



hauia Māori Te

Tauria handbook



Ngā hua o roto

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He kupu whakataki nā Te Kaiwhakaterere

Welcome from Te Kaiwhakaterere (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, heoi, 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 tauira mā, kua piki mai ki runga i te waka o Te Wānanga o Aotearoa, nā runga i te hiahia ki te whakaterere 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, 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.

Welcome to the Te Wānanga o Aotearoa whānau and thank you for choosing to study with us in 2022. Here at Te Wānanga o Aotearoa we put you - our tauira (student) at the heart of everything we do.

Our Vision is:

He takapau mātauranga, he whānau huarewa

Whānau transformation through education.

Our Mission is:

Kia angitu te tauira

Tauira success.

During your time with us, you'll learn about much more than your chosen programme of study. As you become part of our wānanga community and history, you'll learn about who we are, why we believe in what we do and how we aim to provide an education rich in mātauranga Māori and of the highest standard. To help you feel comfortable, supported, and inspired during your learning journey we provide a range of support services to ensure you have what you need to make a difference to your whānau, hapū, iwi and community. Please use these services, they're there to help.

Inside this handbook – Te Manu – you'll find everything you need to know, including your rights and responsibilities, and details of the range of services we provide.

You'll quickly learn that your kaiako (tutor) or kaitiaki (support person for home-based learners) is a great source of help, support, and inspiration, ensuring your success. If they can't help you, they'll connect you with someone who can.

It's been a challenging couple of years for everyone, so we know your decision to study with Te Wānanga o Aotearoa was not taken lightly.

Thank you again for choosing Te Wānanga o Aotearoa. We will do our utmost to support your learning as we strive to achieve our mission of tauira success.

Ngā mihi,



Nepia Winiata

Te Kaiwhakatere (Chief Executive Officer)

Whakataukī

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 your taura (student) handbook, a resource to guide you on your journey as our taura. Its contents are laid out 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 whakataukī (proverb) above. The manu (bird) is like you, our taura and we - the kaimahi (staff) of Te Wānanga o Aotearoa (TWOA) - 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, hapū, iwi and the world.



Mahere-ā-tau 2022

Important dates

Kohi-tātea January 1 New Year's Day 2 Day after New Year's Day (actual) 3 New Year's Day (observed) 4 Day after New Year's Day 23 Wellington Anniversary Day 31 School term starts *	Hōngongoi July 8 School term 2 ends * 11 TWoA break starts 24 TWoA break ends 25 TWoA semester B starts ** 25 School term 3 starts
Hui-tanguru February 6 Waitangi Day (actual) 7 Waitangi Day (observed)	Here-turi-kōkā August TBC Koroneihana
Poutū-te-rangi March 7 TWoA semester A starts ** 14 Taranaki Anniversary Day 21 Otago Anniversary Day	Mahuru September 26 Daylight saving starts 26 South Canterbury Anniversary 30 School term 3 ends*
Paenga-whāwhā April 3 Daylight savings ends 14 School term 1 ends * 15 Good Friday 18 Easter Monday 19 Southland Anniversary Day 25 ANZAC Day 26 O-Tāwhao Marae opened (1985)	Whiringa-ā-nuku October 17 School term 4 starts * 21 Hawkes Bay Anniversary Day 24 Labour Day 28 Declaration of the Independence of New Zealand signed at Waitangi (1835) 31 Marlborough Anniversary Day
Haratua May 2 School term 2 starts *	Whiringa-ā-rangi November 11 Canterbury Anniversary Day 27 TWoA semester B ends ** 28 Chatham Is. Anniversary Day, Westland Anniversary Day
Pipiri June 1 Queen's Birthday 12 Waipā Kōkiri Centre - Officially opened (1987) 24 Matariki (public holiday)	Hakihea December 16 All TWoA campuses and sites close for the year. 20 Term 4 ends* 25 Kirihimete Christmas Day 26 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 way of being and doing 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 are life principles in practice. We apply them in our wānanga spaces, and they help us to operate as a collective. Ngā 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.

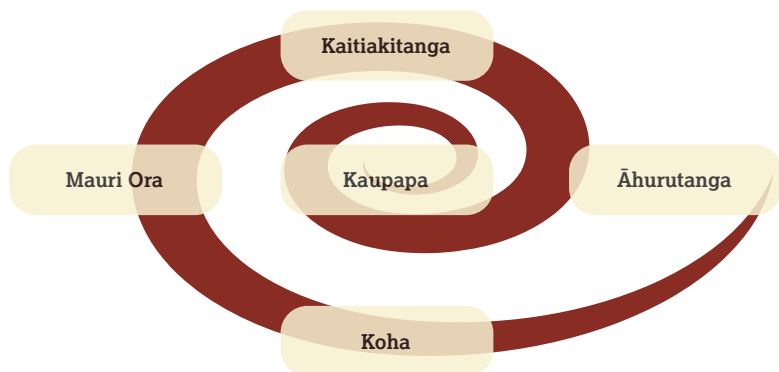
Kaupapa wānanga encourages us to strive to achieve balance (a state of mauri ora) within our lives and working relationships. It also encourages us to contribute towards mauri ora through institution-wide endeavours and in our many external stakeholder relationships. In accordance with the principles 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 well-being 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 (learning) experiences. Ako wānanga is inspired by key elements that guide our organisation:

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

The framework consists of four primary huanga (attributes):

- › Ako – living, learning, teaching
- › Aro – reflective practice
- › Te Hiringa – Passion, motivation and spirit
- › 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 at Te Wānanga o Aotearoa.

Ako wānanga aims to explicitly position mātauranga Māori (Māori knowledge) as the basis of quality teaching and learning experiences that are empowering, redemptive and transformative.

While there have been many key contributors in the evolution that is ako wānanga the intent has been constant. Aro and ako have been our hoa haere (partner); 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 uaratanga (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 takepū - 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

Programme entry criteria and 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. Entry requirements often relate to the professional requirements of a sector such as teaching or social work. **Ask your kaiako** (Tutor) /**kaitiaki** (support person for home-based learners) for details of the programme (e.g. structure, delivery method and 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’ activities. Examples of ‘**kaiako directed learning**’ and ‘directed learning’ include but are not limited to:

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

Throughout your programme you will also 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, CDs
- › Homework and home play activities
- › Study as requested by your kaiako
- › TWoA Online activities e.g. Akorau and iAkoranga (see below).

This delivery method will help immerse you in āhuatanga 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.

TWoA online platforms are:

Akorau - one of our digital platforms at Te Wānanga o Aotearoa and it also encompasses our online spaces. Akorau means you can learn anytime, anywhere and extend the learning that occurs face to face. Akorau is the new exciting online learning space where you will:

- › Complete a range of fun, interactive activities related to what you have been doing in class
- › Communicate with kaiako and other akongā (learners), for example, participating in online class forums and discussions, or complete learning journals to reflect on your own learning
- › access resources, for example, kupu hōu (new words), readings, and audio/video resources
- › download activities that you can do offline even when you don't have access to the internet
- › the Akorau digital platform supports the TWoA Te Ara Reo Māori programmes (levels 1 – 4).

iAkoranga - a digital classroom where you can practise what you learn in class in your own time. You can also upload aromatawai (assessments), participate in online forums and access resources such as readings and workbooks. Access to iAkoranga is via Te Matakā – our student platform. Messages from iAkoranga will be sent to your taurira email, so check this email regularly. Once you are in iAkoranga there are self-help videos to help you become familiar with the platform you can access from your dashboard.

Enrolment

Terms and conditions of enrolment

When you enrol with us you agree to the following information:

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 2020, 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 centre, 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 to 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 you must prove that you are a permanent resident of New Zealand, or 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 and verified NSI (National Student Index) number
- › Statement of whakapapa, including date of birth, signed by a Kaumatua if you're over 60 years old
- › Certificate of Citizenship
- › Overseas passport with permanent residence visa
- › MOE Early Leaving exemption (ELX) for Under 16 years

If you have supplied an active and verified NSI number, you are considered the legitimate owner of the claimed identity.

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

Certified copies of documents

You can bring in original identification documents to one of our sites to be certified or you can send us certified copies with your completed enrolment form. You will need to copy your identification and have it certified. A certified copy is a photocopy of your original document, signed as being a true and accurate copy by a Justice of the Peace, a solicitor, a court registrar, or authorised TWoA staff. When getting the document certified, remember to take both the original and copy.

Under 18 years of age

If you are under 18 years old and wish to enrol in one of our fee-paying programmes, you will need to provide a fully signed parental or legal guardian consent form. This form is available from Student Registry. If you wish for your parent or legal guardian to request information from us relating to you on your behalf, please ensure you state this in the form. By completing the form and providing those details to us, you consent to TWoA using that person's details to contact you when TWoA is unable to contact you directly.

Our Disability Services

By completing information relating to any disability you experience, you consent to our Tauira Services team contacting you to provide assistance and discuss your needs and the support that we can offer. Alternatively, if you would like to directly request this service, please contact the Tauira Services Centre before you start your studies to arrange an appointment to discuss your needs and to confirm that the support you require is available. Please bring any medical verification regarding your long-term injury, illness, or disability to your appointment.

Disability services include advice and assistance, reader/writers, support, New Zealand Sign Language (NZSL) interpreters, assistance for students who are blind or have low vision, and referrals to appropriate service providers. View our Disability Services for more information. <https://www.twoa.ac.nz/tauir-a-students>

Eligibility for Student Loans and Allowances

TWoA takes no responsibility for your entitlements with StudyLink. You are responsible for checking if you are entitled to Loans & Allowances through StudyLink. Please contact them before you enrol. For more information visit www.studylink.govt.nz

Fees

If course fees apply, they are available on www.twoa.ac.nz or from Student Registry. By completing and signing this enrolment form you agree to pay all fees within the required time frames in accordance with our fee policy and failing to pay as required, you will be responsible to pay for any charges associated with debt recovery. You can view our policies on fees, withdrawals and refunds online or contact Student Registry for more information.

TWoA reserves the right to withhold acceptance of your enrolment for failure to pay fees and we are able to enforce our policy of paying fees or withhold a refund for a withdrawal at the discretion of TWoA.

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 please ask your kaiako for one, then 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 kaitiaki.

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 has been running for longer than 10% of its total duration - you won't be able to enrol into it. We can 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.

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

Credit recognition and recognition of prior learning (RPL)

RPL is a process where your prior learning - either formal or non-formal - can be considered for recognition, in order to gain entry into a programme and/or have credit granted towards your kōnae 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 kōnae or module/unit in one programme and want that credit recognised for the same kōnae 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 www.studentfinance@twoa.ac.nz or call our Contact 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. To find out whether you are eligible for fees-free study for our fee-paying programmes visit www.feefree.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 on page 13). You can then receive a refund but will not have academic results entered on your academic record. If your fees have been paid by a 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 the refund. If your fee was paid by a 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 has 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 behaviour. 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, a librarian or Taura (Student) Support Advisor for more information about rules for referencing sources in assignments e.g. APA (American Psychological Association) referencing system.

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.

Any illegal downloading of material such as music, movies, TV shows etc. on TWoA networks is an extremely serious matter. You and TWoA can be held legally liable if this happens.

Safety and wellness

How am I kept safe and well?

Āhurutanga is ensuring safety and wellness in all areas of our studies. It's 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. Te Marupainga is our Environmental, safety and wellness team, they are responsible for the communication and upkeep of all TWoA Health and Safety policies and procedures and aim to ensure we maintain a safe and healthy environment for all persons within the TWoA community.

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 ensuring your actions do not cause harm to self, and/or others. We are all responsible for health and safety.

We ask that you 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 Te Marupainga via the TWoA contact centre 0800 355 553 or by email at temarupainga@twoa.ac.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 remedial measures including medical treatment is received without delay (where applicable) and helps to minimise the extent of any injury, property damage or reoccurrences.

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 takiwā advisor –Environment, Safety And Wellness)
 - › External escalation (takiwā advisor – Environment, Safety And Wellness will alert Worksafe NZ) – if the incident requires notification to Worksafe NZ i.e: 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, contact details and the location of first aid boxes are displayed on noticeboards.
- › 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 - Tamariki aged 0 – 15yrs old

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.

Due to COVID-19 we have had to readjust our internal processes for tamariki onsite and therefore under the Red and Orange traffic light setting there is to be no tamariki on-site.

Under green traffic light setting, 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, a TM12b form must be completed by parent/caregiver
- › 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.

Under green traffic light setting, 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
- › If approved to attend on-site or off-site noho, tamariki must be actively supervised by the parent or caregiver at all times
- › Tamariki must not stay overnight at noho marae

Safety procedures

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 practised 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 tauira 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) the less severe the consequences
- › 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 takiwā 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) document sets out the type of emergency situation
 - details immediate action to be taken in the event of a particular situation occurring
 - states who is responsible for what
 - lists relevant equipment and any specific training that will be provided
 - notes any notification or escalations (internal/external).

The ERP does not need to be too wordy. In many cases, the TWoA emergency procedure flipchart will be sufficient

NOTE: Certain regulations require detailed and specific emergency response plans, 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.

COVID-19 Vaccination Tikanga Whakahaere

From 1 June 2022, kaimahi, tauira, manuhiri and contractors will not be required to be fully vaccinated against COVID-19 to access our sites and engage with our services.

Some specific roles in Corrections and Ngā Puna Whakatupu have been deemed 'high risk' and will still require kaimahi to be fully vaccinated.

Te Wānanga o Aotearoa may have to re-introduce a vaccination requirement at a later stage should it be deemed necessary in our commitment to providing a safe learning environment for our tauira. This may include vaccination requirements.

Te Wānanga o Aotearoa will endeavour to support a tauira to achieve the requirements of their programme. Tauira who remain unvaccinated against COVID-19 and are required to complete a workplace placement as part of their programme, must be aware they will be required to follow the policies, practices and public health measures that apply to that workplace.

Smoke-free environment

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

Te uru taiao | Sustainable Environment

As part of our waste minimisation project we have recycling units to help us minimise our negative waste footprint. The overall goal of our waste minimisation project is 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. For more information contact the Te Marupainga team via the TWOA Contact Centre on **0800 355 553** or by email at temarupainga@twoa.ac.nz.

The resource efficiency pyramid or waste hierarchy



Security

Our campus security team 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 center can be contacted directly on 0800 247 762.

You should call the security communications centre to:

- › report suspicious persons on site
- › report an assault
- › report willful damage
- › advise of 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
- › 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 center 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 Taura Service Advisor, kaiako or security guard. We handle such matters with discretion and confidentiality.

Education Code of Practice 2021

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

The Code supports the wellbeing of tertiary and international taura while enrolled with New Zealand education providers. It states the expectations that education providers must meet for the wellbeing and safety of their taura.

The Code of Practice is effective from 1 January 2022. It is available as a download in both English and Māori.

- › Code of Practice | English https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf
- › Code of Practice | Māori https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_Maori.pdf

Taura can use the following links for more information about this Code:

- › Know the Code | Tertiary learners <https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/know-the-code/>
- › Know the Code | Videos <https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/know-the-code/know-the-code-videos/>

Tauira Services

Student ID cards

Te Wānanga o Aotearoa provide enrolled tauira with student ID cards. Your ID card helps you access our library and other services and provides evidence of your enrolment. Your card also entitles you to a range of discounts e.g. public transport, movies, retail shops etc. Ask your Tauira Service Advisor for details. Once your enrolment is 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
- › 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, 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 our Contact Centre, 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. Your birth certificate or name change certificate.

**Tauira services | Te Puna Manaaki -
Tauira Support**

Each campus has one (or more) Tauira Support Advisors. They offer a range of free support services to tauira.

My local Tauira Support Advisors:

Email:

Phone:



Te Matakā your place, your space

*He mea wehe anō te māra tapu, ko te matakā tērā
Te Matakā - a sacred plot set aside in a kumara field*

Once your enrolment is complete and live in our systems, you will be able to access your tauira (student) online portal for learning, information and communications. It's called Te Matakā and this is your online portal that gives you access to everything you need to succeed while on your learning journey with TWoA

To log into Te Matakā you will need your tauira login details:

- › Your login will be: **yourtauiraID@akonga.twoa.ac.nz**
- › Your password will be: your date of birth in this format 01Jan1900

Login to Te Matakā

For help to log in to Te Matakā, please call our Contact Centre 0800 355 553.

Once you log into Te Matakā you get access to:

- › your online learning platform which is either iAkoranga or Akorau – this is where you engage and keep up-to-date with your programme
- › online access to your kaiako and kaitiaki
- › learning activities
- › all of your assessment activities, information and submission
- › your student ID card
- › learning tools and resources
- › important messages and communications.

Te Matakā also provides you with access to tauira emails, Office 365, Zoom and other software and applications. You can also access Tauira (student) Services assistance, connect with your Tauira Support Advisor, find out about library resources, hauora health and wellbeing information and support, policy and regulation documents plus much more.

It's important that you get familiar with and engage with Te Matakā either from your own device or our campus computers.

Services offered by Taura 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
- › StudyLink
- › 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:

- › Readers and writers
- › Learning assessments, eye and hearing tests
- › Special equipment and resources.

Health and wellbeing

Advisors can help connect you with:

- › Counselling
- › Drug and alcohol support
- › Health services
- › Spiritual guidance

Careers guidance

Advisors can help you reach your career goals through:

- › Career planning
- › Developing your CV and cover letters
- › Work search skills and access to the student job search agency

Please note: You will need to provide documented evidence for a change of name; e.g. Your birth certificate or name change certificate.

For further information: <https://taura.twoa.ac.nz/>, contact your local Taura Service Advisor or the National Taura Services team in Hamilton via the TWoA Contact Centre, on **0800 355 553**.

Te Pātaka Māramatanga – Library

Our library system of seven networked libraries located throughout Aotearoa is your first port of call for finding the information you need. Our libraries provide access to a vast collection of information both in print and online (electronic). Our friendly and knowledgeable librarians are available to help you find the information you need and will assist you in developing your research skills.

We welcome you into any of our physical libraries during our opening hours – see the Library page on Te Matakā for our locations, open hours and contact details. Also, you can access our online resources 24/7, from wherever you have an internet connection.

As well as the usual services you'd expect from a library, some of the key services we provide are:

- › assistance with accessing and using our online catalogue
- › requesting physical items (books, DVDs, CDs) directly from the catalogue for FREE courier delivery to your door
- › introducing you to our online collections: e-books, journal articles in full-text, streaming videos from ETV and Alexander Street
- › access to the Māori Land Court Minute Books
- › obtaining items held at other NZ libraries via the NZ inter-library loans scheme
- › and much more.

All our services are FREE for tauira who are currently enrolled in our programmes.

Free, door-to-door service

We can send you physical resources (books, CDs, DVDs, journals). Request them in the usual way through Kitea, our library catalogue. Your resources will be couriered to you at no cost. An additional courier bag will be supplied for returning the items.

Our physical collections contain information in many formats and the items in our collections relate specifically to programmes that all our tauira are studying. So, no matter what programme you're enrolled in – we have information that will meet your needs and you can access all our online information resources directly from the library page on Te Matakā.

Visit your local TWoA library

Our library spaces are designed specifically for you. You'll find study areas for individual as well as group study, devices (PCs & printers) available for you to use, lounging areas where you can come and just chill. We look forward to welcoming you in YOUR library and helping you in any way we can.

You can visit our libraries at these campuses:

- › Mangere Campus, Manukau
- › Mangakōtukutuku Campus, Hamilton
- › Tauranga Moana Campus, Tauranga
- › Waiwhero Campus, Rotorua
- › Papaioea Campus, Palmerston North
- › Porirua Campus, Porirua

You can contact us by email library@twoa.ac.nz and phone 0800 355 553.

Tauira representatives

Each class needs to elect one or two of its members as a Tauira Representative. Within the first few weeks of your programme, a Tauira 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. You can share your ideas, feedback (about course content, structure, resourcing and assessments), and suggestions with the Tauira Representative. They will then forward them on to your kaiako and/or Tauira Support Advisor. The Tauira Representative also attends 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:.....

Tauira Representatives do not resolve or become involved in personal grievances or complaints. Tauira with grievances or complaints should contact their local Tauira Support Advisor for advice and assistance.

For further information about Tauira Representatives contact your local Tauira 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 also talk to your local Taura Service Advisor. 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 on page 41)

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

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 taura complaint. You can do this by completing and submitting the official taura complaints form. More information, including guidelines for making a complaint and the Complaints form can be found via our taura platform - Te Matakā.

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.

Our 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 (meeting) about the complaint, and you may appeal the outcome if you are not satisfied. You have 20 working days to submit an appeal from the date you were notified of the outcome.

The taura complaints form and information about our taura complaints process can be accessed on the TWoA website:

<https://www.twoa.ac.nz/taura-students/te-puna-manaaki-student-support/complaints-process>

For further information about the taura complaints and appeal process please contact the National Taura Services team by calling the TWoA Contact Centre 0800 355 553.

Learning experience

Kaiako and kaitiaki (tutors and assessors)

Your kaiako - or kaitiaki – 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 but we understand you may not be able to attend sometimes. Your programme will have certain attendance requirements. If you're unable to attend, please 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 Taura Service Advisor if you are struggling to attend classes.

Appointments with home based learning (HBL) kaitiaki

If you're a taura 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 355 553** 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.

Aromatawai (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 kōnae 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 kōnae 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 taura 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 reasonable consideration to your requests 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.

Home-based learning taura

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 355 553** 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 the number of reassessments a taura 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'.

Please note: 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 taura 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 taura may receive an assessment result for an item of work but the item itself may not be returned to them. Taura 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 taura.

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: <https://www.twoa.ac.nz/taura-students/te-puna-manaaki-student-support/complaints-process>

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: <https://www.twoa.ac.nz/taura-students/te-puna-manaaki-student-support/complaints-process>

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.

Course Completion

Notification of programme completion

If you've met the attendance and assessment criteria to successfully complete your programme you'll receive a formal confirmation letter from us. You should receive this letter approximately six to eight weeks after the programme finishes. If you've not received this letter, contact the contact centre **0800 355 553**.

Graduation ceremonies

After you've received your letter confirmation 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 taura 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. Taura 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

We'd love you to stay interested in and connected to TWoA. We want to keep you updated on what's happening with us and opportunities for further study. For details, please visit our website www.twoa.ac.nz



Te Wānanga o Aotearoa

Contact us:

Tatau Pounamu | Contact centre

0800 355 553

Taupārongo | IT support

0800 808 789

Te Matakā | Student portal

<https://tauirā.twoa.ac.nz>

Te Pātaka Māramatanga | Library services

www.twoa.ac.nz/library