

Te Manu

Tauira Handbook



Te Wānanga
o Aotearoa



Ngā hua o roto

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He Kupu Whakataki nā Te Taiurungi

Welcome from Te Taiurungi (CEO)

E koekoe te tūī

E ketekete te kākā

E kūkū te kererū

E korohī, e korokī te manu nō uta, nō tai

Koia ko Te Manu a Te Wānanga o Aotearoa

Kua tau, kua tau, kua tau!



Mihia te Wāhi Ngaro i āna tini manaakitanga mai ki a tātau, tatū atu hoki ki a Kīngi Tuheitia, te mauri o te motu. Kei te rau o tītapu, te iwi hokinga kore ki muri nei, nā Roimata koutou i tuku, hoi, mā Ngākau koutou hei pupuri mai hei maharatanga ake, okioki atu rā.

Kei ngā kanohi ora o rātau mā, tātau ngā waihotanga ake, e puta nei, ki te whai ao, ki te ao mārama, tēnā rā tātau katoa.

Tēnā rā koutou e ngā whānau, e ngā hapū, e ngā iwi, otirā, e ngāi taura mā, kua piki mai ki runga i te waka o Te Wānanga o Aotearoa, nā runga i te hiahia ki te whakatere i te moana nui o ō tūmanako, e māro ai te rere o te waka ki tua o pae, hei oranga mōu, waihoki mō tō ao me ōna tāngata katoa kei roto.

Mā Te Manu nei koe hei āwhina, e mārama ai koe ki ngā mōhiohio e tautoko ana i tōu haerenga i runga i te waka o Te Wānanga o Aotearoa; ko ngā ratonga ērā, ko ō motika ērā, ko ō haepapa ērā, aha atu, aha atu hoki. He taunakitanga tēnei i ngā āwhinatanga nui kei tō kaiako, kei tō kaitiaki rānei, me Te Puna Manaaki (Tautoko Tauira) - katoa katoa, hei taunaki i a koe kia tino eke panuku ai koe ki roto i ō mahi.

Nō reira, ko koe tēnā e kaha nei ki te whakatutuki i ō whāinga, ā, ko tētahi o ā mātau whāinga, ko te tautoko i a koe ki te pērā - nō reira ko tātau tērā.

We here at Te Wānanga o Aotearoa are excited you have made the decision to study and take a learning journey with us on our waka. We have a rich history that you will learn about during your time with us, and you will become a part of our Wānanga community and history.

There are a number of programmes we provide and aim to help you feel welcomed, included, supported and inspired during your learning experience on the great ocean of mātauranga.

You, our tauira, are at the heart of everything we do and I invite you to take up all the opportunities and support we offer, to do and be your best so that you can then contribute back to your whānau, hapu, iwi and community. Learning occurs everywhere around us in our daily lives both inside and outside of the classroom setting such as daily karakia, noho marae, pōwhiri. Take every learning opportunity you can.

The handbook – Te Manu – contains everything you need to ensure a successful educational journey such as your enrolment, your rights and responsibilities, and the services we can provide you. It also includes information about who we are and why we believe in what we do.

Your kaiako (tutor) or kaitiaki (support person for home-based learners) are also a great source of help and support for you. If any issues arise, talk to them and they'll do their best to help or refer you to someone who can. Our Tauira Support service is also here to help you achieve the best possible outcome from your studies. So go hard and do your best and know that we are behind you every step of the way. Kia kaha ra.

Ngā mihi,

A handwritten signature in black ink, appearing to read 'Te Ururoa Flavell'. The signature is fluid and cursive.

Hon. Te Ururoa Flavell
Te Taiurungi (Chief Executive Officer)

Whakatauki Proverb

Ko te manu e kai ana i te miro, nōna te ngahere. Ko te manu e kai ana i te mātauranga, nōnā te ao.

*The bird who feasts on the miro berry, theirs is the forest.
The bird who feasts on knowledge, theirs is the world.*

What is Te Manu?

Te Manu is Te Wānanga o Aotearoa's taura (student) handbook; a resource to guide you on your journey as our taura. Its contents are sequenced in the seven steps of our Taura Footprint: First connection; Pre-enrolment; Enrolment; Induction; Learning experience; Course completion; Stay connected.

Why is it called Te Manu?

This is in reference to the whakatauki (proverb) above. In it, the manu (bird) is like you, our taura and we - the kaimahi (staff) of Te Wānanga o Aotearoa - are the miro berry. It is our responsibility to nurture you and provide you with the sustenance you need on this journey. It is a privilege to provide this manaakitanga (support) and contribute to the nourishment and development of your whānau (family), hapū, iwi and the world.



Mahere-ā-tau 2020 Important Dates

January (Kohi-tātea) 1st New Year's Day 2nd Day after New Year's Day 20th Wellington Anniversary Day 27th Northland/Auckland Anniversary Day, School Term Starts *	July (Hōngongoi) 3rd School Term 2 Ends * TWoA Semester A Ends ** 13th Matariki 20th School Term 3 Starts *
February (Hui-tanguru) 3rd Nelson/Buller Anniversary Day 6th Waitangi Day	August (Here-turi-kōkā) 3rd TWoA Semester B Starts ** 19-23 Koroneihana
March (Poutū-te-rangi) 2nd TWoA Semester A Starts ** 9th Taranaki Anniversary Day 23rd Otago Anniversary Day	September (Mahuru) 23rd South Canterbury Anniversary 27th School Term 3 ends* 29th Daylight Saving starts
April (Paenga-whāwhā) 1st AST Scholarships open 5th Daylight Savings ends 9th School Term 1 ends * 10th Good Friday 13th Easter Monday 14th Southland Anniversary Day 25th ANZAC day 27th O-Tāwhao Marae opened (1985) 28th School Term 2 starts * 30th AST Scholarships applications close	October (Whiringa-ā-nuku) 12th School Term 4 Starts * 23rd Hawkes Bay Anniversary Day 26th Labour Day 28th Declaration of the Independence of New Zealand signed at Waitangi (1835)
May (Haratua) 31st AST Scholarships decision announced	November (Whiringa-ā-rangi) 2nd Marlborough Anniversary Day 13th Canterbury Anniversary Day 30th Chatham Islands Anniversary Day, Westland Anniversary Day
June (Pipiri) 1st Queens Birthday 12th Waipā Kōkiri Centre - Officially opened (1987)	December (Hakihea) 4th TWoA Semester B Ends ** 16th Term 4 Ends (Secondary) 18th Term 4 Ends (Primary) * All TWoA campuses and sites close for the year. Reopen Monday 11th January 2021 25th Christmas Day 26th Boxing Day

* School terms can vary across the regions. ** Individual programme start and end dates may vary.

First connection

Our Mission, Vision, Values

Ko te Uaratanga – our mission:

Kia angitu te tauira (Tauira Success) – everything we do focuses on contributing to greater success for our tauira.

Ko te Whakakitenga – our vision:

He takapau mātauranga he whānau huarewa (Whānau transformation through education) - we aspire to the collective success of our tauira, their whānau and communities.

Ko Ngā Uara – our values:

Our values of Te Aroha, Te Whakapono, Ngā Ture and Kotahitanga are embedded in and woven through the actions we take to achieve successful outcomes for our tauira.

Te Aroha	Having regard for one another and those for whom we are responsible and to whom we are accountable.
Te Whakapono	The basis of our beliefs and the confidence that what we are doing is right.
Ngā Ture	The knowledge that our actions are morally and ethically right and that we are acting in an honourable manner.
Kotahitanga	Unity amongst iwi and other ethnicities; standing as one.

Kaupapa Wānanga

Kaupapa Wānanga is a way of describing our unique Te Wānanga o Aotearoa way of being and doing things and has been born from our mission and philosophy.

It guides us to put our mission, philosophy and values into action. It helps us consider all we do in relation to its four takepū (applied principles). We use it like a lens we look through to make sure everything is good and right. We might call it putting on our Kaupapa Wānanga glasses!

Kaupapa Wānanga is life principles in practice. We apply them in our wānanga spaces, and they help us to operate as a collective. The takepū are deep and rich and have multiple layers of meaning; the following is simply a glimpse into some of the possible ways of considering Kaupapa Wānanga.

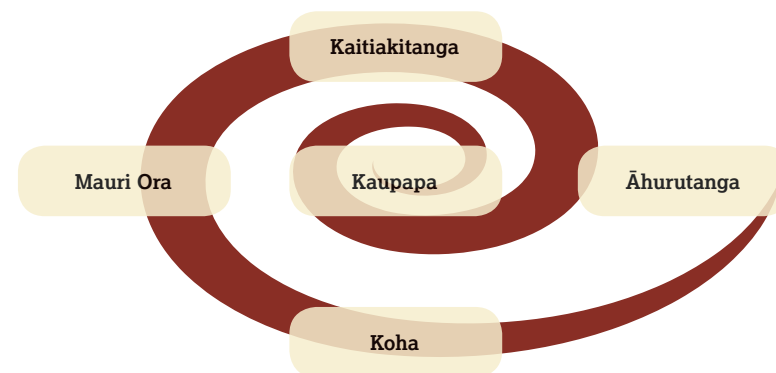
Kaupapa Wānanga encourages us to strive to achieve balance (a state of mauri ora) within our lives and working relationships. It also encourages us to contribute towards mauri ora through institution-wide endeavours and in our many external stakeholder relationships. In accordance with the principles of Kaupapa Wānanga, Te Wānanga o Aotearoa views kaitiakitanga, āhurutanga and koha as key elements that contribute to the success of these endeavours.

Kaitiakitanga - The constant acknowledgement that participants (including Te Wānanga o Aotearoa as an institution) at any time and place are always engaged in relationships with others, their environments and kaupapa.

Āhurutanga - The constant acknowledgement that quality spaces must be claimed and maintained to enable activities to be undertaken in an ethical and meaningful way.

Koha - The constant acknowledgement that valued contributions are to be given and received responsibly.

Mauri ora - The constant acknowledgement that pursuit of wellbeing is at the core of all Te Wānanga o Aotearoa kaupapa and activities.



Ako Wānanga

Ko te kounga o te ako te take. For quality living, learning and teaching.

Ako Wānanga is a framework unique to Te Wānanga o Aotearoa. At the heart of Ako Wānanga is a commitment to nurturing transformative education and awesome ako experiences. Ko te kounga o te ako te take. Ako Wānanga is inspired by key elements that guide our organisation:

- › Te Kaupapa o Te Wānanga o Aotearoa;
- › Ngā uara (values); and
- › Ngā takepū (the principles of Kaupapa Wānanga)

The framework consists of four primary huanga:

- › Ako - Living, learning, teaching;
- › Aro – Reflective practice;
- › Te Hiringa – Passion, motivation and spirit; and
- › Whanaungatanga – Respectful relationships and connections

These are the essential elements of Ako Wānanga and when considered holistically, these concepts provide the philosophy and applied educational practice for teaching and learning in Te Wānanga o Aotearoa.

Ako Wānanga aims to explicitly position mātauranga Māori as the basis by which to provide quality teaching and learning experiences that are in turn empowering, redemptive and transformative.

Ako Wānanga is new. While there have been many key contributors in the revolution that is Ako Wānanga the intent has been constant. Aro and Ako have been our hoa haere; continuous quality improvements have been and will continue to be made.

TE KAUPAPA MATUA O TE WĀNANGA O AOTEAROA

Ko Te Whakakitenga (Vision) – Future Direction

Ko Te Koromakinga (Mission) – What we will undertake to support

Ko Te Kaupapa (Philosophy) – Our fundamental nature

Ko Te Uara (Ngā Uara - Values) – How we will conduct ourselves to achieve successful outcomes

Ko Te Kaupapa Wānanga (Ngā Takepu - Principles) – How we will approach situations to strive for constant acknowledgement

Ko Te Ako Wānanga (Ngā Huanga - Attributes) – How we will apply practice of excellence to foster continuous improvement for quality reflection, teaching & learning

Pre-enrolment Programmes

Programme entry criteria / eligibility

Some programmes have specific entry criteria. There may be a requirement to attend a pre-enrolment interview and/or complete a pre-entry assessment. There may be an info session, and, drug and criminal tests for specific programmes.

We can then determine your eligibility or suitability for entry and/or selection. These entry requirements often relate to the professional requirements of a sector such as teaching or social work. **Ask your kaiako/kaitiaki** for details of the structure and the programme duration or [refer to our website](#).

Programme delivery methods

During your programme, you will be required to attend scheduled classes with your kaiako (please note that there are different arrangements for Home-based learning programmes). These may be referred to as **‘Kaiako directed learning’** or **‘Directed learning’** activities. Examples of ‘Kaiako directed learning’ and ‘Directed learning’ include but are not limited to:

- › Noho/noho marae
- › Wānanga
- › Kura Whakaako
- › Classes
- › Tutorials.

In addition, throughout your programme, you will be expected to complete learning activities outside of class. These may be referred to as Activity directed learning.

Activity directed learning (ADL).

This comprises of planned learning activities that will be pre-set within your programme of study for completion in between classes. Examples of ADL include but are not limited to:

- › Workbook activities
- › Pre-recorded resources e.g. DVDs, YouTube, CD’s
- › Online activities e.g. iAkoranga and iQualify
- › Homework and home play activities
- › Study as requested by your kaiako.

This delivery method will help immerse you in āhuetanga Māori (traditions) and tikanga Māori (customs). The cultural experience adds an invaluable richness to the programmes. This will provide insight into a wānanga way of thinking, doing and being.

Enrolment

Enrolment Documents and Processes

Acceptance of regulations

You agree to accept and follow the regulations and policies of TWoA when you enrol

Privacy information

In agreeing to the terms and conditions on the application and enrolment forms, you authorise the use and release of information as may be required. TWoA collects, uses, stores and discloses personal information in accordance with the Privacy Act 1993, the Education Act 1989 and other relevant legislation.

This information is used to manage the business of TWoA, comply with legislative requirements for records and public funding, and supplying information to government agencies and organisations. Staff and contractors will have access to this information for use in these processes.

You may ask about any information held about you and request correction of any errors in the information. To do so contact the TWoA call center, Tatau Pounamu, on 0800 355 553 or see student registry staff on campus.

Information contained in the enrolment form will be released to government organisations. These include Ministry of Education, NZ Qualifications Authority, Tertiary Education Commission, Ministry of Social Development, Inland Revenue and Immigration New Zealand. When required by law, information will also be released to the New Zealand Police, Ministry of Justice and Accident Compensation Corporation.

Proof of identity

To qualify as a domestic student and be entitled to the government tuition subsidy you must:

- Be a citizen of New Zealand (including students from the Cook Islands, Tokelau or Niue); or
- Prove you are a permanent resident of New Zealand; or
- Prove you are a citizen or permanent resident of Australia residing in New Zealand for the required period.

To enrol as a domestic student you must provide one of these documents as evidence of citizenship or permanent residency:

- › Birth certificate with place of birth in New Zealand, Cook Islands, Tokelau or Niue;
- › New Zealand or Australian passport;
- › An active NSI (National Student Index) number;
- › Statement of whakapapa including date of birth signed by a Kaumatua if you are over 60 years and were not registered at birth;
- › Certificate of Citizenship;
- › Overseas passport with permanent residence visa;
- › Identity verification through the Department of Internal Affairs (Real Me®).

If you've supplied an NSI number and have an active status, you're considered the legitimate owner of the claimed identity.

Your name, date of birth and residency as entered on the enrolment form will be included in the National Student Index and used in an authorized information matching programme with the NZ Birth Register. For further information visit: www.nsi.govt.nz.

Certified copies of documents

When you enrol you need to bring in original documents or provide certified copies. A certified copy is a photocopy of your original document, signed as a true and accurate copy by a Justice of the Peace, a solicitor or a court registrar etc.

Under 18 years of age

If you're under 18 and enrolling in a fee paying programme, you'll need to provide a parental consent form. This form is available from the TWoA Student Registry.

Change of Enrolment

You may find after you've enrolled in a programme that it's not the one you want to do after all and there's another programme you'd rather be in. If you want to change your programme you'll need to consider the following:

- › Do you meet the entry requirements of the new programme?
- › Is there still time for you to enrol in the new programme? i.e. are you still within the 10% cut-off date? (see below)
- › Will enrolment on the new programme affect any loans and allowances you're receiving from StudyLink?

If you need a change of enrolment form ask your kaiako for one, complete it and return it to your kaiako. If you're on a home-based learning programme and want to change programmes discuss this with your kaiiaki.

Late enrolment

You can complete a late enrolment up until the 10% cut-off date, which is 10% of the full length of your programme. e.g. for a 36 week programme, the cut-off date is three and a half weeks (3.5 weeks) after the programme start date. If a programme's been running for longer than 10% of its total duration - you won't be able to enrol into it. We'll help you find an alternative programme if one is available.

Withdrawals

If you're unable to complete your programme, talk to your kaiako 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
- › 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.

The following are the cut-off dates and deadlines for the processing of early withdrawals; please complete a withdrawal form, which you can get from your kaiako, kaiiaki or contact a student support advisor.

Number of Weeks	Cut-off date for early withdrawal
18 - 20 weeks (except noho)	10 working days after the start date
18 or 24 weeks noho based	15 working days after the start date
36 or 40 weeks	20 working days after the start date
34 weeks Home based Learning programmes	18 working days after the start date
52 weeks Home based Learning programmes	26 working days after the start date

Recognition of Prior Learning (RPL)

RPL is a process where your prior learning - either formal or non-formal - can be recognised in order to gain entry into a programme and/or have credit granted towards your konae or modules/unit. This can be done in two ways:

Credit Award (CA) is a process where credit gained elsewhere or from TWoA is recognised towards a TWoA qualification. Credit may be from:

- › Formal study at another institution; and / or
- › Non-formal learning and life experiences.

The following are some examples of life experiences and non-formal learning:

- › Community involvement e.g. marae-based activities etc.
- › Work experience - paid and unpaid
- › Formal and informal in-service training
- › Community based education
- › Self-directed study
- › Non formal study.

Cross Credit is when you've previously studied with TWoA or elsewhere, have been awarded credit for completing a konae or module/unit in one programme and want that credit recognised for the same konae or module/unit in another programme.

To apply you'll need to complete the relevant application forms. These forms are available from your kaiako.

Fees

By signing the enrolment form you agree to pay all fees (if applicable to your programme) and any charges associated with debt recovery.

You should arrange to pay your student fees (if any) within 30 days of the start date of your programme. When you've made these arrangements get in touch with our Student Finance team and they will update your student account. Contact them by email on student.finance@twoa.ac.nz or by phone via the TWoA Call Centre on **0800 355 553**.

Fees that are unpaid after 31 - 90 days from the start of your programme will be deemed overdue fees. Fees that are unpaid after 91 days, can result in the student account being referred to a debt collection agency. Non-payment of your student fees may result in your academic records; certificates and your eligibility to graduate being withheld.

Academic records and certificates will be issued to you once all fees have been paid in full and/or outstanding books or materials have been returned.

Are you eligible for fees-free study?

We've been providing fees-free study for the majority of our programmes for more than 30 years and are committed to taura success. To find out whether you are eligible for fees-free study for our fee paying programmes visit www.feesfree.govt.nz

Refund of fees

To be eligible for a refund you must withdraw before the 10% cut-off date for early withdrawal i.e. 10% of the full length of your programme. E.g. for a 36 week programme the cut-off date is three and a half weeks (3.5 weeks) after the programme start date (see 'Withdrawals' section above). You can then receive a refund but will not have academic results entered on your academic record. If your fees have been paid by student loan these funds will be forwarded directly to StudyLink and credited to your student loan account. Your results will be entered on your academic record and NZQA units recorded.

If you withdraw after the cut-off date you will not receive a refund and will be liable for outstanding fees.

In exceptional circumstances beyond your control (e.g. hospitalisation, sudden / serious illness or injury; significant trauma such as sudden death of a family member, stress related matters etc.) you can apply for a refund of fees. See your kaiako or student support advisor for further information.

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.

Induction

Ngā Uara (Values), Expectations Of Behaviour

Ngā Uara: Te Aroha; Te Whakapono; Ngā Ture; and Kotahitanga inform our expectations of the behaviour of our kaimahi and taura. When these values guide our behaviour we act with integrity and respect for all people.

Behaviour inconsistent with Ngā Uara

Examples of inconsistent behaviour include:

- › Insulting, threatening or bullying any person
- › Sexual harassment
- › Wilfully disobeying reasonable directions or instructions given by a TWoA kaimahi
- › Being under the influence of substances (drugs and alcohol) in any situation where the taura is attending or representing TWoA
- › Being in possession of illegal drugs or alcohol
- › Being in possession of a weapon
- › Bribing or attempting to bribe by offering gifts or services in return for personal favour
- › Misuse of internet
- › Wilfully or recklessly damaging, defacing, removing or selling property of TWoA
- › Behaving in any way without reasonable course, which brings harm to oneself or others or is likely to bring Te Wānanga o Aotearoa into disrepute.

Expectations of behaviour procedure

If there's an allegation your behaviour's been inconsistent with Ngā Uara there will be an enquiry. If the enquiry finds your behaviour was inconsistent with Ngā Uara there can be a range of outcomes, depending on the seriousness of the misbehaviour. Outcomes can range from requiring you to apologise to those affected by your actions; temporarily suspending you from class; withdrawing you from TWoA.

Plagiarism / referencing

Plagiarism is a form of educational dishonesty and happens when we don't acknowledge the contribution of others in our work. It is okay to use the ideas and words of others in your assignments – indeed, there is usually an expectation you will do so - as long as you follow the rules for referencing these appropriately i.e. showing the reader exactly whose ideas you are using and the texts (books, articles etc.) or other sources you found them in. Talk to your kaiako or student support advisor for more information about rules for referencing sources in assignments e.g. APA (American Psychological Association) referencing system.

Copyright

Copyright protects the creativity of authors of original works, including the creativity of taura. As a taura at TWoA you retain copyright of your own original works. Original works may include literary works (writing) dramatic works, sound recordings (e.g. music), or films. In the same way that we at TWoA respects the copyright of taura, we require taura to respect the copyright of others.

It is a breach of copyright to copy, adapt and distribute something created by others, without their permission whether you get it from the Internet or anywhere else. You also need to be aware of the rules relating to plagiarism (see above), which is claiming the thoughts and judgements of others as if they are your own. The downloading of illegal copies of music or movies, whether by way of file sharing or directly, is a breach of copyright and as such, is strictly prohibited at TWoA.

One of the reasons that we protect copyright is because we want to encourage creativity. Protecting copyright enables creators to be rewarded for their creativity, this further encourages their creativity, and we are more enriched.

However, we also want to share the knowledge. We are all here to learn! Taura may take advantage of the permitted acts in relation to copyright under the Copyright Act 1994. This permits fair dealing for the purposes of research or private study. TWoA holds a licence with Copyright Licencing Ltd that extends what the Copyright Act allows us to copy for educational purposes. In NZ Law copying for educational purposes 'specifically means making copies of copyright material for students in the classroom setting only. Note here that this license does not cover works downloaded from the internet.

Copyright does not cover Mātauranga Māori (traditional rights), where the intellectual property is out of the copyright protection period (generally the life of the creator plus 50 years). In these situations, we apply the principle of kaitiakitanga (guardianship) and respect the rights of iwi and hapū over ngā taonga katoa (their treasured things), as provided for in Te Tiriti o Waitangi.

Please see the following link for more information on the Copyright Act 1994:
<http://www.legislation.govt.nz/act/public/1994/0143/latest/whole.html>

Using computers and the internet at TWoA

Please ensure you:

- › Refer to local rules regarding food or drink in computer labs and keep computer labs tidy
- › Respect all people and property in this learning environment
- › Keep your passwords confidential
- › Notify your kaiako about computer errors
- › Use the computer labs, computers, the internet and email for study/assessment purposes only
- › Avoid downloading or requesting large files such as software and media files
- › Store downloaded information in a place approved by your kaiako
- › Don't use computers, the internet or email for illegal or objectionable purposes e.g. spamming, harassment, downloading or emailing objectionable material etc.

Any illegal downloading of material such as music, movies, TV shows etc. on TWoA networks is an extremely serious matter – see copyright information above - and you and TWoA can be held legally liable if this happens.

Safety and wellness

How am I kept safe and well?

Āhurutanga is all about safe and healthy people and spaces. TWoA is committed to providing and maintaining a safe and healthy environment for all taura and, will ensure that its campuses, sites and workplaces meet health and safety requirements under the Health and Safety at Work act 2015. Our Te Marupainga (Environment, Safety and Wellness) team are responsible for all policies and procedures which maintain a safe and healthy environment for taura, kaimahi (employees - including contractors), tamariki (children) and manuhiri (visitors).

In class your kaiako is responsible for ensuring you know and understand the safety policy and procedures for your learning location. You are responsible for your individual safety and the safety of those around you.

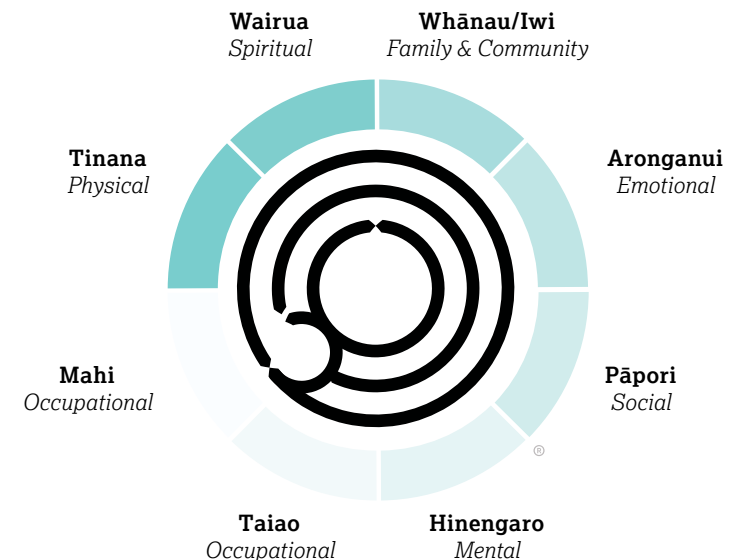
We are all responsible for health and safety. We encourage you at all times to keep yourself, each other, and our environments safe. Always follow kaiako instructions, especially when it comes to safety requirements, procedures and, guidelines.

If you don't feel safe in your learning environment on campus tell your kaiako, another Kaimahi (staff member) or Te Marupainga straight away. You can contact the Te Marupainga team via the TWoA Call Centre **0800 355 553** or by email at temarupainga@twoa.ac.nz.

Tau Ora | DREAM INSPIRE DARE

Tau Ora is Te Wānanga o Aotearoa's supreme award-winning holistic wellbeing programme that has shifted attitudes towards hauora (wellbeing). Our aim is to transform whānau attitude from wellness being a chore to a new position in which healthy lifestyles are embraced and have become embedded in daily activities.

Tau Ora incorporates Te Wānanga o Aotearoa very own wellbeing model Te Punga Oranga. This model provides an overview of individual and collective wellbeing and focuses on repositioning people on their road towards recuperation and an improved work-life balance. The model incorporates eight themes (rau). Which gives whānau a full holistic experience, these rau are whānau/iwi (family & community), Aronganui (emotional), Pāpori (social), Hinengaro (mental), Taiao (environmental), mahi (occupational), tinana (physical) and wairua (spiritual).



Tau Ora has been created to promote a more active lifestyle and raise awareness regarding our health, wellbeing and mindfulness. With improved health and wellbeing comes reduced illness, better quality of life and increased life expectancy. Transforming whānau through Tau Ora.

As a taura you will have the opportunity to be a part of Tau Ora through our environmental initiatives and health promotional events. If you have any questions about Tau Ora, please contact the Te Marupainga team via the TWoA call centre, Tatau Pounamu, on **0800 355 553**, by email at temarupainga@twoa.ac.nz, or go to the website www.tauora.co.nz

Reporting - Accident, Incident and Security Events (AIS)

ALL incidents must be reported to your kaiako. Incidents include injuries, near misses, and notifiable events.

In the event of an incident, complete an AIS form. Prompt reporting of all incidents ensures that appropriate medical treatment is received without delay (where applicable) and, helps to minimise the extent of any injury.

Where the incident is a significant event (or) needs internal escalation (or) external regulatory notification. It also allows for the scene to be isolated (if necessary).

We follow a 4-step process for managing incidents as follows:

1. Immediate Action
 - › Provide First Aid
 - › Isolate scene
 - › Contain spill etc
2. Reporting
 - › Complete AIS form
 - › Report to kaiako
 - › Internal escalation (kaiako will alert Takiwa Advisor – Environment, Safety and Wellness)
 - › External escalation (Takiwa Advisor – Environment, Safety and Wellness will alert Worksafe NZ) – if the incident requires notification to Worksafe NZ ie: serious harm injury or death.
3. Investigation (kaiako/manager)
 - › What happened?
 - › When did it happen?
 - › Where did it happen?
 - › Who/what was affected?
 - › What needs to be done to prevent it happening again?
4. Addressing Findings
 - › Include corrective actions to prevent reoccurrence

First Aid

Provision of First Aiders and First Aid Facilities

- › Each campus will identify and train sufficient numbers of kaimahi to be First Aiders.
- › Names and contact details are displayed on noticeboards and, the location of First Aid Boxes.
- › For programmes that include off site activities (OAA), First Aiders must be identified as part of the OAA assessment process.

Call 111 in ALL cases where emergency medical treatment is required.

In the case of a serious accident, incident or security event ensure first aid is administered, emergency services are called (ambulance, fire, police), keep yourself and others well out of risk and, preserve the site until the takiwā management (or) the Lead - Te Marupainga are able to give the all clear.

Tamariki (children) onsite

Our health and safety arrangements and commitments to keep everyone safe at TWoA extend to that of manuhiri and tamariki who may visit our sites, including on-site and off-site noho.

For tamariki visiting onsite, please note the following:

- › Parent/caregiver must not routinely bring tamariki into the work or learning environment. They must also take care that the work of other kaimahi and taura is not adversely affected by the presence of their tamariki.
- › Do not bring tamariki on-site if they are unwell.
- › Tamariki must be supervised at all times while on-site.
- › Where the tamariki will be on-site, then a TM12b form must be completed by parent/caregiver (this can be printed off Te Kopua or can be filled out at reception).
- › The parent/caregiver must also enter the tamariki name into the Manuhiri register.
- › Tamariki will not be permitted to enter restricted sites or areas. These areas are as follows:
 - › Workshop area - e.g. Whakairo, Forestry, Carpentry, Waka Ama, maintenance areas
 - › Computer suites
 - › Gymnasium
 - › Any other area that contains significant hazards which have the potential to cause serious injury or illness.

For tamariki attending noho and offsite activities please note the following:

- › Parent/caregiver must not routinely bring tamariki to on-site (or) off-site noho and activities.
- › Parent/caregiver must obtain prior-approval from both Kaiwhakahaere Ako (MED) and Kaiarataki Ako (LED) for all instances of tamariki attending offsite activities and noho (includes noho held on-site)
- › The approval process must include the completion of the TM12b Tamariki On Site Authorisation form, which must be included in documents submitted for noho approval.
- › Do not bring tamariki on-site or to off-site activities if they are unwell.
- › Tamariki must be supervised at all times if approved to attend on-site or off-site noho.
- › Parent/caregiver must also take care that the work and/or learning of other kaimahi and taura is not adversely affected by the presence of their tamariki.
- › For site protocol where tamariki are not permitted to stay overnight, this must be adhered to.

Programmes with specific safety rules, machinery and equipment and hazardous substances.

Some of our programmes are classified as High (Safety) Risk due to exposure to the following:

- › Body of water ie: Waka Ama Programme
- › Machinery and Equipment ie: Carpentry, Whakairo & some Toi Programmes
- › Hazardous Substances ie: Carpentry, Whakairo & some Toi Programmes

Safety manual – programme specific safety manual and/or guidelines

Waka Ama, Carpentry and, Forestry have SAFETY MANUALS which must be read, understood and safety instructions practiced throughout the duration of the programme. There are NO exceptions.

Machinery and equipment – Safety Guidelines – see your kaiako/Takiwā Advisor – Environment, Safety and Wellness

Hazardous substances – Safety Guidelines – see your kaiako/Takiwā Advisor – Environment, Safety and Wellness

At all times taura must follow specific safety rules and instruction delivered by the kaiako. This may include but is not limited to:

- › Safety Manual,
- › Machinery and Equipment Guidelines,
- › Hazardous Substances Guidelines,
- › Protective clothing and equipment (e.g. steel cap boots, helmets, protective eyewear, gloves, earmuffs, lifejackets etc).

Training on how to use equipment will be provided by your kaiako. If you are unsure about any safety procedures on site, speak to your kaiako.

Emergency preparedness

Understanding and preparing for emergency situations through providing equipment, training and arranging test scenarios can often make the difference between containing a situation or it escalating and becoming something more serious.

- To help identify, prepare for emergency situations and contain that situation, we have taken the following approach.
 - › Prevention- in many cases, knowing what could cause a particular situation to arise, and having arrangements in place to prevent it, is the start point, e.g. prevent fires by keeping flammable materials away from sources of ignition.
 - Identify what could cause that situation
 - Determine controls
 - Make it happen (i.e. implement controls and check)

- › Containment - when the incident has happened prompt action can contain a situation and prevent it from escalating to something far worse than it needed to be, e.g. preventing spilled chemicals entering drains by using spill kits.
- › Action - the quicker people act in an emergency, e.g. use of spill kit to prevent substance entering drains, it is hoped the consequences will be less severe
- › Recovery - when the emergency is over, we may need to undertake specific checks before allowing people to return to the area or restart an activity, e.g. flooding may require an electrician to confirm that electrics are safe to use.
- › Your kaiako will liaise with the Takiwa Advisor – Environment, Safety and Wellness to ensure that planning and preparedness for emergency situations is available to you via [Emergency Response Plans \(ERP\)](#)

- Emergency Response Plans (ERP) this ‘Plan’ documents:

- › the type of emergency situation,
- › immediate action to be taken in the event of a particular situation occurring,
- › who is responsible for what,
- › relevant equipment and any specific training that will be provided,
- › any notification or escalations (internal/external),
- › this document does not need to be too wordy and in many cases use and personalisation of the TWoA Emergency Situation Flipchart will be sufficient.

NOTE: Certain Regulations have specific requirements for detailed and specific Emergency Response Plan’s to be created, e.g. Hazardous Substances and New Organisms (HSNO) Regulations.

If you are unsure if you need a detailed Emergency Response Plan contact your Takiwā Advisor – Environment, Safety and Wellness or Te Marupainga directly at temarupainga@twoa.ac.nz.

Smoke-free environment

TWoa is committed to providing a safe and healthy work and learning environment and has a smoke-free policy. Smoking (includes vaping) is not permitted on or in TWoA campuses, sites, learning spaces, buildings and vehicles.

Te Uru Taiao | Sustainable Environment

Te Wānanga o Aotearoa is excited to introduce one of our environmental sustainability initiatives. As part of our waste minimisation project we will be introducing our recycling units and educational workshops to assist with minimising our negative waste footprint. The overall aim and goal of our waste minimisation project will be to seek innovative ways to create a positive, regenerative footprint working towards zero waste, closed loop systems and regenerating Ranginui (sky father) and Papatūānuku (mother earth).

We encourage you to participate by reducing the amount of waste you bring onto our campus and recycling your waste correctly. Below is the waste hierarchy and represents the five 'R's Refuse, Reduce, Reuse, Repair, Repurpose, Rot, Recycle. For more information contact the Te Marupainga team via the TWoA call centre, Tatau Pounamu, on **0800 355 553** or by email at temarupainga@twoa.ac.nz.

The Resource Efficiency Pyramid or Waste Hierarchy



Security

Our campus security staff ensure you are safe and protected. They can assist you with **personal** security and our 24 hour on-call Security Communications Centre can dispatch security patrols immediately.

The TWoA security communications centre can be contacted directly on **0800 247 762**.

You should call the Security Communications Centre

- › To report suspicious persons on site
- › To report wilful damage
- › To report an assault
- › To advise a potential risk

If there's a life threatening emergency dial 111 for

- › Ambulance
- › Fire Service
- › Police

Remember these safety tips – especially at night:

- › Lock your vehicle and park under good lighting
- › Do not leave valuables in vehicles – or at least hide them from view
- › Ask your kaiako or the security guard to escort you to your vehicle at night
- › Alert whoever is waiting for you at home that you are leaving the campus
- › Do not carry large amounts of money unless you need to
- › Add our security communication centre number **0800 247 762** to the contacts in your mobile phone.

Harassment in any form is not tolerated at TWoA - so don't suffer in silence! Talk to your student support advisor, kaiako or security guard. We handle such matters with discretion and confidentiality.

Student ID Cards, Staying in Touch

Student ID cards

TWoa provide taura with Student ID cards. Your ID card helps you access TWoa library and other services and also provides evidence of your enrolment. The card also entitles you to a range of discounts e.g. public transport, movies, retail shops etc. Ask your student support advisor for details. Once your enrolment's finalised and your fees (if any) are paid you'll be eligible to get a student ID card.

101 student information service system

This data base allows you to:

- › Update your personal details
- › Assess current information
- › View your progress on your programme

You can access 101 from anywhere with internet access. It's a great way to make sure we can always stay in touch with you.



Step 1: Register

Go to 101.twoa.ac.nz

Click on “**Register now**”

Enter the required information. NOTE:

- › The email address is where you would like an email sent if you forget your password.
- › You choose your own password
- › Click OK

Step 2: Log in

Enter your username (*this is your STUDENT ID number*)

Enter your password (*the one you chose for yourself*) Click on “Login”

You can now access your learning records and update your personal information.

For help, try the “help” button at the top of the screen, or you can either: email us at 101@twoa.ac.nz, or call **0800 355 553**.

Change of personal details

The Ministry of Education requires us to hold your full enrolment details in our records and this information is used to create and update your accounts. You may need to change the personal details we have recorded on your file. This might be because you've moved house, your name has changed, or for some other reason. You can access your enrolment information and correct or update personal information we hold about you.

To update your personal details:

- › Visit a student registry office to get a “Change of Personal Details” form. Fill out the form, send it back to us, and we'll update your details, or
- › Ring the TWoa call centre, Tatau Pounamu, on **0800 355 553** and provide us with the updated information, or
- › Log-in to 101 Student Information Service System on the previous page.

Please note: You will need to provide documented evidence for a change of name; e.g. marriage certificate, deed poll).

Taura (Student) Services

Te Puna Manaaki - Student Support

Each campus has one (or more) student support advisors. They offer a range of free support services to taura.

My local student support advisor:.....

Email:

Phone:

You can contact your local student support advisor via the TWoa Call Centre, Tatau Pounamu on **0800 355 553**.

Services offered by student support advisors:

Enrolment support

Advisors can help you select a programme and guide you through the enrolment process.

Financial assistance

Advisors can help you access financial support from:

- › Work and Income
- › Study Link
- › Budgeting services
- › Scholarships

Learning support

Advisors can help you develop study skills including:

- › Understanding the assignment process
- › Essay writing
- › Critical thinking
- › Referencing
- › Time management and goal setting.

Disability support

If you have, or think you may have, a temporary or permanent disability, impairment or learning difficulty - contact the advisors about our disability support services. These include:

- › Disability support workers or note-takers
- › Learning assessments, eye and hearing tests
- › Special equipment and resources

Health and wellbeing Care

Advisors can help connect you with:

- › Counselling
- › Drug and alcohol support
- › Problem gambling support
- › Health services
- › Spiritual guidance.

Careers Guidance

Advisors can help you reach your career goals through:

- › Career planning
- › Developing your CV and cover letters writing skills
- › Work search skills and access to the Student Job Search agency

For further information: <https://www.twoa.ac.nz/StudentSupport>, contact your local student support advisor or the National Taura Services team in Hamilton via the TWoA Call Centre, Tatau Pounamu, on **0800 355 553**.

Te Pātaka Māramatanga – Library

The library is a doorway to vast amounts of information including over 100.000 resources and our librarians can help you open that door to find what you need; they can help you develop research skills that include:

- › Information literacy tutorials and library orientations
- › How to use our library online catalogue
- › How to search the internet
- › How to request books and articles from other libraries
- › How to reference

You can use the library website <http://www.twoa.ac.nz/library> to:

- › Access the online web catalogue and the catalogues of other libraries
- › Find and use helpful reference tools
- › Search online databases for articles and other published work;
- › Access e-books
- › Find links to internet resources
- › Request inter-library loans.

Our libraries house a rich collection of:

- › Books, DVDs and CDs on many topics
- › Specialist Māori books and resources
- › Databases with full articles online that can be accessed from home, work or at our campuses
- › Reference collections such as the NZ statutes from 1840 and the Appendix to the House of Representatives
- › Journals and theses
- › Māori Land Court minute books
- › Reference books, videos, magazines and newspapers.

You can request a book or other resources by calling our TWoA call centre, Tatau Pounamu, on **0800 115 533**.

Hangarau - Information Technology (IT) Service Desk

Our friendly team at Hangarau are here to help you in your digital learning journey at Te Wānanga o Aotearoa.

To contact the Hangarau service desk:

Call **0800 808 789** or email hangarau@twoa.ac.nz.

Mon – Fri 8.00am – 6.00pm

Sat 9.00am – 3.00pm

During your time with us you have access to:

- › computers, the internet and printers at our delivery sites and libraries;
- › an Office 365 email account that you can use with internet access;
- › download the latest version of Microsoft Office for the duration of your study with us;
- › your network login for up to 12 weeks after the end of your programme;
- › your email account as long as you want;
- › all the applications required for your learning experience while at Te Wānanga o Aotearoa.

Any questions call or email our friendly Hangarau IT service desk.

Tauira Representatives

Within the first few weeks of your programme, a student support advisor will call for nominations for the tauira representative position for your class and oversee the voting process to ensure it's done fairly. Each class needs to elect one or two of its members as a tauira representative. You can share your ideas, feedback (about course content, structure, resourcing and assessments), and suggestions with the tauira representative. He or she will then forward them on to your kaiako and/or student support advisor. The tauira representative also attends regular committee hui with other tauira representatives and reports information back to your class. This committee can also pass concerns and suggestions onto Takiwā management for a response.

My tauira representative(s):

Email:.....

Phone:.....

N.b Tauira representatives do not resolve or become involved in personal grievances or complaints. Tauira with grievances or complaints should contact their local student support team for advice and assistance.

For further information about tauira representatives contact your local student support advisor.

Concerns And Complaints

If you have a concern or complaint about any aspect of your learning experience* at TWoA we encourage you to talk to the staff involved to try and resolve the problem. They may be genuinely unaware of the issue that has led to your concern and will appreciate you bringing it to their attention. You can talk to your local student support advisor for advice and support if you want to take this approach. Please note if your concern relates to educational regulations, these are considered through the Education review process (see Educational review and appeals in Te Manu)

(*Includes any type of dissatisfaction with any aspect of TWoA services, resources, kaimahi or tauira behaviour, facilities, curriculum etc.)

However, if this informal approach doesn't achieve the outcome you're looking for - or you'd just prefer to go directly to a formal process - you can make a formal tauira complaint. You can do this by completing and submitting the official Tauira Complaints Form.

When you submit your complaint form, you will receive a formal written acknowledgment that it's been received and is being actioned. TWoA has 20 working days to resolve your complaint. As part of any investigation and according to natural justice principles, the complaint will be forwarded to any person being complained about.

Your responsibilities when making a complaint are to:

- › Make sure you raise the complaint as soon as possible - and report it honestly and fully
- › Be prepared to provide evidence to the staff-member investigating your complaint; it will not be possible to uphold your complaint if there is no credible evidence to support it
- › Respect the confidentiality of the process and give us reasonable time to resolve it
- › Treat people involved with courtesy and respect
- › Be clear about the outcomes you'd like and try to suggest resolutions that are reasonable.

TWoA's responsibilities when receiving your complaint are to ensure it will:

- › Be investigated thoroughly and fairly
- › Be dealt with in a timely and courteous manner
- › Be kept confidential
- › Result in no unpleasant action against you while it's being investigated

You may bring support (i.e. whānau etc.) with you to any hui about the complaint, and you may appeal the outcome if you are not satisfied. You have 20 working days to submit an appeal i.e. from the date you were notified of the outcome.

The tauira complaints form and information about TWoA's tauira complaints process can be accessed on the TWoA website: <https://www.twoa.ac.nz/tauira-students/te-puna-manaaki-student-support/tauira-complaints-gateway>

For further information about the tauira complaints and appeal process ring the Student Support National team in Hamilton via the TWoA Call Centre **0800 355 553**.

Learning experience

Kaiako and kaitiaki (tutors and assessors)

Your kaiako (tutor) - or kaitiaki (assessor) if you are in an Home Based Learning programme – are there to support you on your learning journey and are your first point of call for most queries. They will tell you the best way to stay in contact with them and they keep you updated with information about your programme.

My kaiako / kaitiaki is:.....

Email:.....

Phone:.....

Attendance

It is important you attend every class. However, we understand you may not be able to attend sometimes. Your programme will have certain attendance requirements; if you are unable to attend talk to your kaiako. If you are going to be away for more than two noho or three classes, please provide your kaiako with evidence of the reason, such as a medical certificate.

Long absences may affect your ability to successfully complete your programme as well as affect your student allowances or loans – so please talk to your kaiako or a student support advisor if you are struggling to attend classes.

Appointments with Home Based Learning (HBL) kaitiaki

If you're a tauira in a HBL programme you should always keep your appointments with your kaitiaki. These meetings are important to your learning progress and can help you gain a better understanding of your assessments. We know circumstances can change and an appointment may need to be rescheduled. If you need to reschedule an appointment, please call/text your kaitiaki or call free **0800 135 135** and ask to be connected to your kaitiaki.

Missing too many appointments with your kaitiaki may affect your ability to successfully complete your HBL programme – speak to your kaitiaki if this is starting to become a pattern.

Assessments

At the beginning of a programme or kōnae ako (unit or module) your kaiako will tell you about

- › Assessment methods
- › Assessment requirements specific to the programme (if any, details will be in your programme handbook)
- › Deadlines for submitting assignments
- › Criteria
- › Marking schedules

Assessment results: Non-degree programmes

A – Achieved	Tauira has successfully achieved the performance criteria of the assessment.
YTA – Yet to Achieve	Tauira has yet to achieve the performance criteria of the assessment.
CA – Credit Award	Tauira has been granted credit based on the evaluation of equivalencies of learning outcomes.

Assessment results: Degree programmes

Grade	Letter Grading	Mark(%)
Achieved with Excellence	A+	90%-100%
Achieved with Excellence	A	85%-89%
Tauira has met all performance criteria to grant the konae ako, with Excellence.		
Achieved with Merit	A-	80%-84%
Achieved with Merit	B+	75%-79%
Achieved with Merit	B	70%-74%
Tauira has met all performance criteria to grant the konae ako with Merit.		
Achieved	B-	65% - 69%
Achieved	C+	60%-64%
Achieved	C	55%-59%
Achieved	C-	50%-54%
Tauira has successfully achieved the performance criteria of the assessment.		
YTA - Yet to achieve		
Tauira has yet to achieve the performance criteria of this assessment.		

'Yet to Achieve' (YTA) result

A core belief that drives our teaching and learning approach is that every tauira can achieve. We don't believe in failure – and neither should you! If you receive a YTA result it means we expect you to achieve when you attempt the assessment again.

Assessments and tauria responsibilities – you will:

- › Submit assessments and reassessments by the due date, as directed by your kaiako
- › Keep a copy of all of your assessments

Assessments and kaiako responsibilities – they will:

- › Give you the result of your assessment and feedback within a reasonable timeframe, as outlined in your programme documentation
- › Give you reasonable consideration for extensions
- › Provide you with opportunities for resubmission or reassessment as needed and as specified in your programme documentation
- › Participate in moderation, a process which ensures our assessment processes are fair, consistent, relevant, valid and reliable. Moderation is an assessment of our practices, not of your work. If we use samples of your work for moderation, all personal details are removed from it before we submit it.

Assessments in Te Reo Māori

We welcome and encourage you to complete assessments in Te Reo Māori where possible. Tau kē! If your kaiako/kaitiaki is not fluent in Te Reo Māori, just let them know you wish to complete your assessment in Te Reo Māori and they can arrange for another kaiako/kaitiaki to assess your work.

Extensions

If you are struggling to complete an assessment by the deadline you can request an extension from your kaiako; you must do this at least 24 hours before the due date. An extension can be granted for up to 10% of the programme length. However, student allowances cannot be extended past the end date of a programme.

HBL tauria

If you've not completed all the assessments for your programme you may be able to get an extension; talk to your kaitiaki well before your programme end date about this option or call 0800 135 135 and ask for your HBL manager..

Resubmission/reassessments

If you don't successfully achieve an assessment you may have an opportunity to resubmit the assessment or have it reassessed. Your kaiako will give you written feedback on the parts of the assessment you need to improve. Each programme will specify in the number of reassessments a tauria may undertake to demonstrate competency or achievement.

Compassionate consideration

If you've been affected by a medical condition, bereavement or other exceptional circumstance beyond your control which has prevented you from preparing, completing or attending an assessment or alternative assessment you may apply for compassionate consideration.

To apply, you will need to complete a Compassionate Consideration Application Form. (Your kaiako or student support advisor will be able to provide this). You will also need to:

- › Supply relevant evidence with the application e.g. medical certificates, funeral notice etc., and
- › Have completed at least 30% of the total assessable course work at a level that shows proficiency of learning.

The application with relevant evidence must be submitted within 10 days either side of the assessment due date. If your application is successful, you will receive an 'achieved result'.

N.b Compassionate consideration is limited to a total of three assessments and these cannot be from the same kōnae ako (unit or module). A full kōnae ako may not be awarded.

Keep Tauria Assessments – Return of Original Assessments

All institutes of technology and polytechnics, wānanga, government training establishments and industry training organisations are required to keep full copies of all assessment materials for at least 12 months from the date of completion.

A tauria may receive an assessment result for an item of work but the item itself may not be returned to them. Tauria may make a request to their kaiako for the return of the original item. In these cases, kaiako will make a photocopy of it for their records. When returning items that cannot be photocopied the kaiako will confirm the record-keeping process with the tauria.

Educational reviews and appeals

Education reviews

If you're unhappy with a decision made on an education matter relating to your studies you may request a review of that decision by completing an Application for an Education Review form: www.twoa.ac.nz/Tauira-Students/Te-Puna-Manaaki-Student-Support/Tauira-complaints-gateway

Education matters include:

- › Admission to programmes
- › Cross credits
- › Credit awards
- › Recognition of prior learning
- › Assessment results
- › Award of qualifications
- › Compassionate consideration applications
- › Alleged educational dishonesty or other breach of behaviour expectations
- › Any other decision that is included in Tikanga Ako (Educational Regulations).

Education appeals

You may appeal (challenge) an education review decision by completing an Application for an Education Appeal form: www.twoa.ac.nz/Tauira-Students/Te-Puna-Manaaki-Student-Support/Tauira-complaints-gateway

Education appeal deadline – an education appeal form must be received by TWoA within 10 working days of the date of notification of the education review decision.

Completion

Notification of programme completion

If you've met the attendance and assessment criteria to successfully complete your programme you'll receive a formal letter from TWoA Head Office confirming this. You should receive this letter approximately six to eight weeks after the programme finishes. If you become concerned you've not received this letter, contact the TWoA Call Centre **0800 355 553**.

Graduation ceremonies

After you've received your letter confirming you've completed your programme you'll receive another letter with information about graduation ceremonies. Your graduation ceremony allows you and your classmates, whānau, friends, and kaiako to gather and celebrate your achievement.

Your graduation ceremony will usually take place a few months after you finish your programme. Ceremonies are held across the country and there'll be one on a campus or other venue in your immediate area or general region. (If you're a Home Based Learning tauira you may also graduate at your local ceremony if you wish.) You'll receive your programme certificate at the ceremony.

Receiving certificate without attending graduation

You don't have to attend a graduation ceremony to receive your programme certificate. Tauira who don't attend their ceremony will have their certificates posted out to them after the ceremony.

Outstanding fees, debts and unreturned items

Please note, to receive your programme certificate - either at graduation or by post - you **must** pay any outstanding fees and debts you owe TWoA and return any library books, equipment, resources etc. you've borrowed. If borrowed items have been lost or damaged, you may be required to repay costs to TWoA.

Stay Connected

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