



Te Wānanga o Aotearoa

Tikanga Ako

Version 3.0

2015

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Ngā Hononga – Related Documents

The following documents are related to Tikanga Ako:

- Tikanga Whakahaere (Te Kete Document Centre)
 - Tikanga Ako Marau (Rākaunui)
 - Strategic plan (Te Kete)
 - Te Manu – Student Handbook
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The following processes and procedure support the application of Tikanga Ako:

- Programme Review process and procedure
- Submission and Return of Assessments process and procedure
- Extensions process and procedure
- Resubmission process and procedure
- Compassionate Consideration process and procedure
- Enrolment process and procedure
- Fees process and procedure
- Refunds process and procedure
- Refunds – Exceptional Circumstances process and procedure
- Revoking a tohu process and procedure
- Reprint of tohu and academic awards process and procedure
- Graduation process and procedure
- Posthumous Awards process and procedure
- Tairā Feedback process and procedure
- Declaration of Relationship process and procedure
- Assessment Misconduct process and procedure
- Educational Appeals process and procedure
- Expectations of Behaviour process and procedure
- Pre Assessment process and procedure

Te Wānanga o Aotearoa Kaupapa

Ko te Kaupapa o Te Wānanga o Aotearoa - The Philosophy of Te Wānanga o Aotearoa

Ki te whakawhiwhi i ngā mea angitū, ā, i ngā akoranga katoa tino teitei mō ngā Māori me ngā iwi o Aotearoa me te ao
Ki te waihanga i tētahi āhuetanga hei akoranga tikanga Māori
Ki te whakawhiwhi i te mea akoranga whai kiko
Ki te tautoko, ki te whakahau, ki te arahi i ngā tauira katoa, i a rātou e aru ana i ngā whanaketanga i ngā akoranga me ngā mahi e pā ana ki a rātou
Ki te whakahau i ngā tauira katoa ki te ako kia whiwhi ai rātou i te puāwaitanga tino teitei o te māiatanga
Ki te whakahau i ōna kaimahi, kia pai ai te haere o ngā tikanga o te mahi i whakaatu mai, kia whiwhi ai rātou i te puāwaitanga tino teitei o te māiatanga

To provide holistic education opportunities of the highest quality for Māori, peoples of Aotearoa and the world
To provide a unique Māori cultural learning environment
To provide practical learning experiences
To provide support, encouragement and guidance to all learners in their pursuit of personal development, learning and employment
To encourage all learners to learn and achieve to their fullest potential
To be a good employer and encourage staff to develop personally and professionally to their fullest potential

Ngā Uara - 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, as by achieving success for tauira we achieve success as an organisation. Our values also provide an on-going cycle of evaluation and improvement that contributes to the achievement of our Kaupapa and our goals. Te Wānanga o Aotearoa defines its values as follows:

Ko Te Uaratanga o Te Wānanga o Aotearoa – Mission Statement

Ko te whakarite mātauranga e hāngai ana ki ngā wawata o tēnei whakatupuranga, ki te whakaū hoki i ngā moemoeā o ngā whakatupuranga o te ao tūroa, ki te whakatikatika kia mārama ai ki te hā o te ao tawhito

Ki te whakatō ki roto i te hinengaro tangata te mōhiotanga o ngā taonga tuku iho, tō tātou reo, tō tātou Māoritanga e pai ai tā rātou torotoro i ngā iwi o te ao i runga i te māia me te manawanui

Ki te whakamana i te pūmanawa moe ki te ako hei taumata e hīkoi whakamua i roto i te ao hou

Ki te whakatakoto tā koha e whai hua ai

Kia manawapā ano

Kia mutu tonu, he kāinga pai tēnei ao

To provide education that best fits the aspirations of this generation, enhances the dreams of future generations and prepares for understanding the essence of past generations

To equip people with knowledge of our heritage, our language, our culture so they can handle the world at large with confidence and self-determination

To empower ones potential for learning as a base for progress in the modern world

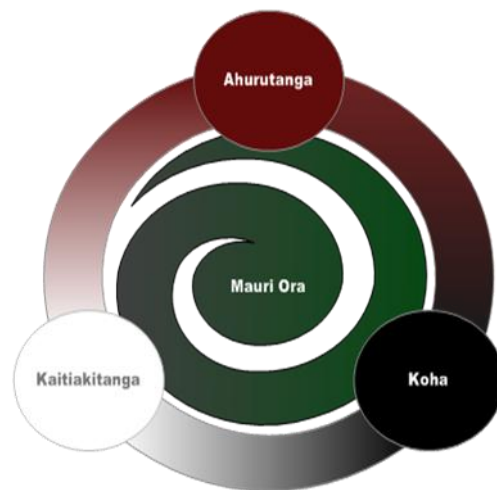
To make contributions of consequence

To care

To make our world a better place

Kaupapa Wānanga

Kaupapa Wānanga exhorts each kaimahi to strive to achieve balance (a state of mauri ora) within his/her life and working relationships. Kaimahi are also encouraged to contribute to institution-wide endeavours towards mauri ora and to achievement of this 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.

Dr Buck Nin

Strategic Attributes

Te Wānanga o Aotearoa has ten strategic attributes that were approved by Te Mana Whakahaere in 2011. These goals are in place to fulfil our Vision, Values, Mission and Kaupapa in alignment with the Government Educational Strategy and to encompass our distinctive contribution to ensure “**Whānau Transformation Through Education**”.

2030 Te Wānanga o Aotearoa Key Strategic Attribute
1. Te Wānanga o Aotearoa is steeped in te reo, tikanga and āhuatanga Māori with a worldwide reputation for creative and innovative approaches to indigenous learning and understanding.
2. Te Wānanga o Aotearoa is a current, agile and financially sustainable organisation with significant independent funds able to be used to further its mission.
3. Te Wānanga o Aotearoa has contributed to the critical thinking, learning agility, spiritual intelligence, emotional intelligence and analytical skills of tauria.
4. Te Wānanga o Aotearoa creates and uses innovative educational models to support cradle-to-cradle education.
5. Māori wellbeing has improved significantly as a result our programmes, with Māori employment rates, income levels, and health and lifestyle measures greater than the national average.
6. Māori seek out our freely-accessible Māori programmes alongside other peoples of Aotearoa who value living in a Māori culturally aware, respectful and sharing nation.
7. We are a leading edge Māori and indigenous research organisation and a recognised repository of mātauranga Māori.
8. Achievement rates amongst our tauria surpass all other tertiary institutions and our graduates are respected and sought after in the community, public and private business sectors.
9. Te Wānanga o Aotearoa respects Papatūānuku in urban and natural settings and seek opportunities to rejuvenate our environment to create a sustainable future for our tamariki and mokopuna.
10. Te Wānanga o Aotearoa has strategic relationships with iwi and other stakeholders that include equity investments in collaborative ventures resulting in positive outcomes for Māori and peoples of Aotearoa.

He Kupu Whakataki

What is Tikanga Ako?

The word tikanga has as its root, “tika” which relates to that which is correct and right. The noun “tikanga” can be explained to mean ‘the right things to do’ and/or ‘the correct way to behave’ in a given situation. Tikanga Ako then, are ngā tikanga, or protocols, that occur within the context of ako, or teaching and learning. They are designed to ensure that we are supported in doing what is right, in a manner that is correct. Tikanga Ako supports the relationship and interactions between taura and Te Wānanga o Aotearoa. These tikanga and their related kaupapa, or clauses, inform matters such as admission and entry, credit for previous study, recognition of prior learning, assessment procedures, attendance, results, compassionate consideration and graduation. Just like tikanga in any context, such as on the marae or in a waka, they exist to ensure safety and wellbeing for all.

Whakapapa: How did we get to Tikanga Ako?

Tikanga Ako is the result of much development and consultation with our whānau whānui over the years. What was once Te Whenu developed into Tikanga Mātauranga. In 2010, during further development of the content of Tikanga Mātauranga, we realised a need to ensure our languaging is aligned with our intentions and our practice. For this reason, these tikanga have become known as “Tikanga Ako.” In 2011 we also merged “Ngā Ture,” the enrolment regulations into Tikanga Ako. These tikanga ensure compliance with all relevant legislations including but not limited to the Education Act 1989 and Human Rights Act 1993.

What is the relationship between Tikanga Ako and Tikanga Ako Marau?

Tikanga Ako is the matua, or parent, of Tikanga Ako Marau (which used to be known as Programme Regulations). Individual programmes from different knowledge areas have diverse characteristics which may need different systems relating to admission, attendance and practicum etc. These are known as Tikanga Ako Marau, or Tikanga Ako which relate to specific programmes. All Tikanga Ako Marau are currently under review to ensure that they whakapapa to Tikanga Ako, and can be found in the marau, or curriculum document, for each programme.

What is the review and approval process for Tikanga Ako?

Tikanga Ako is reviewed and then approved by Te Rautiaki Mātauranga. The next full review date is February 2018. In the event of any urgent change outside of this date, Tikanga Ako will be brought back to Te Rautiaki Mātauranga for approval.

Enquiries

Any enquiries about these tikanga should be directed to the Kaitohutohu Kouna (Advisor Quality) Quality and Audit, Te Puna Mātauranga, Te Awamutu.

Ngā Tikanga Ako

These tikanga are grouped under ngā takepū kaupapa wānanga. An explanation of the placing is given under each takepū.

NOTE: all tikanga whakahaere and processes referred to can be accessed by kaimahi through Te Kete, In Te Miro, and by tauira on Student Portal.

Kaitiakitanga

These tikanga relate to our kaitiaki responsibility to welcome tauira into safe, nurturing spaces, and to help them remain tau through giving them voice. We also acknowledge our tauira as kaitiaki of their own kete mātauranga, and recognise their experience, skill, and knowledge.

1. Enrolment

- 1.1. Tauira must meet all enrolment requirements, which will include Te Wānanga o Aotearoa Terms and Conditions of Enrolment and may include conditions specified by the Ministry of Education, the Education Act 1989 and the Tertiary Education Commission.
- 1.2. Details regarding eligibility and entry criteria for programmes are set out in Te Wānanga o Aotearoa prospectus and programme specific enrolment information.
- 1.3. Tauira can only enrol in more than one programme concurrently provided the dual programme options are approved by Te Rautiaki Mātauranga.
- 1.4. All enrolments are provisional status until all eligibility requirements and entry criteria have been met and the programme is approved to start whereupon status becomes current.
- 1.5. Access to computer, library, learning resources and academic records is available to tauira with Current status.
- 1.6. Applications to enrol in programmes after the 10% of total programme duration will not be accepted.

2. Change of enrolment

- 2.1. Taura must submit a Changes to Enrolment form if they wish to change
 - Programme
 - Delivery site
 - Add or remove kōnae ako (unit/module/course)
- 2.2. Taura must meet the entry requirements of the new programme they wish to change to have this approved. This must be completed within 10% of total programme duration.

3. Re-enrolment to complete a programme

- 3.1. A taura who is yet to complete after two re-enrolments in the same programme will not be permitted to re-enrol a third time, unless approved by the Regional Academic Manager/Home Based Learning Programme Manager.
- 3.2. Previous enrolment history and outcomes will be considered when re-enrolling.

4. Recognition of prior learning

- 4.1. Te Wānanga o Aotearoa recognises that taura may have informal learning or experience and/or may have completed previous tertiary study that can be recognised within their current programme of study.
- 4.2. Recognition of Prior Learning may be attained through two options:
 - (a) **Cross Credit** is when credit holds the same value, the same code and the same title.
 - (b) **Credit Award** is when credit is based on the evaluation of equivalencies of learning outcomes.
- 4.3. One third (1/3) of the total amount of credits of the programme is the maximum that can be awarded. Recognition of Prior Learning can only be approved for complete Kōnae, Papers or Units
- 4.4. All Recognition of Prior Learning information will be kept in a secure place.

5. Education appeals

- 5.1. Taura have the right to appeal decisions made under Tikanga Ako regulations in accordance with the appeals process.

6. Compassionate consideration

- 6.1. Compassionate consideration is available to taura who, as the result of medical, bereavement or some other exceptional circumstances beyond their control:
 - (a) Are prevented from preparing, completing or attending an assessment and are unable to complete an alternative assessment.
- 6.2. Taura who wish to apply for compassionate consideration will need to complete a Compassionate Consideration Application Form and will need to:
 - (a) Supply relevant evidence with the application.
 - (b) Have completed at least 30% of the total assessable course work
 - (c) Ensure that course work completed must provide evidence of proficiency.
- 6.3. Taura granted compassionate consideration will be awarded no higher than an 'achieved' result.
- 6.4. Compassionate consideration is limited to a total of three assessments and these cannot be from the same kōnae ako (unit/module/course). A full kōnae ako may not be awarded.

- 6.5. Compassionate consideration does not apply to placement or to taura on home-based learning programmes.

7. Programme review

Te Wānanga o Aotearoa commits to continual quality improvement of our programmes through a systematic process of Review. Programme review is:

- 7.1. A collaborative approach to programme self-review and evaluation.
- 7.2. Will consist of a series of focused reviews and a cyclic formal review.
 - (a) A focused review is centred on a particular chosen area.
 - (b) A cyclic review is when Te Wānanga o Aotearoa programmes will be reviewed within three years for level 1-6 and a five year period for level 7-10.
 - (c) For focus reviews it will inform change annually.

8. Moderation

- 8.1. Moderation ensures assessments; assessment materials and procedures are valid, reliable, fair and appropriate to maintain the educational integrity of Te Wānanga o Aotearoa programmes.
- 8.2. All programmes have a moderation cycle; refer to the marau (curriculum document).

9. Taura feedback

- 9.1. Taura feedback on satisfaction with their programme and the organisation will be invited and the findings communicated.
- 9.2. The purpose of such is to monitor and enhance the quality of taura experiences and outcomes.

10. Record keeping

- 10.1. Records pertaining to taura enrolment documentation must be kept for ten years.
- 10.2. Records (electronic) pertaining to taura academic records must be kept permanently.
- 10.3. For taura who did not attend the graduation, their academic record and certificate (hard copy) must be kept at the rohe for the next twelve months. If they remain uncollected they will be destroyed after twelve months.
- 10.4. Records included in the Tutor Pack Record Keeping Resource must be kept at the rohe and will be destroyed twelve months after completion of the qualification.

11. Release of taura information

- 11.1. Te Wānanga o Aotearoa will only release taura information to a third party (excluding the agencies listed in the terms and conditions of the enrolment form) upon receipt of written consent from the taura.

12. Withdrawals from enrolment

- 12.1. Taura will be fully informed of the withdrawal process during the interview/selection process and/or induction.
- 12.2. Taura who wish to withdraw are required to complete a withdrawal form.
- 12.3. If a taura does not notify Te Wānanga o Aotearoa of their intention to withdraw or has continuous unexplained absences or no achievement progression, the withdrawal process will be initiated. For

Home Based Learning, if a taura is not contactable, the withdrawal process will be initiated.

- 12.4. The cut-off date for early withdrawals regardless of the length of programme or mode of delivery is within the period of 10% of the total number of teaching weeks.
- 12.5. Withdrawals will be recorded as follows:
- (a) Early withdrawal – (EW) where a taura withdraws within the first 10% of a programme.
 - (b) Withdrawal – (W) where a taura withdraws after the first 10% of a programme.

Mauri Ora

These tikanga support wellbeing through clarifying expectations of taura behaviour, and our kaitiaki responsibility to support those behaviours. These behaviours are guided by ngā uara and emphasise the need to be pono, true, honest, and respect the mahi, mātauranga and koha of ourselves and others. In particular mauri ora is pursued through the placing of taura in spaces that ensure safety and success for all.

13. Expectations of behaviour

- 13.1. Te Wānanga o Aotearoa has expectations of behaviour that are underpinned by Ngā Uara.
- 13.2. Behaviour that is inconsistent with Ngā Uara will be addressed.
- 13.3. Examples of inconsistent behaviour include:
- (a) Insulting, threatening or bullying any person;
 - (b) Sexual harassment;
 - (c) Wilfully disobeying reasonable directions or instructions given by a Te Wānanga o Aotearoa kaimahi;
 - (d) Being under the influence of substances (drugs and alcohol) in any situation where the taura is attending or representing Te Wānanga o Aotearoa;
 - (e) Being in possession of illegal drugs or alcohol;
 - (f) Being in possession of a weapon;
 - (g) Bribing or attempting to bribe by offering gifts or services in return for personal favour;
 - (h) Misuse of internet;
 - (i) Wilfully or recklessly damaging, defacing, removing or selling property of Te Wānanga o Aotearoa;
 - (j) Behaving in any way without reasonable cause, which brings harm to oneself or others or is likely to bring Te Wānanga o Aotearoa into disrepute.

14. Assessment misconduct

- 14.1. Assessment misconduct is dishonest practice including non-compliance with assessment instructions and plagiarism.
- 14.2. Plagiarism occurs when a taura uses someone else's ideas and work without acknowledgement of the source.

15. Police vetting

- 15.1. Te Wānanga o Aotearoa will undertake Police Vetting where required. Please refer to Tikanga Ako Marau for which programmes this applies to.
- 15.2. All Police Vetting information will be kept in a secure place.
- 15.3. The Police Vetting Committee membership will be made up of no more than 3 members. The composition must include kaiarataki and/or Practice Based Learning Co-ordinator. It must exclude the kaiako.
- 15.4. This regulation applies to all programmes with the exclusion of Taumata Raukura New Zealand Certificate in Career Preparation (Police) and (Corrections). Please refer to the Tikanga Ako marau for these programmes for further information.

Āhurutanga

These tikanga relate to ako and the practices and provisions which reflect te whakapono, our belief in our taura and their ability to achieve. These practices and provisions create safe spaces in which ako can occur and taura can be nurtured. We also acknowledge the realities of our taura, and make provision for additional space to be given when this supports mauri ora.

16. Declaration of relationship with taura

- 16.1. Where a kaiako, kaiako matua or other staff member has a close, intimate and/or exclusive relationship with a taura, that raises possible questions of conflict of interest, trust and/or confidentiality this relationship must be declared.
- 16.2. The purpose of such a declaration is to implement processes to mitigate any risks.

17. Assessment

- 17.1. Assessments may be competency or achievement based.
- 17.2. Competency or achievement based assessments consider evidence of performance, knowledge and understanding of the learning outcomes of the programme.
- 17.3. All assessments are accepted in te reo Māori and/or English (unless it is a te reo Māori assessment). Taura need to advise the Kaiako/Kaitiaki of their preferred language before the due date of the assessment. The kaiako/kaitiaki will provide an appropriate assessor/s.
- 17.4. Written advice and regulation regarding the method of assessment will be included in taura programme documentation.

18. Submission and return of assessments

- 18.1. Assessments must be presented in the required format as specified in course/programme materials and submitted by the due date.
- 18.2. Any material presented by the taura for assessment must be the work of the taura.
- 18.3. Taura will receive results of assessments within timeframes as specified in programme material. Kaiako will notify taura of the reasons for any delay in marking of assessments.
- 18.4. Kaiako/Kaitiaki may decline to mark work submitted for assessment as a result of some dishonest practice or does not comply with assessment instructions.

19. Results

19.1. The approval of final results is the responsibility of Regional Academic Committee.

19.2. For competency based assessment, results will be reported as follows:

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

19.3. Achievement based assessments for degree programmes will be reported as follows:

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

20. Extension

- 20.1. Where a taura is unable to meet the due date for assessment, they may apply for an extension.
- 20.2. Extensions may be granted for a period of no more than 10% of the programme length.
- 20.3. Where an extension is granted, the maximum result which may be awarded will be 'Achieved'.

21. Resubmission/Re-assessment provision

- 21.1. All programmes will have clear guidelines for resubmission or reassessments in the marau and taura programme information.
- 21.2. If a taura does not successfully achieve an assessment, an opportunity to resubmit the assessment or be reassessed will be provided including written feedback indicating areas for improvement.
- 21.3. Each programme will specify in the marau and/or taura programme information the number of reassessments a taura may undertake to demonstrate competency or achievement.

22. Fees

- 22.1. Tuition fees are approved annually by Te Mana Whakahaere (Council) and are published on Te Wānanga o Aotearoa website.
- 22.2. Taura must commit to making an arrangement to pay their fees within the early withdrawal period (10% of total programme duration to a maximum of 30 days).
- 22.3. Taura who has outstanding fees from the previous year will not be enrolled until all previous fees have been settled or the taura has made formal arrangements to clear the debt.
- 22.4. If no fee payment arrangement has been made in accordance with 22.2 the outstanding debt will be considered as overdue and the collection process will take effect.

23. Refunds

- 23.1. A taura is entitled to a refund for fees if:
 - (a) A programme is cancelled by Te Wānanga o Aotearoa; or
 - (b) A withdrawal form has been submitted with the early withdrawal period; or
 - (c) A taura chooses to withdraw from some kōnae ako (unit/module/course) before the early withdrawal period.
- 23.2. No application for refunds under 23.1 will be considered after the finish date of the programme.
- 23.3. If a taura is withdrawn due to an exceptional circumstance beyond their control, a refund may be considered. Taura must apply in writing and the refund must be approved by Tumuarāmātauranga.
- 23.4. Refunds for fees will be returned to the original payee.

Koha

These tikanga relate to the ways in which we affirm, recognise, and celebrate taura achievement.

24. Awards and graduation

- 24.1. An award will be granted to taura who have successfully met all the requirements of the qualification or programme.
- 24.2. Academic records will be available on approval of the graduation list.
- 24.3. The full payment of course fees and the return of any property of Te Wānanga o Aotearoa is required in order to receive the tohu (certificate).
- 24.4. Tohu (certificates) and academic records will be awarded during graduations or by specific arrangements for Home Based Learning programmes.
- 24.5. If the taura does not attend graduation the tohu (certificate) and academic records are available after graduation.
- 24.6. Where for any reason a tohu (certificate) needs to be revoked, this will be approved by Te Rautiaki Mātauranga.

25. Reprint of certificate and academic records

- 25.1. Te Wānanga o Aotearoa tohu (certificate) or academic records will be reprinted on payment of a fee.

26. Posthumous award

- 26.1. Te Wānanga o Aotearoa has the provision to award qualifications or programmes posthumously.

Papakupu

Assessment	The process of gathering and judging evidence in order to decide whether a person has achieved a standard or objective. See also competency-based assessment.1
Compassionate Consideration	A process that generates a result for assessments even though all or part of an assessment has been missed due to illness or exceptional circumstances.
Completion	The final outcome of a programme. It is a measure of whether taura succeed in meeting all the programme requirements as specified in the curriculum document.
Credit	Refers to the numerical value assigned to a kōnae ako module, unit or programme that represents the estimated time needed for a typical taura to demonstrate that all specified outcomes have been met.
Credit Award (CA)	A process when credit is based on the evaluation of equivalencies of learning outcomes.
Cross Credit (CC)	A process when credit holds the same value, the same code and the same title.
Educational Records	Educational information kept on file. Records pertaining to taura enrolment documentation must be kept for ten years. Records (electronic) pertaining to taura academic records must be kept permanently.
Enrolment	The formal approval and acceptance of a taura to study at Te Wānanga o Aotearoa after completing all the entry requirements. A taura is entitled to be included as a member of the taura body, and to have access to facilities and student support services.
Enrolment Form	Completed by a learner to enrol in a programme or course Entry Criteria The minimum educational and/or employment/ other relevant achievements required for a taura to gain entry into a programme.
Face-to-face classes	The delivery of a programme through regular contact with Kaiako.
Graduation	A ceremony that acknowledges and awards taura who have met all requirements and achievement standards of their programme of study.
Kaiako/Pouako	A teacher of a programme.
Kaiako Matua	Lead Tutor.
Marau	Curriculum documents.
NSI Number	National Student Index. A unique identifier used as a form of identification for a taura enrolled on a programme.
NZQA	New Zealand Qualifications Authority. An external quality assurance authority.

Plagiarism	Plagiarism occurs when a taura uses someone else's ideas and work without acknowledgement of the source.
Programme	A prescribed set of unit standards, kōnae ako courses or modules offered towards a qualification for which a certificate, diploma or degree may be awarded.
Qualification	Award given in recognition of the successful completion of study. For example a degree, diploma or certificate awarded by Te Rautiaki Mātauranga.
Record of Learning	An individual learner's transcript of unit/module/courses and qualifications completed.
Refunds	Return of fees from Te Wānanga o Aotearoa to the taura (or agency who have paid the fee) when the taura has been withdrawn early or granted payment for other legitimate reasons which are within the regulation on refunds.
Recognition of Prior Learning (RPL)	A process whereby a taura may be granted educational credit based on prior formal and non-formal learning and experiences.
Selection	The process by which a kaiako assesses applications to determine if applicants meet the admission criteria.
Taura	Learner applying for and enrolled in a programme leading to a qualification.
Te Mana Whakahaere	Te Mana Whakahaere (Council) is the governing body of Te Wānanga o Aotearoa, formed in accordance with Sections 168 to 195 of the Education Act 1989.
Te Wānanga o Aotearoa Tohu (Certificate)	The document awarded to taura by Te Wānanga o Aotearoa as evidence of successfully completing the requirement of a qualification or programme.
Te Rautiaki Mātauranga - Academic Board	A committee established by – Te Mana Whakahaere - Council of Te Wānanga o Aotearoa pursuant to Section 182 of the Education Act 1989 and is responsible for advising and reporting to Te Mana Whakahaere on educational matters.
Tikanga Ako Marau	Protocols which occur in the context of ako in a specific programme
Tikanga Māori	Procedures for doing things right
Tuition Fees	Fees payable by the taura in relation to the programme they are enrolled on.