

TE PŪTIKI

GUIDE TO ENROLMENT



Te Wānanga
o Aotearoa



**Te Wānanga
o Aotearoa**

Address: Te Wānanga o Aotearoa
320 Factory Road PO Box 151
Te Awamutu

Phone: 0800 355 553 Web:

www.twoa.ac.nz

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Kia Ora & welcome!

Kia ora and welcome to Te Wānanga o Aotearoa. You've taken a step towards creating a great future for yourself. We congratulate you on choosing Te Wānanga o Aotearoa and look forward to welcoming you into our whānau.

This guide contains information about how to choose and enrol in one of our programmes. Although we've tried to include as much information as we can, you may have further questions. If so, we're here to help.

Visit our website at www.twoa.ac.nz or phone us free on 0800 355 553. You may also like to visit one of our sites and talk to a tutor.

How do I choose a programme?

Before you enrol, it's important to be sure that you've chosen the right programme: one that will provide you with the skills you want and will suit your lifestyle. All of our programmes are shown on our website. Go to www.twoa.ac.nz and choose Ngā Ākoranga (our programmes) at the top of the page. Pick a subject to find out the programmes we offer in that subject. On the subject page, pick a programme to get a brief description of the programme's content, start and finish dates and other important information.

If you're not sure which programme is best for you, or you need advice about studying with us, call into one of our sites or contact our **Call Centre** on 0800 355 553. Remember, we're here to help.



What programme should I study?

We try to offer as many options as possible to allow you to fit your study around work, family or whānau commitments. When choosing a programme that suits your interests and needs, think:

- Do I want to study part-time or full-time?
- Do I want to study at a Te Wānanga o Aotearoa site or from home?
- Do I want to study weekdays, or evenings and weekends?
- Do I want to study for a whole year or for just six months?

Call 0800 355 553 or visit one of our sites if you want to talk to someone about what options will suit you best.

Are fees charged?

Although we try not to charge fees, this is not always possible for some of our programmes. Where a fee applies to a programme, this is shown in programme information on our website.

Call 0800 355 553 to find out about ways to help you pay your fees.

Where can I study?

Te Wānanga o Aotearoa has six main sites and more than 80 delivery sites throughout Aotearoa-New Zealand. This means there will be a delivery site somewhere near you. Each year, we try to offer as many programmes as we can at each delivery site, however, we cannot offer all our programmes at every site.

Contact your local Te Wānanga o Aotearoa site to find out which programmes are offered near you.

What about studying from home?

Te Wānanga o Aotearoa offers a range of home-based learning programmes for those who prefer to study at home. Each (home-based) student will receive a 3-4 kete with all the learning resources. They will also have assigned a kaitiaki (learning support person). Your kaitiaki will visit you at various stages of your programme to check on your progress and help you with your learning.



How do I enrol?

Ask us for an enrolment form, fill it out and return it with evidence of your identity or if you wish to, you can apply online, please go to www.twoa.ac.nz. This section describes our enrolment process in more detail.

Am I eligible to enrol?

In general, you are eligible to enrol in a programme at Te Wānanga o Aotearoa if you are at least 16 years of age and you are:

- a New Zealand citizen (which includes citizens of the Cook Islands, Niue and Tokelau)
- a New Zealand permanent resident currently living in New Zealand
- an Australian citizen currently living in New Zealand
- an Australian permanent resident who has a returning resident's visa and is currently living in New Zealand
- a learner with refugee status who is required to complete a programme to satisfy residency requirements.

You need to meet the entry requirements. They are shown beside the relevant programmes on our website www.twoa.ac.nz.

How do I enrol on a programme?

To enrol, call our Call Centre on 0800 355 553 and ask for an enrolment pack to be sent to you. This pack contains all the information you will need to enrol with us.

If you have studied with us before you will need to complete the re-enrolment form.

When you receive your enrolment pack, complete your application for enrolment and send it back to us with the supporting documentation. Full instructions on how to complete your application for enrolment are shown later in this booklet.



What supporting documents should I send with my application for enrolment?

Before we can accept your enrolment, you will need to send us evidence of your identity. The type of documents we require will depend on whether or not you've enrolled with us before and whether or not you're a New Zealand citizen.

If you have studied with us before: you do not need to provide any documents with your re-enrolment form unless you have changed your name.

If you haven't studied with us before:

If this is your first time enrolling with us, you must provide evidence of citizenship or permanent residency. To do so you must produce one of the following:

- a birth certificate with place of birth stated as New Zealand, Australia, Cook Islands, Tokelau, or Niue
- a New Zealand or Australian Passport
- a statement of Whakapapa (Māori students), including date of birth, counter-signed by a kaumatua (If not registered at birth or if you are aged over 60)
- a certificate of citizenship or letter of confirmation
- an overseas passport with permanent resident's visa.
- an active National Student Index (NSI) number.

You can bring the original documentation to the enrolment desk. Alternatively please provide a certified copy. This means a photocopy of your original document, signed as being a true and accurate copy by a Justice of the Peace (JP), Barrister or Solicitor, Notary Public, Court Registrar or Deputy Registrar, Member of Parliament, Land Transport New Zealand, Public Trust, or local authority employee designated for this purpose. When a learner is in a remote community and unable to access a person listed in the Oaths and Declarations Act, a member of the New Zealand Police, school principal, minister of religion, or general practitioner is acceptable.

Please note that your name, date of birth, and residency as entered on this enrolment will be included in the National Student Index, and will be used in an authorised information matching programme with the New Zealand birth register.

For further information please see www.education.govt.nz

If you don't have a birth certificate, you can apply for one at the Department of Internal Affairs: Births, Deaths and Marriages on 0800 227 777 or visit www.dia.govt.nz.

Under 18 years of age

If you are under 18 years old and enrolling on a fee paying programme, please complete a parental consent form. This form is available from our delivery sites, Student Registry Office .

Please note that there are new changes with student loan and allowance eligibility:

Student Loan and Allowance Eligibility from 1 January 2014 For clarification on individual circumstances students should refer to StudyLink directly for assistance (www.studylink.govt.nz)			
StudyLink Assistance	Student Loan (Loan to be repaid over time)	Living or Course Related Costs (Loan to be repaid over time)	Student Allowance (entitlement while studying)
Students aged	✗	✗	
under 18 years			Depends on individual circumstances
18 to 39 years	✓	✓	✓ 200 weeks of eligibility
40 years and over	✓	✓	Depends on individual circumstances 120 weeks of eligibility
55 years and over	✓	✗	Depends on individual circumstances 120 weeks of eligibility
65 years and over	✓	✗	✗
Non-residents with under 3 years' residency or right to reside indefinitely	✗	✗	✗
Non-residents with more than 3 years residency or right to reside indefinitely	Refer to age grouping for the individuals		

How will I know when my enrolment has been accepted?

Once we receive your application for enrolment, we'll process it and check your supporting documentation and if you meet the entry requirements. You could be called for a programme information session or a face-to-face meeting to assess your eligibility to be enrolled in the programme. Some programmes may require you to sit a pre-entry test.

When your enrolment is accepted, we'll send you an acceptance letter. This letter will confirm you've been accepted into your programme of choice. It will also list programme start and finish dates, fees (if applicable), the location of your programme, and your kaiako's name.

Te Wānanga o Aotearoa may decide to postpone the start and finish dates for a programme or cancel the programme due to insufficient enrolments. Any fees paid will be refunded for cancelled programmes. These will be repaid to the source where funding originated.

If you are a secondary school student, you will need to have a letter from the principal supporting your enrolment at Te Wānanga o Aotearoa.

What will you do with my personal information?

Te Wānanga o Aotearoa will keep your personal information private and only use it for official purposes. This may include giving information to government agencies, and you must agree to this when you complete your application for enrolment. As specified in the Privacy Act 1993, we will not allow anyone else to access your information.

In the future, you may be approached by Te Wānanga o Aotearoa staff to participate in relevant research. You have the right to refuse to take part in any research.

How about money?

How can I pay my programme fee?

If your programme has a fee, you can either pay for this by cash or cheque at your delivery site, or apply for loans and allowances. Call StudyLink on **0800 889 900** or visit: www.studylink.govt.nz for more information about loans and allowances.

Once you have been accepted onto the programme, you will need to make arrangements for course fees to be paid promptly. You can also pay online by credit card if you have already received an invoice from Te Wānanga o Aotearoa.

Can I get a scholarship or grant?

Call 0800 355 553 and ask for Student Support Services at your local delivery site so you can find out more about scholarships or grants that may be available to help you while you study.

What about my benefit?

If you're on a benefit and planning to study full-time, you may need to transfer to a student allowance. Please discuss your study plans with your case manager at Work and Income.



What if I need to change my enrolment?

If your situation changes, you may need to change your enrolment. To avoid penalties, changes to your programme of study need to be done before the 10% cut-off date for your programme.

What if I want to change my programme?

If you want to change your programme, talk to your kaiako (tutor) as soon as possible. You will need to fill out a 'Changes to Enrolment' form and submit this before the 10% cut-off date.

Number of programme weeks	10% cut-off dates for early withdrawals
For 36-40 week programmes (regardless of the mode delivery)	20 working days after the start date
For 18-20 week programmes (except noho)	10 working days after the start date
For 18 week or 24 week programmes (noho based)	15 working days after the start date

What if I can't finish my programme?

If you're unable to complete your programme, talk to your kaiako (tutor) as soon as possible. You will need to complete a 'Withdrawal' form and submit this before the 10% cut-off date, or as soon as possible after you decide to withdraw.

If you withdraw from your programme before the 10% cut-off date:

- you will be refunded any fee you have paid in accordance with our regulations for refunds
- you will not have academic records created or achievement results recorded
- you will not be linked to the New Zealand Qualifications Authority (NZQA) framework
- your results for NZQA units will not be reported to NZQA.



If you withdraw from your programme after the 10% cut-off date:

- you will not receive a refund of your programme fee
- you will be liable for payment of any fee that is unpaid at the time of your withdrawal
- you will have results recorded on academic records for any units you achieve
- you will have unit achievement results sent to NZQA if your programme fee has been paid.

If you are unable to complete a withdrawal form, your kaiako can initiate the withdrawal process.

If you decide to withdraw, you will need to inform StudyLink if you applied for a loan or if you are receiving a student allowance.

Do I get my money back if I withdraw from my programme?

If you paid a fee when you enrolled on your programme and you wish to withdraw, you can get a refund if you withdraw before the 10% cut-off date for your programme.

If you want to withdraw from your programme, don't delay or you may miss out on a refund. *Important note: The person who paid your programme fee will receive any refund. If your fee was paid by student loan, the money will go back to StudyLink.*

How do I change my personal details?

At some stage, you may need to change the personal details we have recorded on your file. This might be because you've moved house, or you've got married and your last name has changed, or for some other reason. You can access your enrolment information and correct or update personal information we hold about you.

You can change your details by:

- a) contacting our Call Centre on 0800 355 553
- b) online; if you are registered to access our 101 Student Information Service System
- c) visiting a Student Registry Office to get a 'Change to Personal Details' form. Fill out the form, send it back to us, and we'll update your details

Please note: If you want to change your legal name, you'll need to send us evidence of this change (like a marriage certificate or a deed poll).



What if I need help?

We all need help from time to time. At Te Wānanga o Aotearoa we offer a wide range of support, whether it's with your studies or your general health and well-being. Just call 0800 355 553 if you need support and our staff will put you through to someone who can help. This section explains help that's available through our Student Support Services.

Enrolment support

Choosing and enrolling on the right programme can sometimes involve making complex decisions. We can help you make the right choice.

Call us if you need help with:

- choosing the right programme
- guidance through the enrolment process.

Academic support

We can help you get into study mode and to set the goals that will help you complete your programme. Call us for help with:

- assignments
- essay writing
- referencing
- time management and goal setting.

Career guidance

We can help you reach your career goals by helping you with:

- career planning
- CVs and covering letters
- job search skills and Student Job Search.



Disability support

We can help if you have a temporary or permanent disability or impairment. Help can include:

- a support worker or note-taker
- a needs assessment
- special equipment or resources.

Pastoral care

If you'd like help with an issue not covered above, call us. We can put you in touch with people who can help with:

- budgeting advice
- counselling
- drug and alcohol problems
- gambling problems
- health services
- spiritual guidance.

Tauira feedback

At Te Wānanga o Aotearoa we want you to have the best possible learning experiences. We are very interested in hearing about how you are finding your programme, campus services and facilities. If you have any concerns you would like the Wānanga to be aware of and address we can advise and support you.

What if I have other questions or concerns?

Phone our Call Centre on 0800 355 553 or contact us via our website at www.twoa.ac.nz for any other issues you might like to discuss.

Remember, we are here to help you!

TWoa Delivery Site Details

Te Wānanga o Aotearoa

HEAD OFFICE

Ad: 320 Factory Road,
PO Box 151, Te Awamutu 3800
Ph: (07) 872 0330
Fx: (07) 871 3224

TE IHU

MANUKAU

Ad: 15 Canning Crescent,
PO Box 43112, Māngere,
Auckland 2022
Ph: (09) 256 5900
Fx: (09) 256 5901

WAITĀKERE

207 Lincoln Road, Henderson
Ph: (09) 255 6900

WHANGĀREI

Ad: 12 Murdoch Crescent,
PO Box 6001, Otaika, Whangārei 0110
Ph: (09) 430 0982
Fx: (09) 430 0734

KAITAIA

Ad: 24 - 26 Matthews Avenue,
PO Box 732, Kaitaia 0410
Ph: (09) 408 3054
Fx: (09) 408 3645

KAIKOHE

Ad: 23 Rankin Road,
PO Box 52, Kaikohe 0405
Ph: (09) 401 1278
Fx: (09) 401 2498

Other sites include:

**GLEN EDEN, TAKAPUNA,
ALBANY, PONSONBY, PAPATOETOE,
PENROSE, MANUREWA, GLENN INNES**



TE WAENGA

APAKURA (*Te Awamutu*)

Ad: 320 Factory Road,
PO Box 151, Te Awamutu 3800
Ph: (07) 870 1087
Fx: (07) 870 1018

MANIAPOTO (*Te Kuiti*)

Ad: Cnr Taupiri & Alexandra Streets,
PO Box 351, Te Kuiti 3910
Ph: (07) 878 6555
Fx: (07) 878 6789

RĀHUI PŌKEKA (*Huntly*)

Ad: 77 Rotowaro Road,
PO Box 237, Huntly 3700
Ph: (07) 828 6370
Fx: (07) 828 6340

RAROERA (*Hamilton*)

Ad: 510 Te Rapa Road,
PO Box 1248, Te Rapa, Hamilton 3200
Ph: (07) 849 9241
Fx: (07) 849 9052

MANGAKŌTUKUTUKU (*Hamilton*)

Ad: 254 Ohaupo Road,
PO Box 6076, Glenview, Hamilton 3245
Ph: (07) 843 2474

TOKOROA

Ad: 71 Ashworth Street,
PO Box 102, Tokoroa 3420
Ph: (07) 885 0026
Fx: (07) 886 0550

Other sites include:

**TAUMARUNUI, PAEROA, WAITOMO,
CAMBRIDGE, THAMES**



TURIPUKU (Rotorua)

Ad: 1 Dinsdale Road,
PO Box 1191, Rotorua 3015
Ph: (07) 349 2360
Fx: (07) 349 2305

WAIWHERO

Ad: 2-20 Depot Street,
PO Box 1191, Rotorua 3015
Ph: (07) 343 6087
Fx: (07) 343 6097

TAURANGA MOANA

Ad: 180 17th Avenue
PO Box 13363, Tauranga 3110
Ph: (07) 571 8524
Fx: (07) 571 8525

WHAKATĀNE

Ad: 6-8 Te Tahi Street,
Whakatāne 3120
Ph: (07) 308 9647

KAWERAU

Ad: 16-18 Islington Street,
Kawerau 3127
Ph: (07) 306 9420

Other sites include:

TŪRANGI, TE PUKE

WHIRIKOKA

Ad: 630 Childers Road,
PO Box 1055, Gisborne 4010
Ph: (06) 867 5960
Fx: (06) 868 7332

ŌPŌTIKI

Whakatōhea Māori Trust Board
Ad: 122 St John Street,
PO Box 207, Ōpotiki 3122
Ph: (07) 315 6076
Fx: (07) 315 1066

Other sites include:

PAKIHĪKURA SITE

TE KEI**PAPAIŌEA (Palmerston North)**

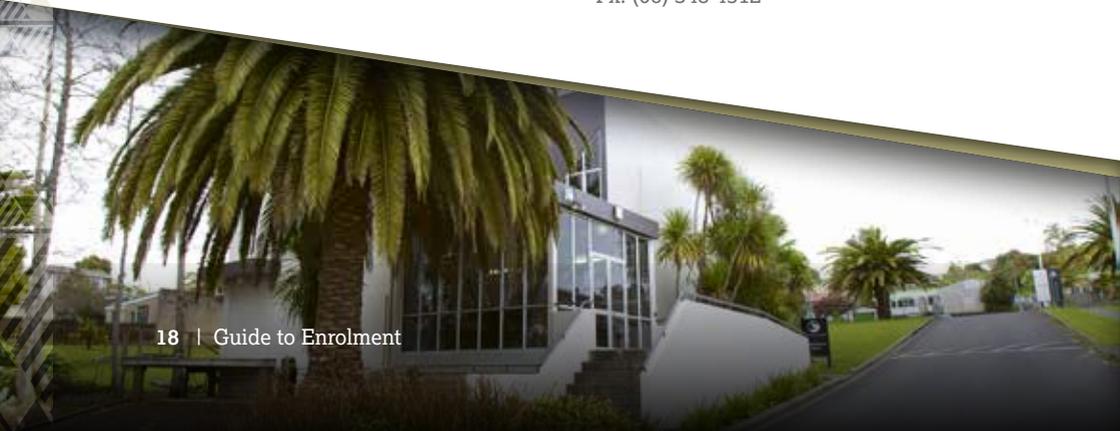
Ad: Centennial Drive, Hokowhitu,
Palmerston North 4412
Ph: (06) 355 3381
Fx: (06) 355 3386

HERETAUNGA

Ad: 705 Heretaunga Street West,
Hastings 4120
Ph: (06) 870 3296
Fx: (06) 872 6001

WHANGANUI

Ad: Level 1, 68 Victoria Avenue
Whanganui 4500
Ph: (06) 348 4510
Fx: (06) 348 4512



LEVIN

Te Iwi o Ngāti Tukorehe
Ad: 613-615 Main Road South,
PO Box 339, Levin 5510
Ph: (06) 368 3987

Te Kōkiri Development Consultancy Ltd

Ad: 18 Hokio Beach Road,
PO Box 1035, Levin 5510
Ph: (06) 368 1638
Fx: (06) 368 1634

NGAMOTU (*New Plymouth*)

Ad: 131 South Road, Spotswood
New Plymouth 4310
Ph: (06) 751 4800

NAPIER

Forestry Training
Ad: 33 Thorn Place, Onekawa
Napier 4110
Ph: (06) 843 6390

WHANGANUI

Forestry Training
Ad: 57 Campbell Street,
Whanganui 4501
Ph: (06) 349 3420

Other sites include:

MASTERTON, TIMARU

PORIRUA / WELLINGTON

Todd Park
Ad: 3-5 Heriot Drive,
PO Box 50211, Porirua 5022
Ph: (04) 237 7166
Fx: (04) 237 0116

LOWER HUTT

Ad: 42 Wainuiomata Road,
Waiwhetu
PO Box 50211, Lower Hutt
Ph: (04) 238 4881

ŌTAUTAHI / CHRISTCHURCH

Ad: Unit 1/105 Gasson Street,
Sydenham,
PO Box 22037, Christchurch 8011
Ph: (03) 365 9874
Fx: (03) 365 9165

BLenheim

Koru Institute of Training and Education
Ad: 5 Sutherland Terrace,
PO Box 769, Blenheim 7201
Ph: (03) 579 2268
Fx: (03) 579 2261

DUNEDIN SITE

Arai Te Uru Kōkiri Training Centre
51 MacAndrew Road
PO Box 5720 South Dunedin
Ph: 03 455 5725
Fx: 03 455 5795

Other sites include:

**LOWER HUTT, UPPER HUTT, PETONE,
PICKTON, BLENHEIM, NELSON,
QUEENSTOWN, WANAKA,
INVERCARGILL**

