

Student Handbook 2024 (International)



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, notifications on student noticeboards, and updates to the Aspire2 International website – www.aspire2international.ac.nz

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Kia ora and Welcome to Aspire2 International



We are delighted to welcome you to Aspire2 International and excited to get to know you. Your study and hard work with us will set you up for your next big career step whether that is further study or finding a job.

In joining us you will 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 will study with a great team of teachers who love what they do, and who strive to make your study experience rich, enjoyable, and successful.

We encourage you to read this handbook carefully – it will answer lots of your questions and provide you with important information about our rules and policies. If you have any questions, just ask us, we are here to help and encourage you.

Welcome, Nau Mai, Haere Mai, Talofa!

Sunil Bhargav

General Manager

sunil.bhargav@aspire2.ac.nz

Aspire2 International operates Aspire2 International Hospitality and Healthcare and Aspire2 Education which are NZQA registered Private Training Establishments that are part of Aspire2 Group.

Please read and understand the information in this handbook thoroughly. Should you have any questions at all please talk to with your Tutor or a Student Support person. This will ensure that you are fully aware of your obligations, including the rules and regulations as applicable to all our programmes. You will also have access to a programme handbook detailing information regarding your chosen programme.

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Aspire2 International

Mission, Vision and Values

Our core business is to deliver quality education and training to students. Our overarching purpose is to prepare students for their 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 recognized.
- ✓ Diversity is celebrated.
- ✓ Fairness is fundamental.

Aiming High

- ✓ Boundaries and assumptions are challenged.
- ✓ Students and teachers 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

Aspire2 is made up of a group of registered Private Training Establishments with a history of providing quality training throughout New Zealand. We offer exciting I.T (Information Technology) and Computing, Hospitality, Healthcare and Business courses through our two providers - Aspire2 International Hospitality and Healthcare and Aspire2 Education.

Our vision 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 which 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 achieve their dreams. Further to that, our role is also to inspire and help learners into education and employment pathways which will meet their long-term aspirations. We deliver supplementary online learning support through our Learning Management System - Canvas.

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

Innovative Programmes

We have worked to develop a range of work-ready programmes that enable students to learn a variety of specialised subjects in many different sectors and in a flexible manner to fit your lifestyle.

Our students participate in programme evaluations to provide constructive feedback to enable us to continually improve.

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.

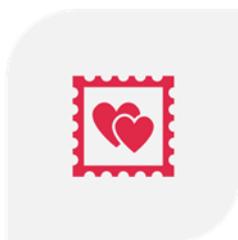
Ngā Mātāpono (Te Ao Māori values)

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



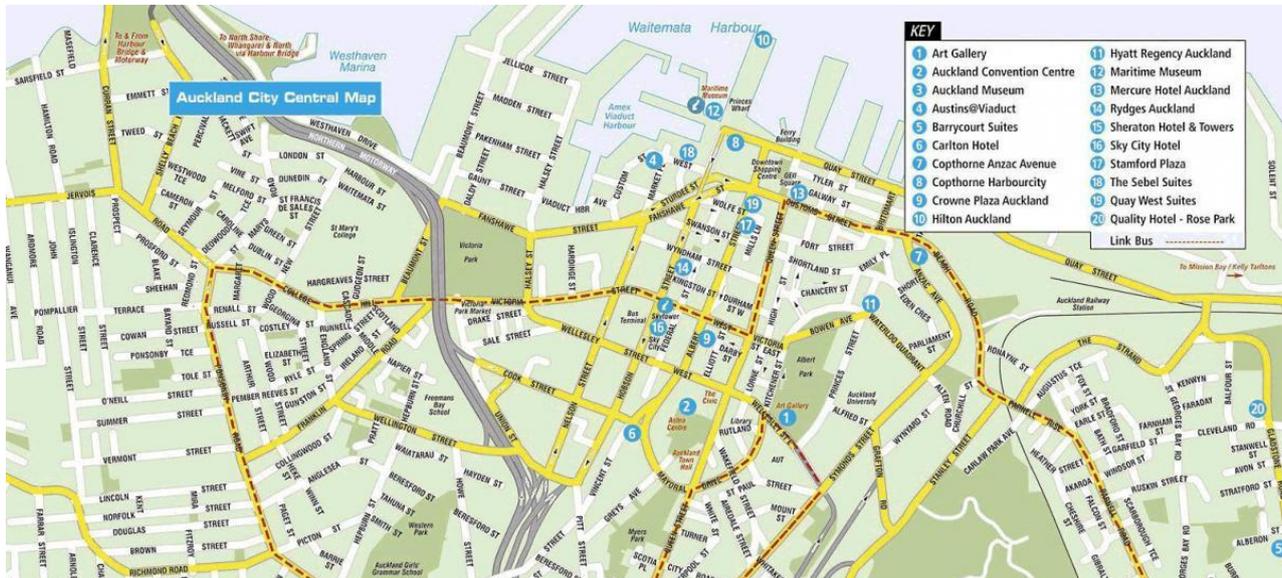
KOTAHITANGA

UNITY, TOGETHERNESS,
SOLIDARITY AND COLLECTIVE
ACTION

General information

Auckland City Centre

Maps and Locations



Where to find nearby places, you might need:

1. **Aspire2 International (25 Federal Street)**
2. ANZ Bank (45 Queen Street)
3. ANZ Bank (205 Queen Street)
4. ASB Bank (125 Queen Street)
5. BNZ Bank (80 Queen Street)
6. Westpac Bank (79 Queen Street)
7. New World-Supermarket (125 Queen St)
8. Countdown Auckland Metro (19-25 Victoria Street West)
9. Unichem Pharmacy (104 and 280 Queen Street)
10. The Fono Medical Central (2/33 Wyndham Street, Auckland CBD, Auckland 1010)

Transport

Auckland Transport provide public transport services in and around Auckland. If you are going to use public transport, you should use an AT HOP card. This is a reusable prepay smart card for travel on trains, ferries, and buses.

The AT Hop card is used to tag on before you board 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).

For information on how to register your AT Hop card, terms and conditions, journey planners, fares and more please visit <https://at.govt.nz/bus-train-ferry/at-hop-card/>.

What is Happening in Your City?

For information about Auckland events, you may visit these websites:

- Auckland Tourism, Events, and Economic Development <https://www.aucklandnz.com/>
- Auckland Live <https://www.aucklandlive.co.nz/>
- Our Auckland – To Tatou Tamaki Makaurau <https://ourauckland.aucklandcouncil.govt.nz/>
- Heart of the City Auckland <https://heartofthecity.co.nz/>



Health & Safety

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

Emergency Situations

Urgent

Call 111 (police, fire brigade or ambulance) if you find yourself in an emergency, such as:

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

Once you have called 111 you should also notify Aspire2 International by calling our emergency phone:

Non-urgent Support

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).

Earthquake

1. Move away from the windows.
2. Take shelter under a doorway or solid furniture.
3. Follow evacuation procedures if your tutor tells you to.
4. Follow all instructions given by building wardens (they will be wearing a bright vest).

Fire

1. Activate the nearest alarm (near lift).
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 will be wearing a bright vest).
5. Do not leave without permission.

School Emergency Phone

The emergency number is monitored by the Aspire2 International management team.

This number should only be used for genuine student emergencies: +64 21 0259 5499

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 here, some of our roads are narrow, windy and have loose gravel. You need to give yourself plenty of time to reach your destination, and to 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 is illegal to use a hand-held mobile phone while driving.
- NZ has very serious penalties for driving while affected by alcohol or drugs.

Useful websites:

<http://www.nzta.govt.nz>

www.drivewise.org.nz

Outdoors in New Zealand

Department of Conservation <https://www.doc.govt.nz/>

If you are heading into our bush or outdoors always tell someone where you are going and when you will be back. Make sure they will notify the police if you fail to return.

Water Safety

Many people enjoy a vast range of the water-based activities New Zealand offers, whether at home, at the pool, beach, and river or out at sea. Everyone participating in these activities must take care and act responsibly.

Be careful when out swimming

1. At the beach
 - a. Surf Life Saving New Zealand patrol over 80 of our busiest beaches each summer. Always swim between the red and yellow patrol flags.
 - b. Avoiding rips - A rip is a strong current of water running out to sea. They can be extremely dangerous to swimmers as they can sweep you out to sea quickly and easily.
 - c. For more information on beach and sea safety visit <https://watersafety.org.nz>
2. In rivers and at waterfalls
 - a. More people drown in rivers than in any other aquatic environment in New Zealand.
 - b. Rivers contain hidden dangers such as submerged objects, snags, strong currents and can be colder than expected.
 - c. Check for hazards!
 - i. can you see the bottom?
 - ii. is it deep enough for jumping or diving?
 - iii. can you handle the current if you got swept away?

For more information on river safety, visit watersafety.org.nz



Helpful information for your first week

Bank Account

To open a bank account, visit the bank of your choice with your passport and proof of enrolment letter. A copy of your enrolment letter can be obtained from student reception, or you can request it by emailing student.registry@aspire2.ac.nz

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. The current minimum wage rate (before tax) is \$21.20 per hour.

<https://www.govt.nz/browse/work/workers-rights/minimum-wage>

If you are 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 you understand its terms **before** you agree to/sign it and **before** starting work. If you need advice, talk to Student Reception who can refer you to someone who can give you expert advice or contact your local Citizens Advice Bureau.

There are also several requirements that students must meet to be able to work while studying in NZ. Please read your Visa conditions carefully, it is your responsibility to make sure you understand and comply with those conditions. Talk to your immigration advisor if you are unsure. If you do not have an adviser, go to Student Reception, they will help you find one.

Immigration NZ website has full details.

<https://www.immigration.govt.nz/new-zealand-visas/options/study/working-during-after-your-study/working-on-a-student-visa>

IRD (Inland Revenue Department)

An IRD Number is a unique tax number given to you by the Inland Revenue Department of New Zealand so that you pay the correct work tax if you work in New Zealand.

To apply for an IRD number:

Fill out the IRD application Form and take the IRD form to any Post shop (Post Office) together with these documents:

- Your passport
- A photocopy of the front page and the visa page of your passport
- Your proof of enrolment letter
- Bank statement showing at least 2 transactions from your bank

You will be given a receipt by the Post shop staff, and you may show this to any prospective employer.

Your IRD number will be sent to you by mail. Keep it safe – this will be your tax number for the entire time you work in NZ.

For more information visit www.ird.govt.nz or call 0800 775 24

Transport

Student Reception can provide a variety of maps and public transport timetables for you.

Auckland Transport provide public transport services in and around Auckland. If you are going to use public transport, you should use an AT HOP card. This is a reusable prepay smart card for travel on trains, ferries, and buses.

The AT Hop card is used to tag on before you board 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).

For information on how to register your AT Hop card, terms and conditions, journey planners, fares and more

please visit <https://at.govt.nz/bus-train-ferry/at-hop-card/>

Immigration New Zealand

Full details of immigration requirements, advice on rights to employment in NZ while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.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 meet these visa conditions:

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:
 - a. prohibited drugs
 - b. dishonesty
 - c. violence
 - d. where you may be sentenced to a term of imprisonment
 - e. an offence of a sexual nature
 - f. 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 NZ 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 group based on 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 NZ or a licensed Immigration Advisor. Any questions always seek independent immigration advice.

Information and Terminology for your Studies

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 all those who gain a qualification with us have personally reached the standards expected of that qualification. For more detail see your Programme Handbook

Academic Misconduct

Academic misconduct includes dishonest behaviour in assessments. This can include copying, misrepresentation of identity in assessments, cheating and plagiarism and all other dishonest practices in assessments. Any instance of Academic Misconduct will be treated as serious and is subject to our disciplinary procedures. For more detail see your Programme Handbook.

Academic Support Online and Learning Resources

Aspire2 provides resources that you need to successfully complete your studies. You will be introduced to these resources during the first weeks of your studies. You will also be shown how to access online materials, use our information systems, and obtain the necessary resources to assist you with your studies.

As a student at Aspire2 International, you have 24/7 access to a wide range of online study support resources that are designed to help you enhance your academic skills at all levels of study. You will also have access to the *Academic Support Online* self-study course. This module contains lessons and standalone content on the following subjects and more:

- Understanding Plagiarism
- Referencing using APA (American Psychological Association) 7th Edition
- Academic Writing
- Presentation Skills
- Writing a Report

To access Academic Support Online, point your browser to our Canvas LMS (Learning Management System) at aspire2international.instructure.com, then follow the directions here:



Assessments

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

Certification

All successful graduates will be issued the relevant NZQA accredited certificate for their programme.

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. There will be an opportunity to appeal any decision made after this meeting.

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 attend meetings or support them at any stage of the Disciplinary Process. A support person could be a classmate, friend, or family/whanau, a person to provide representation, or someone that you trust and are comfortable with.

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.

Should you feel the victim of any form of harassment or witness this in any way please inform a member of staff immediately. The 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 NZ authorities:

1. Auckland Police
13-15 College Hill
(accessible to the public on the corner of Gudgeon St and Hargreaves St, Freemans Bay)
Telephone: 09 302 6400
2. Human Rights Commission
InfoLine: 0800 496 877 (toll-free) Email: infoline@hrc.co.nz (for general enquiries)
TXT: 0210 236 4253 www.hrc.co.nz

Health Services & 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. Holding valid medical and travel insurance is therefore very important.

Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at: www.moh.govt.nz

The Accident Compensation Corporation provides accident compensation for all New Zealand citizens, residents, and temporary visitors to New Zealand, this is not full cover so, if you are injured in an accident, you may still be liable for some medical and related costs. Further information can be viewed on the ACC website at: www.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 Orbit Protect. For more information, go to www.orbitprotect.com

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

If you have any questions about Orbit Protect insurance, or if you wish to make a claim once the policy is in force, Orbit Protect can be contacted on:

Phone: 0800 478 833

Key Dates for the Year

Daylight Savings Dates

Daylight Saving ends	7 April 2024 (Sunday) <i>Clocks go back 1 hour</i>
Daylight Saving starts	29 September 2024 (Sunday) <i>Clocks go forward 1 hour</i>

NZ Public Holidays 2024

HOLIDAY	DATE
New Years' Day	1 January (Monday)
Day after New Year's Day	2 January (Tuesday)
Auckland Anniversary	29 January (Monday)
Waitangi Day	6 February (Tuesday)
Good Friday	29 March (Friday)
Easter Monday	1 April (Monday)
ANZAC Day	25 April (Thursday)
King's Birthday	3 June (Monday)
Matariki	28 June (Friday)
Labour Day	28 October (Monday)
Christmas Day	25 December (Wednesday)
Boxing Day	26 December (Thursday)

Term and Holiday Dates 2024

TERM	START DATE	END DATE	HOLIDAY BREAK
TERM 1	29 January 2024	7 April 2024	8 April – 21 April 2024
TERM 2	22 April 2024	30 June 2024	1 July – 14 July 2024
TERM 3	15 July 2024	22 September 2024	23 September – 6 October 2024
TERM 4	7 October 2024	15 December 2024	16 December 2024 – 26 January 2025

Lack of Engagement

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

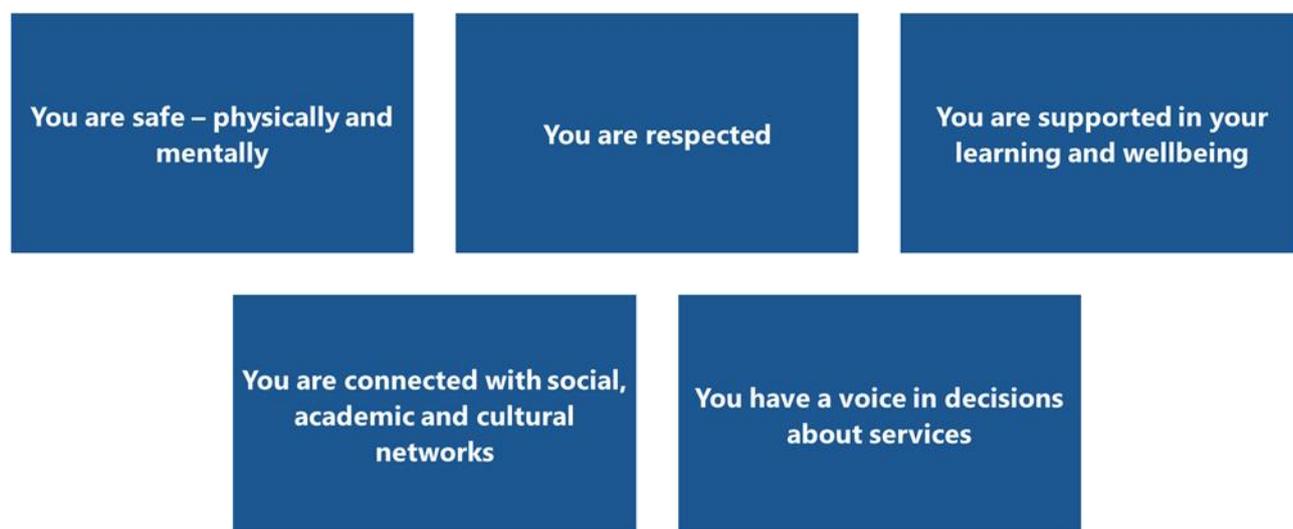
Pastoral Care (Code of Practice)

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

The full version of the The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 is available on request from Student Reception or from the NZQA website at:

<https://www.nzqa.govt.nz/the-code>

We will be successful in achieving our Code of Practice objectives if while you are learning:



We have a committed team who are here to support you when you are in need. We have an open-door policy which means you can meet confidentially with one of our team members. They are trained to assist you whether you are in trouble, anxious or upset.

For emergency contact numbers please refer to the section above [School Emergency Phone](#).

To book a time with a Pastoral care team member, either

email: pastoralAKL@aspire2.ac.nz

call us on 09 5555 400 (Monday - Friday), or

request an appointment at Student Reception

Privacy and Confidentiality of Information

We are 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 will be asked at times, during and after your programme of study to provide us with some feedback. This helps to tell us how effective the course is and provides us with information to improve our service and programmes.

If at any time you are unhappy with your experience, please let your tutor know so they have an opportunity to address your concerns. The complaints process provides guidelines for you to follow should the issue not be resolved.

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 if you are studying full time, you will commit 30-40 hours and for part time you will commit 15-20 hours.

Student Code of Conduct

The purpose of the Student Code of Conduct is to provide rules to 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
- 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.

Student Management System (Wisenet Learner App)

Wisenet Learner App is a student platform, which you must use to view timetables, results, and attendance. You can update your contact information as well.

You will be sent an email with a link to a web page. Follow the link and you will be able to set up your Student360 account. You have 24 hours to set up your account once you receive the email.

If you have any issues with your login, please contact email student.registry@aspire2.ac.nz or visit the Student Support office.

Student Progress and Feedback

Student progress is continually monitored by your tutors and support staff during class and through online participation, assessments and contact with you. If at any time, you need to discuss your progress in more detail or gain a better understanding of how you can improve, or progress further please ensure you ask your tutor via Canvas for a feedback session.

Student-Tutor 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 co-operative in dealings with the other learners/students and with tutors; and
- complete any assignments on time and to work on them to the best of their ability; and
- ask for help and support when needed; and
- always wear their Student ID card on campus.

Study Programmes

IT and Computing

Level 5 - NZ Diploma in Information Technology (Technical Support)

Level 6 - NZ Diploma in IT Infrastructure with strands in Networking and Systems Administration

Hospitality

Level 5 - NZ Diploma in Hospitality Management

Level 6 - NZ Diploma in Hospitality Management

Business and Management

Level 7 - Graduate Diploma in Applied Management

Tutors

All our tutors are motivated and have industry knowledge and experience. They are focused on assisting you to get results and achieve your goals. Just ask if you need any extra help.

Contact your Tutor

Please refer to the homepage in Canvas for each course and details on how to contact your tutor and their 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 on the student information system (SMS) - Wisenet Learner App and Aspire2 International Portal.
2. Make sure you are always contactable. This will include by email and by mobile phone.
3. You are responsible for checking your Aspire2 International email and the Aspire2 International Portal for communications and notices.
4. Always keep us informed of any injuries or health & wellbeing issues.

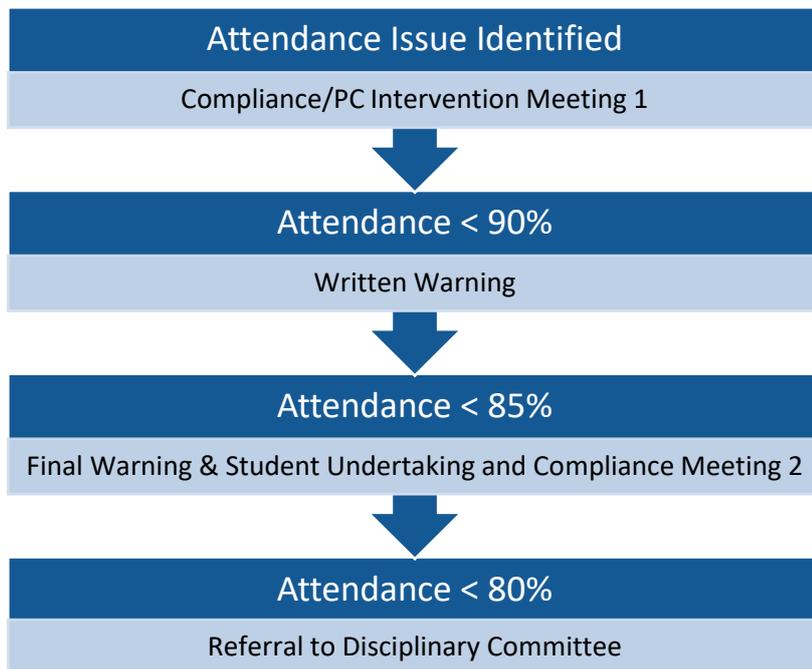
We must always have up to date contact information for you. Any changes please email: student.registry@aspire2.ac.nz

Policies and Procedures

Attendance

1. All students enrolled with Aspire2 International are always expected to maintain 100% attendance rate. Good attendance is directly related to good levels of achievement.
2. Classes can be scheduled between the hours of 7.30am – 6.00pm from Monday to Friday. Your study hours will be set out in your timetable. You are expected to abide by the timetable relevant to 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 are unable to attend because of illness, or any other reason, email Student Support student.registry@aspire2.ac.nz on the day of your absence and include the following details:
 - i. Your full name and student ID number.
 - ii. The reason for being absent and duration of the leave.
 - iii. Medical certificate.
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. If you arrive later than the start of a scheduled class, you will be marked as absent and may not be admitted to the class.
7. **You are responsible for checking the accuracy of your attendance records.**
8. If you are concerned that your attendance record is incorrect and or not up to date, you must communicate your query by email (to the address stated above) within five (5) working days of the date/s in question and must include the following details:
 - i. Your full name and student ID number.
 - ii. A screenshot (from your learner App) of the exact date you are querying.
9. Failure to follow the attendance requirements will mean you will be given warnings and continued poor attendance could lead to the termination of your enrolment.
10. All attendance warnings will be recorded/uploaded to your record on Wisenet.
11. An attendance warning will remain valid for the duration of your programme of study.

Attendance Warning Process



Classroom Behaviour

1. Be punctual – Inform your tutor if you are going to be late.
2. Respect your tutors and classmates.
3. Do not use abusive language or make racist or denigratory 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 Process

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 that we can work together to find a solution and resolve the issue.

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

Support staff are available to assist, and 1st language support can be provided if required.

1. Step One – In the first instance please speak with your tutor. If you feel the issue has not been resolved, then please follow step two and three.
2. Step Two – Go to your Programme Leader.
3. Step Three – Contact the General Manager sunil.bhargav@aspire2.ac.nz

Your concern will be lodged as a formal complaint at step three.

If your complaint relates to the General Manager, contact our Group CEO sussan.turner@aspire2.ac.nz

If you are not satisfied with the outcome of the complaint process, you can raise your concerns externally.

NZQA will consider complaints that relate to your overall study experience and concerns you may have with our implementation of the Code. 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, please visit [NZQA Learner Complaints](#)

If the unresolved complaint relates to a financial concern, your fees or enrolment contract, then you can contact Study Complaints/Ngā amuamu taura. They can facilitate either a consensus-based resolution (preferred) or independent dispute adjudication. You can contact them via phone or email:

Free phone: 0800 00 66 75

Email: help@studycomplaints.org.nz

For more information visit studycomplaints.org.nz

Fee Protection

The New Zealand Government requires that New Zealand Qualifications Authority (NZQA) registered Private Training Establishments (PTE's) protect all fees paid to them by students ('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 further information visit publictrust/fee-protect

This means, 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 commence 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 upon which the Notification of Withdrawal is issued. The refund will be paid in New Zealand dollars and will be paid to the party who originally paid the fees.

- The amount of a refund (if any) depends upon the length of the student’s course and the time at which the student gives written notice of their intention to withdraw. Various scenarios are set out below.

For the purposes of this policy, **Start Date** is defined as follows:

1. The first day of the student’s tuition commencing; or
2. The first day of the student’s Personal Development Programme (if applicable); or
3. The first day of the student’s first term if the Personal Development Programme (if applicable) is not attended.

Courses up to 4 weeks duration	Courses of 5 weeks to 3 months duration
<p>Withdrawal Period – before and/or within the first 2 working days of the start date:</p> <p>The student will receive a 50% refund of all fees paid.</p> <p>If the two days constitutes the full amount of tuition paid for by the student, the student has NO entitlement to a refund.</p>	<p>Withdrawal Period - before and/or within the first 5 working days of the start date:</p> <p>The student will receive a 75% refund of all fees paid.</p> <p>Withdrawal - after the first 5 working days of the start date:</p> <p>The student has <u>NO entitlement</u> to a refund.</p>
Courses of 3 months or more duration	
<p>Withdrawal Period - before and/or within the first 10 working days of the start date:</p> <p>The student will receive a 75% refund of all fees paid.</p> <p>Withdrawal - after the first 10 working days of the start date:</p> <p>The student has <u>NO entitlement</u> to a refund.</p>	

FAQs

1. What if the student requests a withdrawal before the start date?
A. 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?
A. The student has no entitlement to a refund.
6. What happens if the student is expelled, or their enrolment terminated?
A. The student has no entitlement to a refund.
7. What happens if I must withdraw for personal reasons? Depending on timing the student has no entitlement to a refund but can request a refund. This request will be considered by the CEO and must be accompanied by supporting evidence.

Fee Refunds in Other Circumstances

1. 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.
2. 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.
 3. 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.
 4. 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 are set out in this policy.

Photos, Videos and Testimonials

From time-to-time Aspire2 International gathers and publishes/posts photographs, video recordings, written/spoken testimonials of students on its website, in its prospectus, newsletters and other means of mass media communication.

It is Aspire2 International's policy that any published items are positive depictions of students.

Contact Student 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 cafes, restaurants, workplaces, and public transport. Please look out for **'No Smoking'** signs and respect them. Please move away from those places if you wish to smoke. If you do smoke, please place your rubbish butts in appropriate bins. Do not leave them on the ground.

Aspire2 International campuses are smoke free, including entrances and surrounding pathways.

Social Media

Follow us on Facebook, Instagram, WeChat, and LinkedIn!

Stay up to date with the latest news, events, and competitions around the campuses.

Student ID Cards

Please always wear your student ID card while on Campus.

You can collect or renew your ID card from Student Services.

Replacing a lost ID card will cost \$10.

Student Leave Process

Leave can be taken by students for reasons such as bereavement and illness. For medical leave, you will have to provide a medical certificate from a New Zealand registered medical practitioner*. Talk to your faculty head about special issues or needs.

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

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

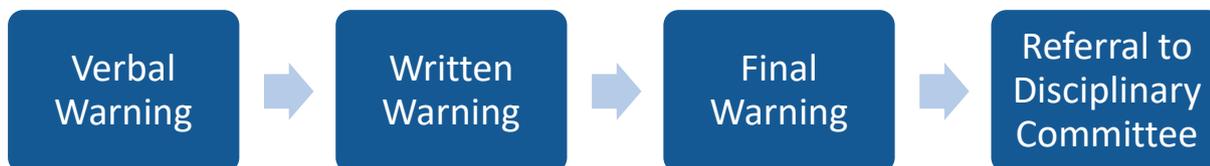
Note: Where the total leave taken (at one time or cumulative) is equal to or in excess of two (2) weeks during the course of a term, students will be required to defer their studies to the following term. In such cases the student will be advised of the implications of the deferral. This includes but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

Student Warnings/Disciplinary Process

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 on Wisenet.
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/email.

1. The notification will contain the following details:

* Medical certificates must be issued by a registered New Zealand Medical Practitioner holding a current annual practicing certificate. Consult <https://www.mcnz.org.nz/registration/register-of-doctors/> to search the Medical Council's register to find out 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.

- 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 in the event of the non-attendance of the student at 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 his/her decision is final.

Technology

Computer Usage Policy

We have a system that supports a wide range of activities, services, and equipment. If you have been provided a login and password, you are able to use these facilities for the purpose that they have 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 are required to sign the Acceptable Use Policy for Computers and Information Technology. It is your responsibility to ensure you are familiar with and understand its requirements.

IT Support

IT Support Service Desk is available for in-person tech support to students. Students can also email or call us. We will do our best to help.

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

When you call, or email, it is very helpful if you state your **student ID number** to speed up the job logging process. You may be asked some questions to verify your identity, just so we are sure we are helping the right person.

We can help students who are experiencing trouble with:

- Login/password issues.
- Student email and Office365 system.
- PaperCut and printing issues.
- Help connecting to the campus wireless network – laptops and phones.
- Advice and assistance with student laptops provided by the school.

Please note that IT Support staff will not be able to help regarding any academic related issues. All your practical or assessment related issues should be raised with your tutor.

Printing

Students will be given a unique identity number for printing. This identity number is confidential and should **not** be shared with other students.

1. \$40 printing credit will be provided at the start of the programme.
2. Cost of mono (Black and White) page is \$0.05 (800 pages).
3. Cost of coloured page is \$1.00 (40 pages).
4. Students can top-up their printing balance at any time and for any amount.

Wi-Fi Internet Access

You will be provided a unique user ID and password with the instructions at your orientation.

Always connect to "Aspire2-Student" network.



Useful Services

Accommodation

Accommodation Websites

<https://www.trademe.co.nz/property>

www.nzflatmates.co.nz

www.easyroommate.co.nz

Tenancy

Find out more about rental types, costs, and agreements.

www.tenancy.govt.nz

Auckland Public Library

The public library offers a great free service including on-line.

Wellesley Street East, CBD + branches throughout the city.

<https://www.aucklandlibraries.govt.nz/>

Community Services

Citizens Advice Bureau (Legal advice)

The Citizens Advice Bureau can offer your free, confidential, independent information and advice.

Freephone 0800 367 222

www.cab.org.nz

Oranga Tamariki (Ministry for Children)

0508 326 459

Human Rights Complaints

Freephone: 0800 496 877

Email: infoline@hrc.co.nz

Text: 021 0236 4253

Employment

Employment New Zealand

Information on employment matters in New Zealand

<https://www.employment.govt.nz/>

Job Listing Websites

www.seek.co.nz

www.trademe.co.nz

Health Services

Auckland Pharmacy & Chemists

Unichem Pharmacy – 33 Wyndham Street, Auckland CBD

Unichem Pharmacy - 280 Queen St, Auckland Central

Auckland Medical Centres

The Fono Central 33 Wyndham Street, Auckland CBD 09 3022496

City Med – Corner of Albert Street and Mills Lane 09 377 5525

Alcohol Drug Helpline

24 hour free and confidential service

0800 787797

Auckland Sexual Health

Auckland Sexual Health Services is a free, friendly, confidential sexual health service. They offer free specialist sexual health check-ups. Freephone 0800 739432

www.ashs.org.nz

Auckland Sexual Abuse Help Foundation (Help)

(09) 623 1700 (24 hrs)

<https://www.helpauckland.org.nz/>

Lifeline

0800 543 354, Text 'Help' to 4357

Lifeline provides a 24-hour day counselling and support service if you are having trouble with anxiety or depression.

Mental Health Foundation

The Mental Health Foundation of New Zealand is a charity that works towards creating a society

free from discrimination, where all people enjoy positive mental health & wellbeing.

www.mentalhealth.org.nz

Pregnancy Help

Confidential support for Women and their families

www.pregnancyhelp.org.nz

3rd Floor, 33 Wyndham Street, Auckland

(09) 373 2599

Family Planning Association

Family Planning (FPA) provides sexual and reproductive health information, clinical services, education, training, and research.

www.fpanz.org.nz

Problem Gambling Foundation

Gambling crisis hotline 0800 664 262

A 24-hour Freephone service that you can call to receive immediate support for gambling addiction.

Suicide Prevention Helpline

0508 828 865

Transport

Travel Around Auckland (www.at.govt.nz)

Visas and Immigration

Immigration New Zealand

09 914 4100

0508 558 855

www.immigration.govt.nz

Auckland Regional Migrant Services Trust

The Auckland Regional Migrant Services Charitable Trust recognises moving to a new country can be a daunting experience. At the Centre they can offer you a variety of free and low cost workshops and events to help you settle into New Zealand.

www.settlement.org.nz

NZ Customs Service

Provide advice items you can or cannot bring into or take overseas and offers general information to travellers.

0800 428 786

www.customs.govt.nz

Womens' Services

Womens Refuge

www.womansrefuge.org.nz

0800 733 843

Phone toll free from anywhere in NZ for information, advice, and support about domestic violence as well as help in a crisis.

Shakti Asian Woman's Safe House

Shakti Community Council is a non-profit organisation 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.

www.shakti-Education.org/Shakti-nz

0800SHAKTI (0800 742 584) 24/7 multilingual crisis line (09) 820 3507

Youth Services

Youth Law

0800 884 529

nzyouthlaw@gmail.com

Advice line is open from 10am to 4pm.

Youthline

Free call 0800 376 633

Free text 234

You can call Youthline if you need to talk to someone about any problem you have in your personal life or if you are feeling lonely, stressed or just need someone to talk to who understands.

