student experience from the ground up. The Aspire2 Student App and Student Portal give you one account for everything, from the day you apply to the day you finish your programme.

One account, from your first question to your first class

1

Your welcome email

As soon as you enquire, we email you a welcome. Set your password, then scan the quick response (QR) codes to get the app and the Student Portal. If you didn't make the enquiry, one tap lets us know.

2

Apply

Fill in your application and upload your documents. Each application shows where it is and who it is waiting on. If we need something more, we send it back with a note, so you know exactly what to update.

3

Stay in the loop

You get a notification every time our admissions team acts on your application.

4

Accept your offer

Read your offer, confirm your details and accept it in the app. Download your offer letter whenever you need it.

5

Get ready to arrive

Work through your preparation steps: tell us about your visa, upload your insurance, send your arrival details, and book your airport pickup and your first two weeks of accommodation. Both are included. The app shows your named admissions contact.

6

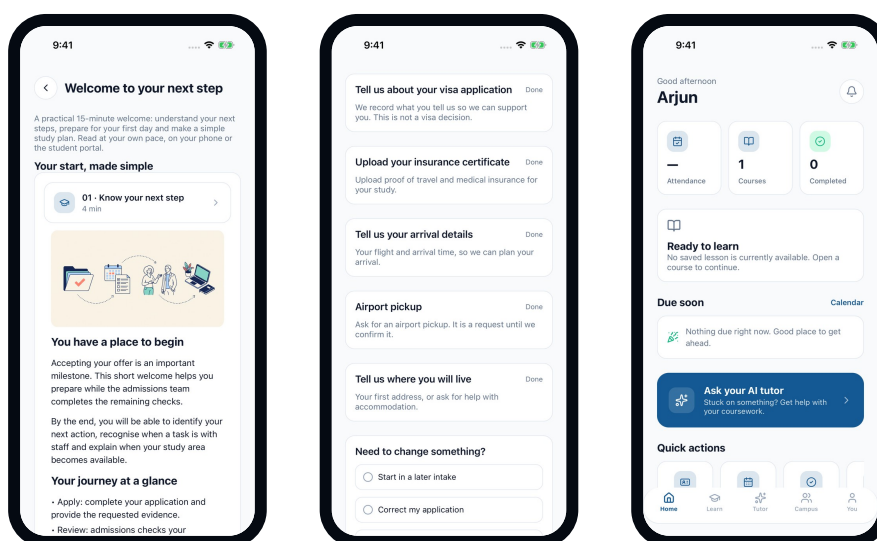
Your welcome course

While you wait to start, a short welcome course with videos helps you get ready, including a plan for your first 48 hours and your first week.

7

Study

Close to your start date, your study area opens in the same account. Your application and offer stay there as a record.



Left to right: your welcome course, your preparation steps, and your study home.

Everything for your study, in one place



Courses and lessons

Your lessons, videos, assessments, grades and progress, all in one place.



Your week

Your timetable, deadlines and term dates, plus your attendance record.



Your AI Coach

Your AI Coach is an AI study helper. Ask it to explain a topic, quiz you or help you plan, any time. It helps you learn. It does not do your assessments for you.



Your student ID

Your digital student ID, with a QR code, is always on your phone. Add it to Apple Wallet or Google Wallet. Need a physical card? Just ask.



Messages and notices

Message our team, read the notices for your class, and book appointments.



Wellbeing check-ins

Tell us how you're going. Our pastoral care team uses your check-ins to support you.



Life in Aotearoa

Practical guides for life in New Zealand, like opening a bank account, building a weekly budget, getting an Inland Revenue Department (IRD) number and getting your phone connected.



Fees and payments

See your balance, your next payment and your payment history.

The Student Portal

The Student Portal is the same as the app, on the web. Sign in on your laptop with the same account to do everything the app does, on a bigger screen. If you'd rather not install the app, you can use the portal for everything. It's the easiest way to fill in long forms, upload documents and read your lessons.

Check the app or the portal every day, so you never miss an important message or class update.

GETTING SET UP: Our team will help you get set up with the app and the portal, before you arrive and again at orientation. Questions? Email study@aspire2international.ac.nz and we'll sort it together.

Your first few weeks

Welcome to New Zealand! We're so excited you're here. We've planned your first few weeks so you can settle in, make friends and feel at home fast. Here's what's waiting for you.



1

Before you fly

Book your flights and send us your arrival details at least two weeks before you travel, so we can arrange your airport pickup and accommodation.

2

Touch down in Auckland

We'll be there to meet you at the airport and take you straight to your accommodation. No taxis, no stress.

3

Your first two weeks are on us

Enjoy two weeks of complimentary accommodation. Unpack, find your feet and explore the city while you choose a longer-term place to live.

4

Orientation: two days to settle in

Meet your classmates and the whole team, from our General Manager to your facilitators and Student Support Services. Collect your laptop (included in your resource fee) and subscriber identity module (SIM) card, set up your digital student ID and Wi-Fi login, and find out how study and life in Auckland work. There are icebreakers and fun activities too. See Orientation, the next chapter.

5

Your first classes

Attend your scheduled campus classes, meet your facilitators and start building real IT skills. This is the start of something big, and we're right here with you.

STUCK ON ANYTHING? Pop into Reception or email student.registry@aspire2.ac.nz. No question is too small, and we'll sort it together.

Your first-week checklist

There are a few things to sort out in your first week. Here's how to do each one, step by step.

1. Open a bank account

Visit the bank of your choice with your passport and your proof of enrolment letter. You can get a copy of your enrolment letter from Reception, or by emailing student.registry@aspire2.ac.nz.

2. Know your employment rights

In New Zealand, there are minimum rights and entitlements set out in law, which apply to all employers and employees. The most basic relate to hours and pay. **From 1 April 2026, the adult minimum wage (before tax) is \$23.95 per hour.** Check the current rate at govt.nz.

If you're working in New Zealand, make sure you know your rights and understand your obligations. The law is there to protect you from being exploited. Make sure you have a written contract of employment, and that you understand its terms before you agree to or sign it and before starting work. If you need advice, talk to Reception, who can refer you to someone with expert advice, or contact your local Citizens Advice Bureau.

There are also requirements you must meet to be able to work while studying in New Zealand. Please read your visa conditions carefully. It's your responsibility to make sure you understand and comply with them. Talk to your immigration adviser if you're unsure. If you don't have an adviser, Reception will help you find one. Immigration New Zealand's website has full details: immigration.govt.nz.

3. Get an IRD number

An IRD number is a unique tax number from the Inland Revenue Department, so you pay the correct tax if you work in New Zealand. To apply, fill out the IRD application form online and upload your details.

Go to the Inland Revenue website: ird.govt.nz.

Complete these steps:

- Select the "New Arrival" application form.
- Fill in your personal details, upload your supporting files, and submit.
- Processing time: if everything matches your immigration records, you will usually receive your IRD number via email or text within 2 working days.



Working while you study

Most international students can work part-time while they study. Your exact work rights are recorded on your eVisa or in your visa letter, so always check your own conditions.

During your programme

- ✓ Full-time students in a programme at Level 4 or higher, like ours, can usually work **up to 25 hours a week**.
- ✓ This changed from 20 to 25 hours on 3 November 2025. If your visa still says 20 hours, you can apply to INZ to change it.

In your scheduled breaks

- ✓ If your programme meets INZ's rules, your visa may let you work **full-time** in scheduled breaks between terms.
- ✓ A scheduled break is a holiday when you come back to the same course with the same provider afterwards. It does not include the time after your programme ends.

Important: International students cannot be self-employed. You must work for an employer and have an employment agreement. Work that breaks your visa conditions can put your visa at risk. Read the full rules at immigration.govt.nz



Immigration New Zealand

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand at immigration.govt.nz.



New Zealand visa conditions

International students are required to have a valid student visa during their stay in New Zealand and must comply with all conditions recorded on their visa.

Do

1. Always attend your programme of study.
2. Make satisfactory progress in your programme of study.
3. Be up to date with your fee payments and always have valid insurance.
4. Always have the means to maintain yourself.
5. Always have the means to travel to a country where you have the right of entry.

Don't

1. Get convicted of any offence involving:
prohibited drugs; dishonesty; violence; where you may be sentenced to a term of imprisonment; an offence of a sexual nature; dangerous driving, driving having consumed excessive alcohol or driving having consumed drugs.
2. Make any statement or provide any information, evidence or submission that is false, misleading or forged, or withhold material information.
3. Support any application by another person for a New Zealand visa for which you must make a false, misleading or forged statement.
4. At any time make public comments or publish documents that argue that one race or colour is inherently inferior or superior to another.
5. Use language intended to encourage hostility or ill will against any person or group based on the colour, race, or ethnic or national origin of that person.

A conviction for any of the above may lead to your deportation.

Disclaimer: This information has been prepared from the information on www.immigration.govt.nz. While care has been taken in preparing this information, it must only be used as a guide and not in place of advice from Immigration New Zealand or a licensed immigration adviser. If you have any questions, always seek independent immigration advice.

Orientation

Orientation is your first two days with us. You meet the team and your classmates, get set up, and find out how study and life in Auckland work. There is plenty of fun along the way.



Day 1: Haere mai, welcome

Meet the team and your classmates, get your laptop, digital student ID and Wi-Fi login, and learn the basics of life in Auckland.

Day 2: Ready to learn

Find out how classes work, how to use our study systems, what we expect from you, and where to get help when you need it.

Orientation is hosted by the whole team: our General Manager, your facilitators, Student Support Services, pastoral care, IT Support and guests. It's a mix of short information sessions, icebreakers, team games, shared lunches and time to ask questions.

Day 1: Haere mai, welcome

WHEN	WHAT HAPPENS	WHO YOU'LL MEET
Morning	Welcome to Aspire2 International. A Māori welcome (mihi whakatau), then a welcome from our General Manager.	General Manager and the whole team
Morning	Icebreakers. Get-to-know-you games in small groups. Find out who's in your class and where everyone is from.	Facilitators
Midday	Lunch together.	Everyone
Afternoon	Get set up. Collect your laptop (included in your resource fee) and SIM card, set up your digital student ID, and log in to Wi-Fi.	Student Support Services and IT Support
Afternoon	Life in Auckland. Getting around with AT HOP, opening a bank account, getting an IRD number, and staying safe.	Student Support Services
Afternoon	Explore the city. A team challenge around the city centre, finishing back on campus.	Facilitators

Day 2: Ready to learn

WHEN	WHAT HAPPENS	WHO YOU'LL MEET
Morning	How study works here. Your typical week, your timetable, and what we expect from you, including attendance.	Facilitators
Morning	Your study systems. The LMS, the Student App and the Student Portal, with hands-on help.	Facilitators and IT Support
Morning	Study honestly. Academic integrity, referencing, and when you can use AI tools.	Facilitators
Midday	Lunch together.	Everyone
Afternoon	Your wellbeing. Pastoral care, health insurance, and who to call when you need help.	Pastoral care
Afternoon	Working and living in New Zealand. Your visa conditions and your rights at work.	Student Support Services
Afternoon	Our values. Whanaungatanga, manaakitanga and kotahitanga, and what they mean for you here.	The whole team
Afternoon	Quiz, questions and what happens next. A fun team quiz, your questions answered, and a look at your first week of classes.	The whole team

This is an indicative programme and may change. Your orientation timetable with session times comes with your welcome letter.



Aspire2 Plus

Aspire2 Plus is the plus side of studying with us. All year, alongside your classes, we run sessions and events that help you build your career, make friends and enjoy life in New Zealand.



What's on

Industry

- ✓ Guest speakers from the IT industry
- ✓ Industry updates: what's changing in tech and what employers want
- ✓ Talks on IT careers in New Zealand

Career

- ✓ CV and cover letter preparation
- ✓ Interview skills and practice
- ✓ Your LinkedIn profile
- ✓ Job search support with Aspire2 Work

Competitions

- ✓ Hackathons
- ✓ A startup idea competition
- ✓ Team challenges where you put your IT skills to work

Social

- ✓ Games nights and shared lunches
- ✓ Walks and outings around Auckland
- ✓ Our complimentary annual student trip

Culture

- ✓ Learning about Māori values like manaakitanga and whanaungatanga
- ✓ Celebrating the cultures of our students from around the world

How it works

- Aspire2 Plus runs all year, alongside your classes.
- We share what's coming up in the Student App, so check your notices.
- Sessions are run by our team, Aspire2 Work and guests from industry.
- Ideas for a session? Tell our Student Support Services team. We'd love to hear them.

WHY JOIN IN? It's the easiest way to make friends, meet people from the IT industry and get ready for work in New Zealand. The more you join in, the more you get out of your time with us.

Your studies

Picture yourself a few months from now, building real IT skills with friends from around the world. Here's how to study well, honestly and confidently, and where to find help whenever you need it.



Academic integrity

Academic integrity means being honest in all academic work. We expect that all students and staff will act with academic integrity. We want our programmes of study and qualifications to be respected and valued, and to be sure that everyone who gains a qualification with us has personally reached the standards expected of that qualification.

Academic misconduct

Academic misconduct is any dishonest behaviour in your study or assessments. It is treated as serious and is subject to our disciplinary procedures (see Warnings and disciplinary process). It includes:

- **Cheating:** using notes, devices or help that are not allowed in an assessment, or helping another student to cheat.
- **Plagiarism:** copying ideas, text, data or other work without saying where it came from.
- **Personation:** someone else, or an AI tool, doing all or part of your work, and you handing it in as your own.
- **Fabrication:** making up data, information, references or qualifications.

A small mistake, like a missing reference, is usually treated as a chance to learn. Serious or repeated misconduct can lead to a warning or a referral to the Disciplinary Committee.

Using AI? AI is part of studying IT, and there are clear rules for using it in your work. See **AI and your study** in the next chapter.

Academic Support Online and learning resources

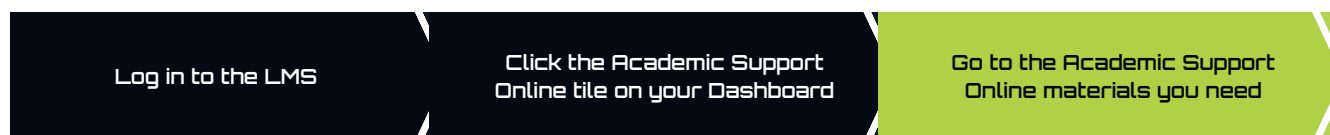
Aspire2 provides the resources you need to successfully complete your studies. You'll be introduced to them during your first weeks, and shown how to access online materials, use our information systems and get the resources to help you with your studies.

As a student, you have 24/7 access to a wide range of online study support resources designed to help you build your academic skills at all levels of study, including the Academic Support Online self-study course. It covers:

- ✓ Understanding plagiarism
- ✓ Academic writing

- ✓ Writing a report
- ✓ Referencing using American Psychological Association (APA) 7th edition
- ✓ Presentation skills

To access Academic Support Online in the LMS:



Assessments

Students must meet the assessment requirements set out in the programme handbook. Please note your assessments may be used for moderation purposes.

How your work is graded:

GRADE	MARK
A	80 to 100%
B	66 to 79%
C (pass)	50 to 65%
NA (Not Achieved)	49% or below

To pass a course, your total mark across all its assessments must be 50% or more, **and** you must achieve every learning outcome. If you miss a learning outcome, you'll need to resubmit that part of the assessment, even if your total mark is 50% or more.

Need more time? Ask your facilitator in writing at least two days before the due date. Work can be accepted up to three days late. After that it is not accepted, a fail is recorded, and you will need to re-enrol in the course. In an emergency, talk to your facilitator or Programme Leader as soon as you can.

Resubmission: if your overall mark for a course is under 50%, you may resubmit one assessment, as long as you scored at least 35% the first time. A resubmission must reach at least 50%.

Certification

All successful graduates are awarded the New Zealand qualification for their programme, listed on the New Zealand Qualifications and Credentials Framework.

Harassment

Harassment is behaviour that is unacceptable to us and includes, but is not limited to, any form of discrimination, sexual or racial harassment, bullying or personal harassment. Verbal, online or physical harassment is also considered harassment.

If you feel you are the victim of any form of harassment, or witness it in any way, please tell a member of staff immediately. Our feedback and complaints, and disciplinary procedures, outline how to go about this and what outcomes will be considered. You may also report your concern directly to New Zealand authorities:

Auckland Police

13–15 College Hill (accessible to the public on the corner of Gudgeon St and Hargreaves St, Freemans Bay)
Phone: 09 302 6400

Human Rights Commission

InfoLine: 0800 496 877 (toll-free)
Text: 021 0236 4253
Email: info@hrc.co.nz
hrc.co.nz

AI and your study

AI is changing how IT work gets done, and as a School of IT we tackle it head on. We teach you to use AI well, honestly and safely, because that is what New Zealand employers will expect from you.

Our approach

AI tools are now part of everyday work in IT. Developers, support technicians and security analysts use them to work faster. Employers want people who can use AI well, and who know when it is wrong.

So we don't pretend AI isn't there. Our approach is simple:

People teach you

Your facilitators teach you, guide you and assess you. AI supports your learning. It never replaces your facilitator.

You build the skills

You learn to do the work yourself first. Then you learn how AI can help, and how to check what it gives you.

You stay honest

Your assessments must show what **you** know and can do. Clear rules tell you when AI is allowed.

AI is so central to the future of IT that we have also developed a Bachelor of AI Assisted Information Technology (subject to NZQA approval).

Your AI Coach

Your AI Coach lives in the Student App and the Student Portal, ready 24/7. Use it to:

- ✓ explain a topic from class in a different way
- ✓ help you plan your study week
- ✓ quiz you before a test
- ✓ suggest where to look for more information

Your AI Coach can make mistakes. Check what it tells you, and ask your facilitator if something doesn't look right. It will not do your assessments for you.

The rules for assessments

USING AI	WHAT IT MEANS
Fine to do	Use AI to understand a topic, to come up with extra practice questions about your class work, or to find sources that you then read and check yourself.
Only if your instructions say so	Use AI as part of an assessment task. Each assessment tells you whether AI is allowed and how. If you are not sure, ask your facilitator before you start.
Never	Copy AI answers into an assessment. Hand in AI answers you have reworded or summarised as your own work. Use AI to rewrite your own work so it sounds better. Treat an AI tool as an expert source: always find and check the original source yourself.

Using AI where it is not allowed is academic misconduct. It is treated the same way as copying or cheating (see Academic misconduct in Your studies).

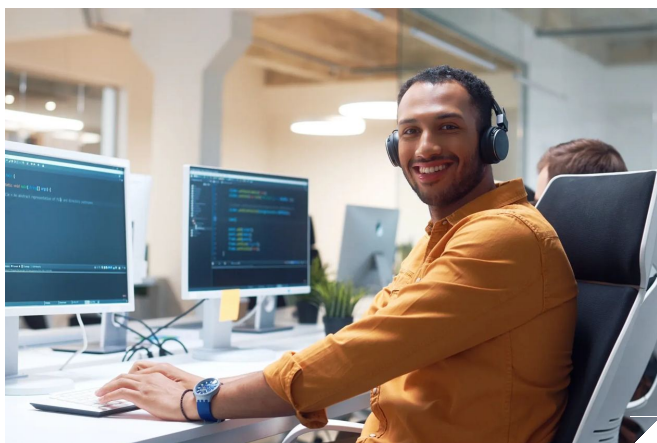
How we check

- All written assessments are handed in on the LMS and checked by Copyleaks, which reports on plagiarism and on text that is likely to be written by AI.
- A report alone never decides the outcome. Your facilitator reviews it carefully and compares it with the work you have shown in class.
- Your facilitator may ask you to talk through your work, or to do a short interview or written task under supervision, to show that the work is yours.

Good AI habits

- ✓ **Check everything.** AI can be confidently wrong, and it can make up references that don't exist.
- ✓ **Protect privacy.** Don't put passwords, other people's personal information or private school information into AI tools.
- ✓ **Say how you used it.** When AI is allowed in an assessment, follow your instructions on how to show and reference your use of it.
- ✓ **Ask early.** If you are unsure whether something is allowed, ask your facilitator before you hand in your work.

OUR PROMISE: We'll help you become someone who uses AI with skill and integrity. That's a real advantage when you start your career in IT.



Health services and insurance

Looking after your health is easier when you know how the system works. Here's what international students need to know.



Health services and eligibility

Most international students are not entitled to free (publicly funded) health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment, so holding valid medical and travel insurance is very important.

Full details on entitlements to publicly funded health services are available through the Ministry of Health at health.govt.nz.

The Accident Compensation Corporation (ACC) provides accident compensation for all New Zealand citizens, residents and temporary visitors to New Zealand. This is not full cover, so if you're injured in an accident, you may still be liable for some medical and related costs. More information is on the ACC website: acc.co.nz.

Insurance

International students must have appropriate and current medical and travel insurance while studying in New Zealand. We can arrange your insurance through OrbitProtect. For more information, go to orbitprotect.com.



Alternatively, you can arrange your own insurance, and you must provide proof of suitable insurance at the time of enrolment.

Questions about OrbitProtect insurance, or need to make a claim? Once your policy is in force, contact OrbitProtect on **0800 478 833**.

Key dates for 2027

Pop these in your calendar so nothing catches you by surprise.



Your study year

	LEVEL 5: DIPLOMA IN INFORMATION TECHNOLOGY	LEVEL 6: DIPLOMA IN CYBERSECURITY
Terms	4 terms of 9 weeks	3 terms: 10, 10 and 12 weeks
Teaching weeks	36	32
Total, including breaks	40 weeks	36 weeks

Your term and holiday dates are in your offer of place and your timetable. Use them to plan travel and any work in your scheduled breaks.

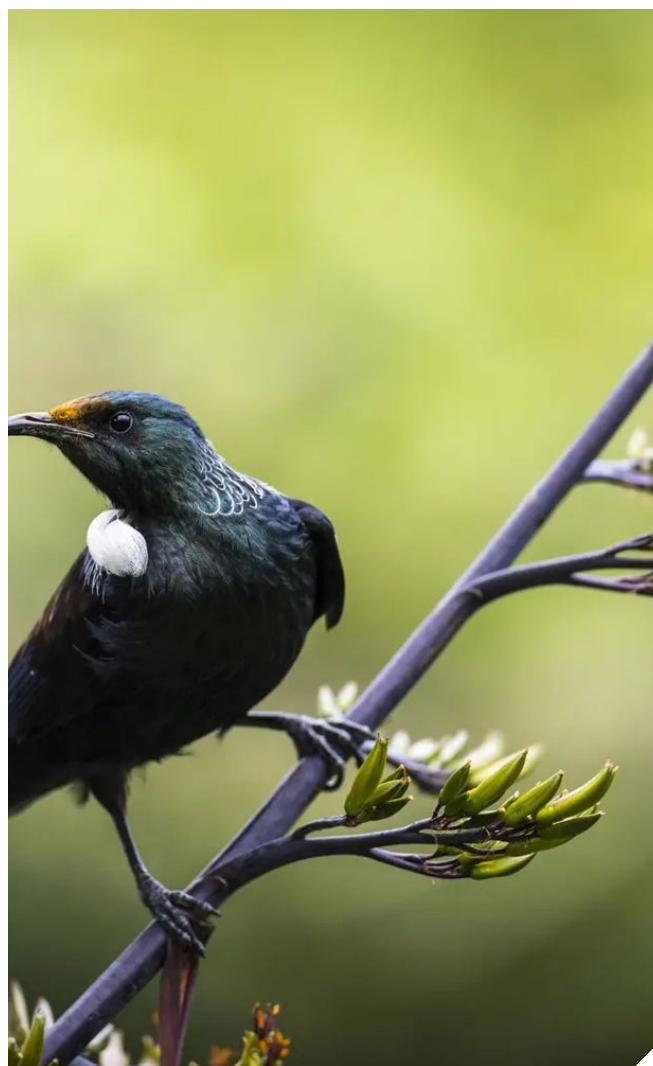
Daylight saving

CHANGE	DATE	WHAT HAPPENS
Daylight saving ends	4 April 2027 (Sunday)	Clocks go back 1 hour
Daylight saving starts	26 September 2027 (Sunday)	Clocks go forward 1 hour

New Zealand public holidays 2027

HOLIDAY	DATE
New Year's Day	1 January (Friday)
Day after New Year's Day	2 January (observed Monday 4 January)
Auckland Anniversary	1 February (Monday)

HOLIDAY	DATE
Waitangi Day	6 February (observed Monday 8 February)
Good Friday	26 March (Friday)
Easter Monday	29 March (Monday)
Australian and New Zealand Army Corps (ANZAC) Day	25 April (observed Monday 26 April)
King's Birthday	7 June (Monday)
Matariki	25 June (Friday)
Labour Day	25 October (Monday)
Christmas Day	25 December (observed Monday 27 December)
Boxing Day	26 December (observed Tuesday 28 December)



PLAN A LONG WEEKEND: Public holidays are a great chance to explore. Every year, we also swap the classroom for the great outdoors on our complimentary annual student trip.

Pastoral care

We have an important responsibility to ensure that our students are well informed, safe, and properly cared for.



The full version of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 is available on request from Reception, or from the NZQA website at nzqa.govt.nz.



We'll be successful in achieving our Code of Practice objectives if, while you're learning:

You are safe, physically and mentally

You are respected

You are supported in your learning and wellbeing

You are connected with social, academic and cultural networks

You have a voice in decisions about services

Our support team

We have a committed team who are here to support you when you need it. We have an open-door policy, which means you can meet confidentially with one of our team members. They're trained to help whether you're in trouble, anxious or upset. For emergency contact numbers, see School emergency phone in the Health and safety section.

To book a time with a pastoral care team member:

- ✓ Email pastoralAKL@aspire2.ac.nz
- ✓ Call us on 09 555 5400 (Monday to Friday, 8.30am to 5pm)
- ✓ Request an appointment at Reception

Support for every learner

Every student is different, and we want every student to succeed. Here's how we support you:

- ✓ **A plan for your success.** When you start, we check where you might need support. We keep in touch through your studies, and if your attendance or results show you need help, we contact you early to help you get back on track.

- ✓ **One-to-one time.** Your facilitator meets with you in one-to-one feedback sessions, as well as helping you whenever you ask.
- ✓ **Help with academic English.** Academic Support Online helps you with academic writing, referencing and presentations, at your own pace.
- ✓ **A disability, health condition or learning difference.** Tell us, in confidence, if something affects your study. We'll talk with you about reasonable changes that help you learn and be assessed fairly.
- ✓ **Your voice counts.** We ask for your feedback when you start, during your study and when you finish, and we act on it.
- ✓ **Your family is welcome.** We encourage your family and whānau to be part of your journey.

Privacy and confidentiality of information

We're committed to protecting your privacy. Our collection, use and disclosure of personal information is governed by the Privacy Act 2020. The purposes for which we gather and use personal information are set out in the Enrolment Application form.

Programme feedback

You'll be asked at times, during and after your programme of study, to give us some feedback. This tells us how effective the course is and helps us improve our service and programmes. If at any time you're unhappy with your experience, please let your facilitator know so they have an opportunity to address your concerns. The complaints process provides guidelines to follow if the issue isn't resolved.



YOU'RE NEVER ON YOUR OWN: Whether you're feeling homesick, stressed or just need a chat, our pastoral care team is here for you. Email pastoralAKL@aspire2.ac.nz or call 09 555 5400.

Student Code of Conduct

You're part of the Aspire2 whānau now. Here's how we look after each other, so everyone feels safe, respected and ready to learn.



Responsibility for learning

Everyone has goals they want to achieve, and we want to help you by providing quality training and support. We need your time, energy and commitment to learn new skills. The expectation for all students is that you commit 30–40 hours study including on campus scheduled attendance.

Our Code of Conduct

The purpose of the Student Code of Conduct is to provide rules that ensure a sense of community through the development of mutual respect, tolerance and understanding. We expect that you will not engage in behaviours that impact negatively on your own or others' learning journey. You are expected to abide by the standards contained in the Code of Conduct.

Respect

- ✓ Your peers
- ✓ Our staff
- ✓ The property of others
- ✓ Yourself

You will be courteous and respectful in all your interactions with our Aspire2 community. We pride ourselves on providing a kind and supportive learning environment free from all forms of bullying, racism and harassment. We do not tolerate discrimination of any sort, including relating to age; ethnicity, race or nationality; gender; sexual orientation; religious beliefs; political philosophy; or disability.

Integrity

You will be honest in all your dealings with staff and students, and particularly in your academic work. You will always work hard, doing your best to achieve.

You will always act in a manner that brings credit to you and Aspire2 International in your conduct and behaviour, both on and off campus.

Wellbeing and safety

You will manage your time and commitments to prioritise your study and ensure you sustain physical health and mental wellbeing. You will ask for help and support when you need it.

You will do everything you can to safeguard your own safety and the safety of others by acting responsibly and in a way that does not put yourself or anyone else at risk of physical or mental harm.

You will always make sure we have up-to-date contact details for you and your family or emergency contacts here in New Zealand and in your home country.

Policies and rules

You will make sure you have read and understood our policies and rules, and you will comply with them. You will be cooperative and follow directions and instructions given to you by Aspire2 staff and community leaders, or those in a position of responsibility.

We reserve the right to pursue through our disciplinary procedures matters that are also being, or may also be, addressed by the legal system.



WHANAUNGATANGA: Relationships, a sense of belonging and working together. Look out for your classmates, and they'll look out for you. That's the Aspire2 whānau.

Systems, support and your programme

Everything you need to stay organised and on track, all in one place.



Your Student App and Student Portal

Use the Student App or the Student Portal to see your timetable, results and attendance, and to keep your contact details up to date. Your welcome email shows you how to set up your account. If you have any problems logging in, email student.registry@aspire2.ac.nz or visit Student Support Services.

Student progress and feedback

Your facilitators and support staff continually monitor your progress, during class and through regular assessments and contact with you. If at any time you'd like to discuss your progress in more detail, or understand how you can improve or progress further, ask your facilitator via the LMS for a feedback session.

Student-facilitator contract

As part of your enrolment, you signed a student Undertaking/Declaration. This included your commitment to:

- ✓ adhere to Aspire2 International policies and procedures; and
- ✓ attend classes punctually and notify Aspire2 International staff if unable to attend; and
- ✓ be honest and cooperative in dealings with other learners and with facilitators; and
- ✓ complete any assignments on time and work on them to the best of your ability; and
- ✓ ask for help and support when needed; and
- ✓ always have your student ID with you on campus.

Study programmes: IT and Computing

LEVEL 5	New Zealand Diploma in Information Technology (Infrastructure & Technical Support)
LEVEL 5	New Zealand Diploma in Information Technology (Applied Digital Technologies)
LEVEL 5	New Zealand Diploma in Information Technology (Software Development)
LEVEL 6	New Zealand Diploma in Cybersecurity
LEVEL 7	Bachelor of AI Assisted Information Technology (subject to NZQA approval)

Your pathway: Level 5 to Level 6

Start with the New Zealand Diploma in Information Technology (Level 5). When you finish, you can continue to the New Zealand Diploma in Cybersecurity (Level 6) and take your skills further.



English levels below are International English Language Testing System (IELTS) Academic scores, or an equal score in another accepted English test.

	LEVEL 5: DIPLOMA IN INFORMATION TECHNOLOGY	LEVEL 6: DIPLOMA IN CYBERSECURITY
Length	36 teaching weeks full-time	32 teaching weeks full-time
Credits	120	120
You choose	One strand: Infrastructure & Technical Support, Software Development, or Applied Digital Technologies	Systems administration, network security, ethical hacking, incident response and a capstone project
English level	5.5, with no band below 5	6.0, with no band below 5.5

Completing Level 5 meets the academic entry requirement for Level 6. You also need to meet the Level 6 English requirement. Talk to us about your visa and your next intake before you finish Level 5, so you can move straight on.

A typical week

This is the indicative weekly pattern for the New Zealand Diploma in Information Technology (Level 5). Full-time students study two courses at the same time.

DAY	HOW YOU LEARN
Monday	Face-to-face classes on campus
Tuesday	Face-to-face classes on campus
Wednesday	Face-to-face classes on campus
Thursday	Directed sessions
Friday	Online learning

Every week also includes self-directed study and regular Learning Check-Ins with your facilitator.

Timetables are indicative and may change. You will get your own timetable before your first class. The Level 6 timetable will be shared before that programme starts.

Facilitators

All our facilitators are motivated and have industry knowledge and experience. They're focused on helping you get results and achieve your goals. Just ask if you need any extra help. To contact your facilitator, see the homepage in the LMS for each course for their contact details and virtual office hours.

Your personal and emergency contact details

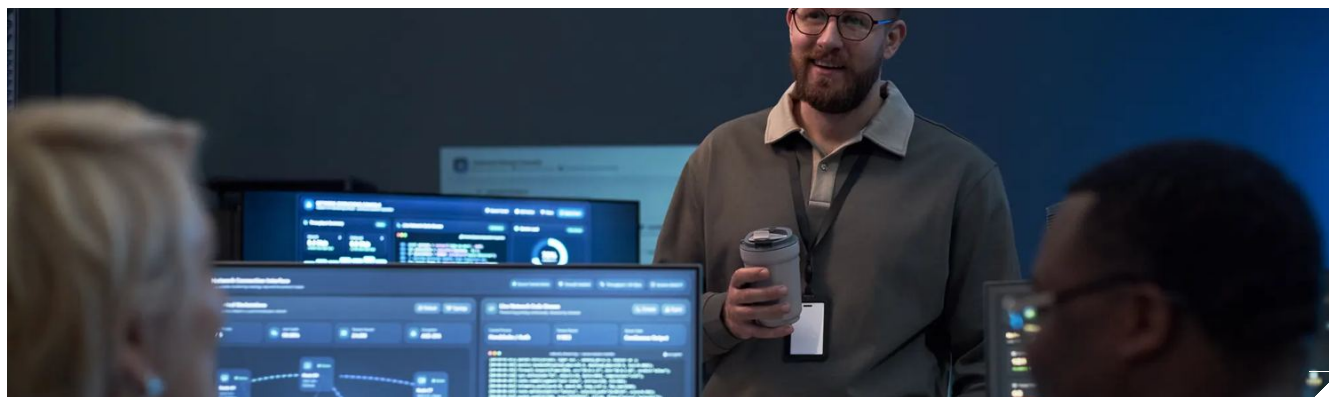
1. Make sure your current home address, emergency contact numbers, email address and mobile phone numbers are correct in the Student App or Student Portal.
2. Make sure you're always contactable, by email and by mobile phone.
3. You're responsible for checking your Aspire2 International email and the Student App or Student Portal for communications and notices.
4. Always keep us informed of any injuries or health and wellbeing issues.

We must always have up-to-date contact information for you. For any changes, email student.registry@aspire2.ac.nz.

TOP TIP: Check your Aspire2 International email and the Student Portal every day, so you never miss an important message or class update.

Attendance and classroom behaviour

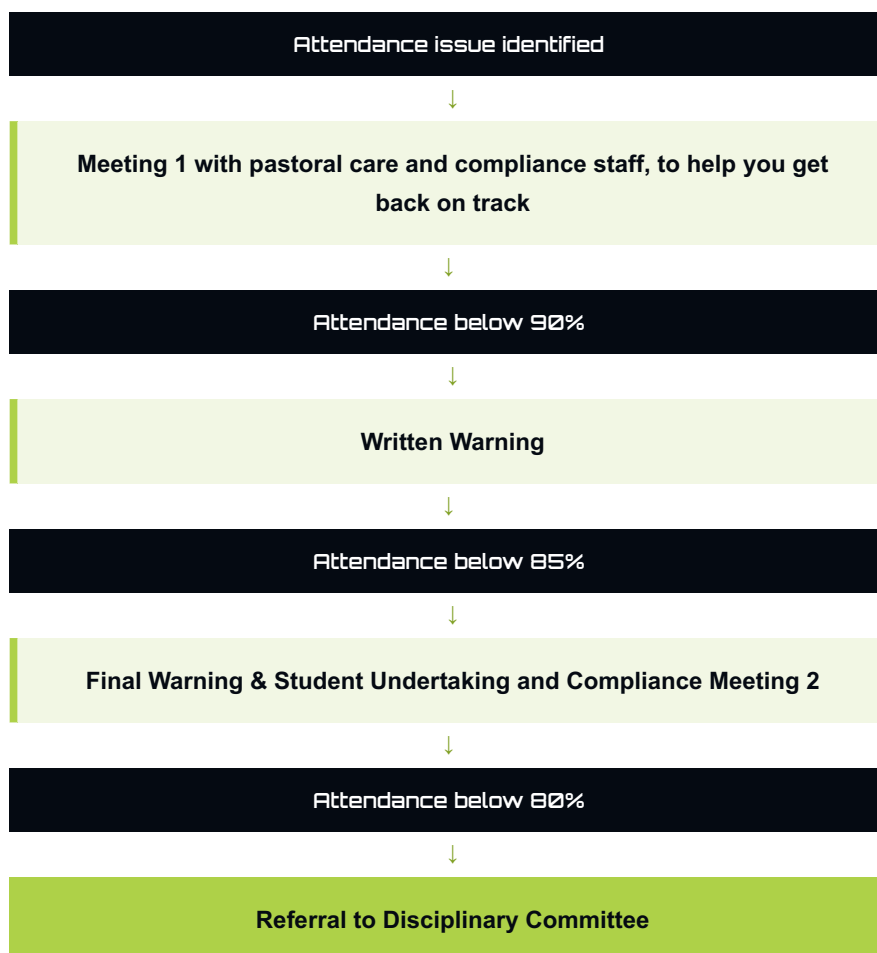
Good attendance is directly related to good levels of achievement. Here are our attendance rules and what happens if attendance drops.



Attendance

1. All students enrolled with Aspire2 International are always expected to maintain a 100% attendance rate.
2. Classes can be scheduled between 7.30am and 6.00pm, Monday to Friday. Your study hours will be set out in your timetable. You're expected to abide by the timetable for your course of study and attend class on time.
3. In accordance with the Code of Practice, Aspire2 International monitors student attendance and absences.
4. If you're unable to attend because of illness or any other reason, email Student Support Services at student.registry@aspire2.ac.nz on the day of your absence and include: (i) your full name and student ID number; (ii) the reason for being absent and how long you'll be away. If you are sick, also follow item 5.
5. For sick leave, you must provide a medical certificate from a medical doctor registered with the Medical Council of New Zealand. The medical certificate must be submitted before or on the day of your return to school.
6. Be on time. If you arrive after a scheduled class has started, you may be marked absent and may not be admitted to the class. If you know you'll be late, tell your facilitator before class.
7. You are responsible for checking the accuracy of your attendance records.
8. If you're concerned that your attendance record is incorrect or not up to date, you must email your query (to the address above) within five (5) working days of the date/s in question, including: (i) your full name and student ID number; (ii) a screenshot from the Student App or Student Portal of the exact date you're querying.
9. Failure to follow the attendance requirements will mean you'll be given warnings, and continued poor attendance could lead to the termination of your enrolment.
10. All attendance warnings will be recorded on your student record.
11. An attendance warning will remain valid for the duration of your programme of study.

Attendance warning process



Lack of engagement

Lack of engagement may result in withdrawal from the programme. In such cases there may be external consequences, and future enrolment will be subject to additional screening and may result in a refusal of enrolment.

Classroom behaviour

1. Be punctual. If you'll be late, tell your facilitator before class.
2. Respect your facilitators and classmates.
3. Do not use abusive language or make racist or denigrating comments.
4. Turn off your mobile phone and put it away during class.
5. Close your laptop unless you need it for your class.
6. Contribute to classroom activities.



Concerns and complaints

If you have a concern or a complaint about a service we provide or something affecting your study, please let us know as soon as possible so we can work together to find a solution and resolve the issue.



If you feel hesitant about raising the issue with staff, please feel free to bring a support person with you. This could be a classmate, friend, or family or whānau.

Step 1: Speak with your facilitator

Step 2: Go to your Programme Leader

Step 3: Contact the General Manager

1. **Step one:** In the first instance, please speak with your facilitator. If you feel the issue has not been resolved, follow steps two and three.
2. **Step two:** Go to your Programme Leader.
3. **Step three:** Contact the General Manager at simon.singh@aspire2.ac.nz.

You can make a complaint by email, by letter or with our online complaint form. Please raise it within 90 days. A support person can come with you at every stage. If you are unhappy with how your complaint was handled, you can appeal in writing within three weeks of hearing the outcome. Send your appeal to the Programme Leader, or to the General Manager if the Programme Leader handled your complaint. If your complaint is about the General Manager, contact the Aspire2 Group Chief Executive.

If you're still not satisfied

If you're not satisfied with the outcome of the complaints process, you can raise your concerns externally.

NZQA

NZQA will consider complaints that relate to your overall study experience. An NZQA staff member will consider the information you provide and advise you whether NZQA can accept it for investigation as a formal complaint. NZQA might not be able to accept your complaint for formal investigation if:

- the issue is from too long ago; or
- it relates to matters that fall outside of NZQA's jurisdiction; or
- it is already being investigated by another agency; or
- it is clear that the organisation has fully and appropriately dealt with the issue; or
- there isn't enough evidence.

If NZQA does carry out a formal complaint investigation, both you and Aspire2 International will have the opportunity to provide information, and NZQA will write to you to advise you of its findings. For more information, visit nzqa.govt.nz.

Study Complaints | Ngā Amuamu Tauira

If your complaint is about money or your contract with us, for example a refund, and it is not resolved, you can contact Study Complaints | Ngā Amuamu Tauira. This independent service helps students and education providers settle financial and contractual complaints. For more information, visit studycomplaints.org.nz.



WE'D RATHER KNOW: If something isn't right, please tell us early. Most concerns can be sorted quickly with a friendly conversation, and we'll always treat you with respect.

Fee protection and refunds

Here's exactly how your fees are protected and how refunds work, so you can plan with confidence.



Fee Protect

New Zealand law requires every registered PTE to protect the fees its students pay. This is called Fee Protect. Aspire2 International is registered for Fee Protect through the Public Trust, which has an unsecured capital guarantee from the New Zealand Government. For more information, visit publictrust.co.nz/fee-protect.



This means that, in the unlikely event that Aspire2 International is unable to provide the course in which you are enrolled (this could be because of closure, insolvency, loss of NZQA accreditation or course withdrawal), the remainder of your student fees (including accommodation and living expenses if paid in advance) will be protected. You will have the choice to receive any remaining fees back or have them paid directly to an alternative education provider.

Fee refunds and withdrawals

This fee refund procedure is in accordance with the Education and Training Act 2020 and amendments as implemented by the New Zealand Qualifications Authority, and applies to all international students.

- If a student withdraws from any Aspire2 International course, they must notify the school in writing of their intention to withdraw. Aspire2 International will promptly start the withdrawal process and, once complete, will notify the student that the withdrawal process has been completed (Notification of Withdrawal).
- Refunds, where payable, will be processed within five (5) working days of the date on which the Notification of Withdrawal is issued. The refund will be paid in New Zealand dollars to the party who originally paid the fees.
- The amount of a refund (if any) depends on the length of the student's course and when the student gives written notice of their intention to withdraw. Various scenarios are set out below.

For the purposes of this policy, the Start Date is the first day of the student's programme, which is the first scheduled day of teaching.

COURSE LENGTH	WITHDRAWAL PERIOD	REFUND	AFTER THE WITHDRAWAL PERIOD
Up to 4 weeks	Before and/or within the first 2 working days of the start date	50% of all fees paid. If the two days make up the full amount of tuition paid for, there is NO entitlement to a refund.	NO entitlement to a refund
5 weeks to 3 months	Before and/or within the first 5 working days of the start date	75% of all fees paid	NO entitlement to a refund
3 months or more	Before and/or within the first 10 working days of the start date	75% of all fees paid	NO entitlement to a refund

Refund questions and answers

- 1. What if the student requests a withdrawal before the start date?** The policy as stated applies.
- 2. Is an interim visa with study conditions a student visa?** No. While the conditions may be the same, an interim visa is not a student visa.
- 3. What happens to the student's laptop?** This will depend on the timing of the withdrawal. The student may be able to keep the laptop or may be required to return it. This will be determined as part of the withdrawal process.
- 4. Who receives the refund (if payable)?** Any refund will be paid to the party who originally paid the fees. In some cases, this may not be the student.
- 5. What happens if the student gains permanent residency or a work visa while studying?** The student has no entitlement to a refund.
- 6. What happens if the student is expelled, or their enrolment terminated?** The student has no entitlement to a refund.
- 7. What happens if the student must withdraw for personal reasons?** Depending on timing, the student may have no entitlement to a refund, but can still ask for one. This request will be considered by the Chief Executive Officer (CEO) and must be accompanied by supporting evidence.

Fee refunds in other circumstances

CIRCUMSTANCE	REFUND
Student visa not granted before and/or within the first 10 working days of the start date	The student must provide an official letter from INZ confirming the visa decline. The student will receive a full refund of all fees paid, less a deduction of 10% up to a maximum of \$500.
Student visa extension not granted	The student must provide an official letter from INZ confirming the extension decline. The student will receive a refund of the balance of unconsumed tuition fees paid.
Student visa not granted after the first 10 working days of the start date	The student must provide an official letter from INZ confirming the visa decline. The student will receive a refund of the balance of unconsumed tuition fees paid.

CIRCUMSTANCE	REFUND
Aspire2 International is unable to proceed with the course	The student will receive a refund of the fees held by the Public Trust and (at the discretion of the school) may also receive a further refund of fees paid.

Aspire2 International retains the discretion to grant refunds that are more beneficial to students than those set out in this policy.



QUESTIONS ABOUT FEES? Email study@aspire2international.ac.nz. We'll explain exactly what you'll pay and when, so you can plan with confidence.

Campus life and leave

Campus is a friendly, lively place where students from around the world study, laugh and celebrate together. Here's what you need to know day to day.



Photos, videos and testimonials

From time to time, Aspire2 International gathers and publishes photographs, video recordings, and written or spoken testimonials of students on its website, in its prospectus, newsletters and other mass media communications. It is Aspire2 International's policy that any published items are positive depictions of students. Contact Reception if, at any stage, you no longer wish to have your image or testimonial used.

Smoking and vaping

The sale of cigarettes to people under 18 is prohibited in New Zealand. Smoking is not permitted in public buildings, including cafés, restaurants, workplaces and public transport. Please look out for "No Smoking" signs and respect them, and move away from those places if you wish to smoke. If you do smoke, please put your butts in appropriate bins. Do not leave them on the ground.

Our campus is smokefree, including entrances and surrounding pathways.

Stay connected

Follow us on Facebook, Instagram and YouTube to stay up to date with the latest news, events and competitions on campus.

- ✓ Facebook: facebook.com/aspire2international
- ✓ Instagram: instagram.com/aspire2international
- ✓ YouTube: youtube.com/c/Aspire2International

Your student ID

Your student ID is digital: it's in the Student App, and you can add it to Apple Wallet or Google Wallet. Always have it with you on campus.

Need a physical card, for example for a public transport discount? Ask Student Support Services. Replacing a lost card costs \$10.

Student leave process

You can take leave for reasons such as bereavement and illness. For medical leave, you'll need to provide a medical certificate from a New Zealand registered medical practitioner*. Talk to your Programme Leader about any special issues or needs.

Important: Make sure you apply **before** going on leave, not after your leave!

1. Fill out the Leave Application Form

2. Hand it in at Reception

3. Hear back within 48–72 hours

1. Fill out the Leave Application Form, available at Reception and Student Support Services.
2. Hand in the completed form at Reception in person. They may ask you to email additional evidence to support your case, so have this evidence ready to send.
3. Staff will update you by email within 48 to 72 hours, after the Programme Leader has considered your leave application.

Note: Where the total leave taken (at one time or cumulative) is equal to or more than two (2) weeks during a term, students will be required to defer their studies to the following term. In such cases, the student will be advised of the implications of the deferral. This includes, but is not limited to, any costs arising, and the impact on fee payments.

*Medical certificates must be issued by a registered New Zealand medical practitioner holding a current annual practising certificate. Search the Medical Council's register at mcnz.org.nz to check whether a doctor is currently registered to practise medicine in New Zealand. Certificates provided by medical students, unregistered health practitioners and allied health practitioners are not acceptable. A dental medical certificate will be accepted only if the origin of the injury or disability is dental-related.



Warnings and disciplinary process

We want every student to succeed. If things go off track, here's the clear and fair process we follow.



Disciplinary procedures

Should a complaint be received about you, or if you lodge a complaint, the process will involve an investigative phase where the incident is discussed and next steps are determined. A further meeting to discuss the outcome and consequences will then be held. You can appeal the decision (see How to appeal, below).

Serious breaches of the Code of Conduct could result in instant dismissal from your studies. Any situations involving assault, abuse, harassment, or harm of another person (physically or emotionally) are considered serious.

Students are encouraged to bring a support person with them to meetings, or for support at any stage of the disciplinary process. A support person could be a classmate, friend, family or whānau, a person to provide representation, or someone you trust and are comfortable with.

When warnings will be issued

1. Academic integrity/misconduct
2. Poor attendance
3. Behavioural misconduct

The warning process



1. All warnings will be recorded on the student's record.
2. A warning will remain valid for the duration of the programme of study.
3. In cases of academic integrity or behavioural misconduct where the violations are considered particularly significant, an immediate Final Warning can be issued, or the matter can be immediately referred to the Disciplinary Committee.

Disciplinary Committee

Students required to attend a meeting with the Disciplinary Committee will be notified in writing or by email.

1. The notification will contain the following details: (a) details of the misconduct alleged; (b) the date of the meeting to discuss the misconduct; (c) notice that a support person, whānau and/or representation can attend with you; (d) the potential consequences.
2. The Disciplinary Committee retains the right to adjudicate on the matter if the student does not attend the meeting.
3. Students can appeal any decision of the Disciplinary Committee to terminate their enrolment.
4. The appeal must be made in writing to the General Manager within five (5) working days of the date of notification of the decision to terminate.
5. The General Manager will review all information provided, and their decision is final.

How to appeal

IF YOU DISAGREE WITH...	WHAT YOU CAN DO
A mark or grade	Ask for a reconsideration of your assessment. Your result may stay the same, go up or go down, and the new result is final.
A finding of academic misconduct, or its penalty	Appeal the decision in writing to the Programme Leader.
A warning or other disciplinary decision	Appeal in writing to the General Manager within five (5) working days of being told the decision.
A Disciplinary Committee decision to end your enrolment	Appeal in writing to the General Manager within five (5) working days. The General Manager's decision is final.
How your complaint was handled	See Concerns and complaints.

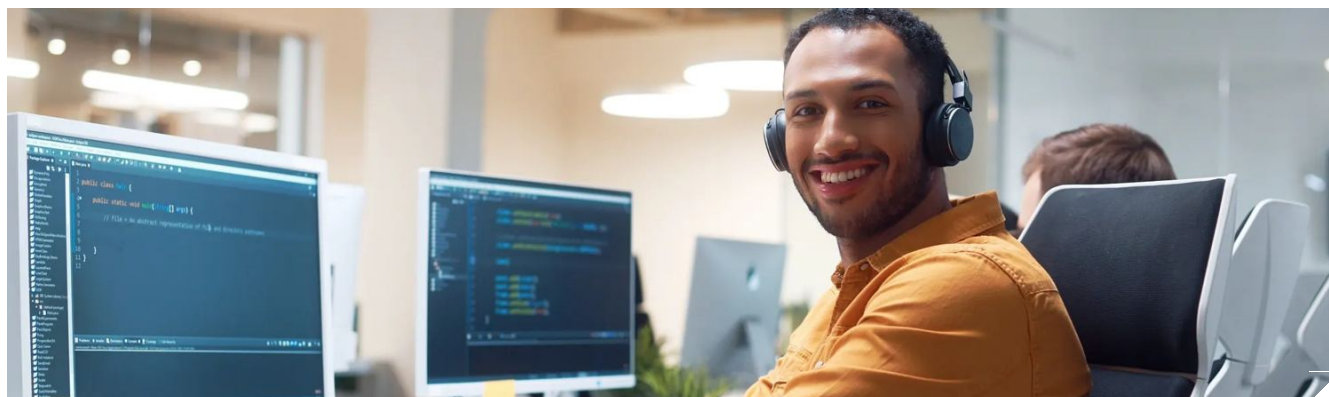
A support person can help you at every stage.



WE'RE ON YOUR SIDE: Warnings are there to help you get back on track. If something is getting in the way of your study, talk to your facilitator or our pastoral care team early.

Technology

Your laptop is included in your resource fee. You'll get it at orientation, ready to go from day one. Here's how to get connected, print, and get help when tech gets tricky.



Computer usage policy

We have a system that supports a wide range of activities, services and equipment. If you've been given a login and password, you can use these facilities for the purpose they've been provided to you. Your login details must not be shared with others. Anyone using the system for non-study related activity is considered in breach of the policy and could be subject to disciplinary and/or legal action.

As part of your enrolment, you're required to sign the Acceptable Use Policy for Computers and Information Technology. It's your responsibility to make sure you're familiar with and understand its requirements.

IT Support

Our IT Support Service Desk is available for in-person tech support. You can also email or call us. We'll do our best to help.

Email: itsupport@aspire2.ac.nz · **Phone:** 09 555 5433

When you call or email, it really helps if you include your student ID number, so we can log your job faster. You may be asked some questions to verify your identity, just so we're sure we're helping the right person. We can help with:

- ✓ Login and password issues
- ✓ PaperCut and printing issues
- ✓ Advice and help with the student laptops provided by the school
- ✓ Student email and Microsoft 365
- ✓ Connecting to the campus wireless network, on laptops and phones

Please note that IT Support staff can't help with academic issues. Raise any practical or assessment-related issues with your facilitator.

Printing

You'll be given a unique identity number for printing. This number is confidential and shouldn't be shared with other students.

ITEM	DETAIL
Printing credit	\$40 credit at the start of your programme
Black and white page	\$0.05 per page (800 pages)
Colour page	\$1.00 per page (40 pages)
Top-ups	Top up your printing balance at any time, for any amount

Wi-Fi internet access

You'll get a unique user ID and password, with instructions, at your orientation. Always connect to the **"Aspire2-Student"** network.



NEED A HAND? Our IT Support team is happy to help with logins, Wi-Fi, printing and your school laptop. Just bring your student ID number.

Useful services

Whatever you need, there's someone who can help. Here are trusted services in Auckland and across New Zealand.



Accommodation

Accommodation websites

trademe.co.nz/property

nzflatmates.co.nz

Tenancy

Find out more about rental types, costs and agreements.

tenancy.govt.nz

Employment

Employment New Zealand

Information on employment matters in New Zealand.

employment.govt.nz

Job listing websites

seek.co.nz · trademe.co.nz

Auckland Public Library

Auckland Libraries

The public library offers a great free service, including online. Wellesley Street East, city centre, plus branches throughout the city.

aucklandlibraries.govt.nz

Community services

Citizens Advice Bureau (legal advice)

Free, confidential, independent information and advice.

Freephone 0800 367 222 · cab.org.nz

Oranga Tamariki (Ministry for Children)

0508 326 459

Human Rights Complaints

Freephone 0800 496 877 · Text 021 0236 4253

Email infoline@hrc.co.nz

Transport

Travel around Auckland

at.govt.nz

Visas and immigration

Immigration New Zealand

09 914 4100 · 0508 558 855

immigration.govt.nz

Belong Aotearoa (formerly Auckland Regional Migrant Services)

A settlement agency that helps newcomers settle into New Zealand.

belong.org.nz

NZ Customs Service

Advice on items you can or cannot bring into or take out of New Zealand, and general information for travellers.

0800 428 786 · customs.govt.nz

Health services

Healthline

Free health advice from registered nurses, 24 hours a day, 7 days a week.

Freephone 0800 611 116

Need to talk? 1737

Free call or text 1737, any time, to talk with a trained counsellor.

Auckland pharmacies and chemists

Unichem 115 Queen St Pharmacy, 115 Queen Street,
Auckland Central · (09) 303 4253
Unichem Queen St Pharmacy, 262 Queen Street,
Auckland Central · (09) 375 1537

Auckland medical centres

The Fono Central, 2/33 Wyndham Street, Auckland
Central · 0800 366 648
CityMed, 8 Albert Street (corner of Mills Lane), Auckland
Central · (09) 377 5525

Alcohol Drug Helpline

24-hour free and confidential service · 0800 787 797

Auckland Sexual Health

A free, friendly, confidential sexual health service offering
free specialist sexual health check-ups.
Freephone 0800 739 432 · ashs.org.nz

Auckland Sexual Abuse HELP Foundation

(09) 623 1700 (24 hours) · helpauckland.org.nz

Lifeline

A 24-hour counselling and support service if you are
having trouble with anxiety or depression.
0800 543 354 · Text "Help" to 4357

Mental Health Foundation

A charity working towards a society free from
discrimination, where all people enjoy positive mental
health and wellbeing.
mentalhealth.org.nz

Pregnancy Help

Confidential support for women and their families.
3rd Floor, 33 Wyndham Street, Auckland · (09) 373 2599
pregnancyhelp.org.nz

Sexual Wellbeing Aotearoa (formerly Family Planning)

Sexual and reproductive health information, clinical
services, education, training and research.
sexualwellbeing.org.nz

Problem Gambling Foundation

A 24-hour Freephone service for immediate support for
gambling addiction.
Gambling crisis hotline 0800 664 262

Suicide Prevention Helpline

0508 828 865

Women's services

Women's Refuge

Phone toll free from anywhere in New Zealand for
information, advice and support about domestic violence,
and help in a crisis.
0800 733 843 · womensrefuge.org.nz

Shakti Asian Women's Safe House

Serving migrant and refugee women of Asian, African and
Middle Eastern origin. Shakti, meaning strength, works to
end all forms of violence and discrimination against
women of colour.
0800 SHAKTI (0800 742 584), 24/7 multilingual crisis line ·
(09) 820 3507

Youth services

Youth Law

0800 884 529 · nzyouthlaw@gmail.com · Advice line open
10am to 4pm

Youthline

Free call 0800 376 633 · Free text 234
Call if you need to talk about any problem in your personal
life, or if you're feeling lonely, stressed or just need
someone who understands.

EMERGENCY? Call 111 first, then our school emergency phone on +64 21 0259 5499.

Glossary

Plain meanings for the abbreviations and words in this handbook.

Abbreviations

ACC

Accident Compensation Corporation. New Zealand's accident insurance scheme. It covers some costs if you are injured in an accident.

AI

artificial intelligence. Computer tools that can write, answer questions or make predictions.

ANZAC

Australian and New Zealand Army Corps. ANZAC Day, 25 April, remembers New Zealanders and Australians who served in war.

APA

American Psychological Association. APA 7th edition is the referencing style we use.

AT

Auckland Transport. Runs Auckland's buses, trains and ferries. An AT HOP card is the card you use to pay for them.

CEO

Chief Executive Officer. The person who leads a company.

CV

curriculum vitae. A document that lists your education, skills and work experience. Also called a résumé.

FAQ

frequently asked questions. Common questions and their answers.

ICT

information and communications technology. Another name for IT that includes telecommunications.

ID

identification. A card or document that shows who you are.

IELTS

International English Language Testing System. An English language test. Your IELTS score shows your level of English.

INZ

Immigration New Zealand. The government agency for visas.

IRD

Inland Revenue Department. New Zealand's tax agency, now called Inland Revenue | Te Tari Taake. You need an IRD number to work.

IT

information technology. Computers, networks, software and the work of building and looking after them.

LMS

Learning Management System. The website where you find your courses, lessons and assessments, and hand in your work.

NZ

New Zealand. Aotearoa New Zealand.

NZQA

New Zealand Qualifications Authority. The government agency that checks the quality of education providers and qualifications.

PTE

Private Training Establishment. A privately owned tertiary education provider registered with NZQA.

QR

quick response. A QR code is a square code you scan with your phone camera to open a website.

SIM

subscriber identity module. A SIM card connects your phone to a mobile network.

Words to know

Academic integrity

Being honest in all your study. Your work must show what you know and can do.

Aspire2 Plus

Our year-round programme of industry, career, social and cultural sessions and competitions.

Facilitator

The staff member who teaches your classes and supports your learning.

Fee Protect

The government scheme that keeps your fees safe if a provider cannot finish teaching your course.

Haere mai / nau mai

Welcome (te reo Māori).

Kia ora

Hello, and thank you (te reo Māori).

Kiwi

A New Zealander. Also a native bird and a fruit.

Mihi whakatau

A Māori welcome speech or ceremony.

Moderation

A check that assessments are marked fairly and to the right standard.

Pastoral care

Support for your wellbeing, safety and life as a student.

Plagiarism

Using someone else's words, ideas or work without saying where they came from.

Resource fee

A fee that covers your laptop and other study resources.

Student Portal

The web version of the Student App. Same account, bigger screen.

Te Tiriti o Waitangi

The Treaty of Waitangi, New Zealand's founding document.

Whānau

Family, including extended family (te reo Māori).



Start here. Belong here. **Grow here.**

We can't wait to welcome you. Whenever you need us, from your first question to your next big career move, we're right here.

CAMPUS

Level 8, 62 Victoria Street West
Auckland Central, Auckland 1010
New Zealand

CONTACT

+64 9 555 5400
study@aspire2international.ac.nz
aspire2international.ac.nz

PASTORAL CARE

pastoralAKL@aspire2.ac.nz
09 555 5400
Monday to Friday, 8.30am to 5pm

FOLLOW US

Facebook, Instagram and YouTube
@aspire2international

IN AN EMERGENCY

Call **111** first, then our school emergency phone:

+64 21 0259 5499

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