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Institutions
THE UNIVERSITY OF EDUCATION

Welcoming
Communities
TE WHARANGA KI NGA HAPORI



IPU
NEW ZEALAND
TERTIARY INSTITUTE

STUDENT LIFE HANDBOOK

Your reference guide as a new student at IPU New Zealand

IPU EMERGENCY CONTACT NUMBER
(STUDENT SUPPORT/SECURITY) **0800 355 050**

UPDATED MARCH 2024

WELCOME TO



IPU

NEW ZEALAND

TERTIARY INSTITUTE



HAERE MAI!



CONTENTS

PRESIDENT'S WELCOME

The world needs people who seek new horizons well beyond their own community and country. More than ever, our world needs young men and women who understand the importance of cultural sensitivity and a global perspective. Young Kiwis (New Zealanders) are famous for their overseas explorations and experiences and pursuing opportunities on the global stage.

At IPU New Zealand, the world comes to you. In a truly international environment, students from widely-diverse international backgrounds live and study together on our park-like campus. All benefit from studying in small classes where the care and success of students is a major priority for teachers. More importantly, they experience the joys and challenges of understanding the multiple perspectives of their fellow students—and therefore, the world beyond our shores.

IPU New Zealand graduates find work locally and internationally

Our alumni work in many parts of the world, in multinational companies, NGOs, business and commerce, international relations, tourism and hospitality, as well as in education, and in areas such as language teaching.

IPU New Zealand graduates possess valuable skills

Our graduates develop the real-world skills of creative and critical thinking, problem-solving, applying ideas and strategies, working independently and proactively, and intercultural communication skills including foreign language proficiency. In addition, their interdisciplinary studies at IPU New Zealand prepare them for participation in the global world of the 21st century.

IPU New Zealand graduates benefit from international connections

There's a powerful sense of being part of a large global family at IPU New Zealand. With the many out-of-class activities and interactions with Kiwi and international peers, our students make lasting international connections and are able to pursue wide-ranging career opportunities for their futures.

IPU New Zealand will challenge and guide you towards your goal of being an active participant in the world of tomorrow. Take your first step on the road to success.

IPU New Zealand looks forward to welcoming you to our campus and institution. It's a truly unique and special campus where your learning and qualification success will be our prime focus. Come and join us!

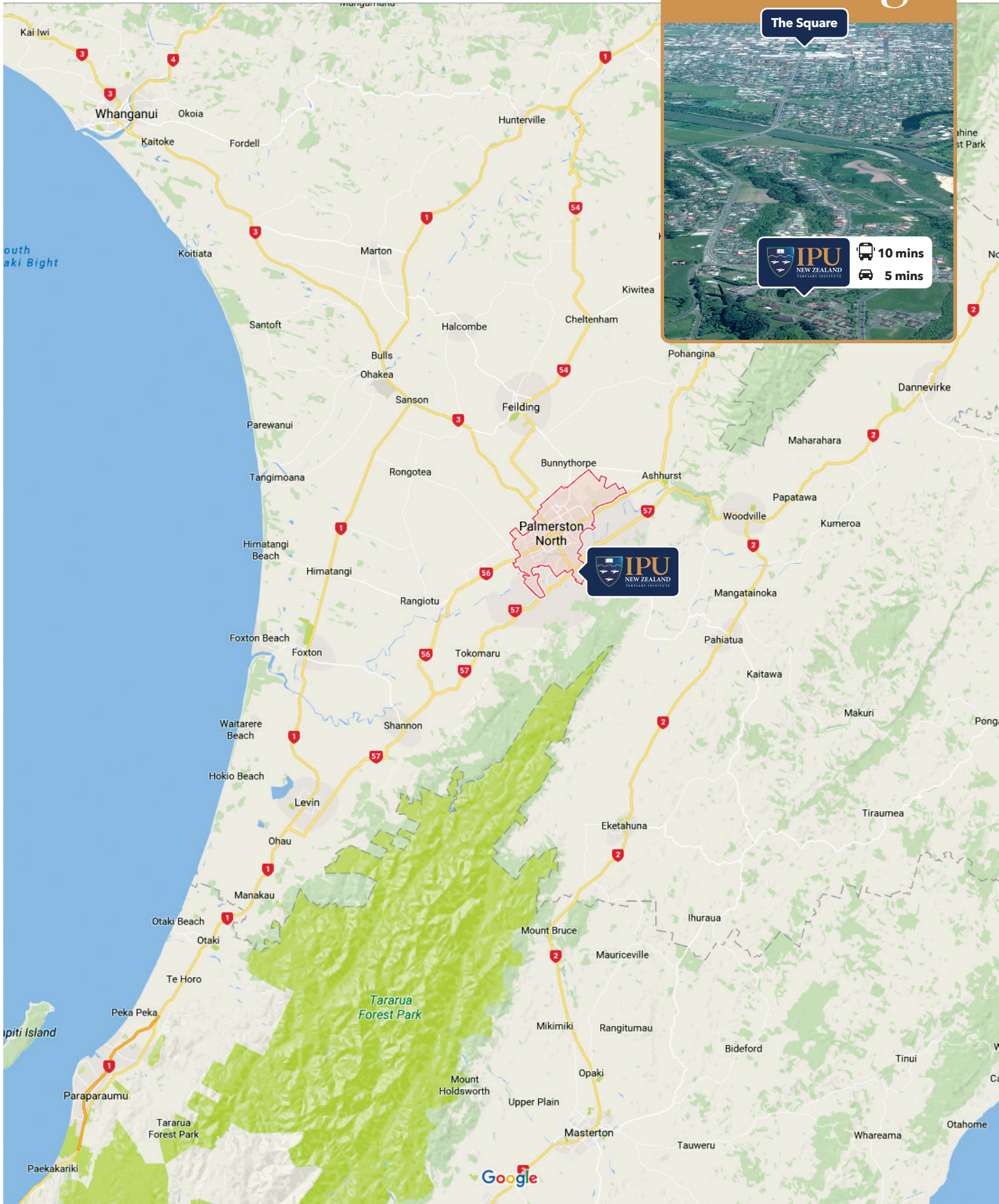
Chris Collins
President of IPU New Zealand

Palmerston North and Manawatū	2
Campus Map	4
Common New Zealand Words and Phrases	6
Academic Calendar 2024	8
Reception and Student Services	9
English Language Requirements	10
Enrolment	11
Student Visa	12
Overdue Accounts and Fee Payment Policy	13
Refund Policy	14
Assessment	15
Academic Learning Support and Career Centre	18
IT Support	19
Study Centres and Computer Lab	20
Library	21
Junior Common Room and Mail Boxes	22
Recreation Centre and KAN	23
Hall Life	24
Dining Hall	25
Health and Safety	26
Healthy Lifestyle Habits	27
Health Insurance for International Students	28
Counselling	31
Local Medical Facilities	32
Personal Safety and Campus Security	33
Harassment and Bullying	34
Community Support Services	35
Campus Rules and Regulations	36
New Zealand Law for Students	37
Regulations for Driving and Vehicles	39
Cyclist and Pedestrian Guidelines	40
Complaints Process	41
NZQA Pastoral Care Code	42
IPU New Zealand Contact Details	49



PALMERSTON NORTH AND MANAWATŪ

Just over the bridge



The Square



10 mins
5 mins



The Square

i SITE



PALMERSTON NORTH i-SITE

There are a variety of events and activities happening in Palmerston North and the Manawātū area, so make visit the i-Site Palmerston North to for more information.

The Square
Phone: 06-350 1922
email: palmerstonnorth@i-site.org



OUTDOOR ACTIVITY

The Manawātū region has a wide range of fun outdoor attractions and places to visit. Tracks, bike trails, beaches, and bush walks all wait for you.



CAFES & RESTAURANTS

Shopping and restaurant guides are available from IPU Admin or i-Site.

See www.manawatunz.co.nz/eat-drink/ for an extensive list of dining options in Palmerston North.



BUS TRAVEL

Bus travel within Palmerston North is free for students. You can find a timetable in your welcome pack or from reception.



MOVIES

There are three movie theatres in Palmerston North. The Event Cinemas is located in the Downtown Mall and screens the latest releases. Focal Point Cinema and Cafe is on Cuba Street and features a wide range of independent films and documentaries as well as the latest releases. Silky Otter Cinemas is a new addition on Main Street.

















SUMMERHILL SHOPPING

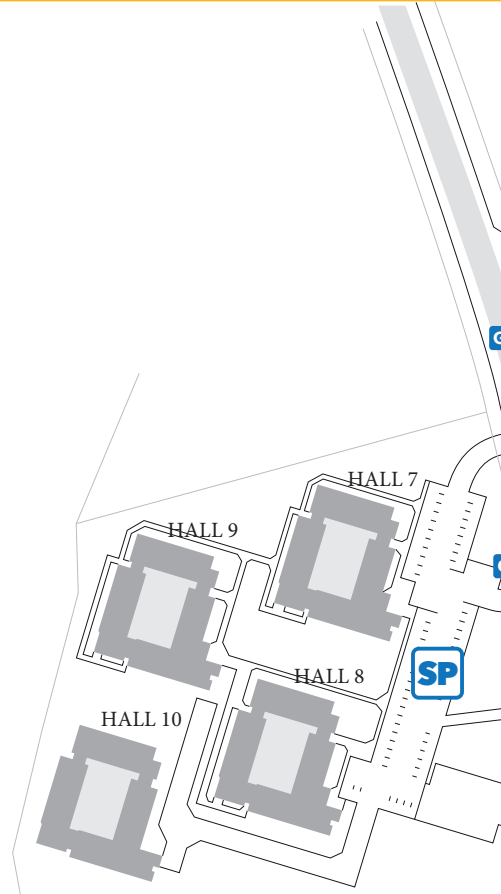
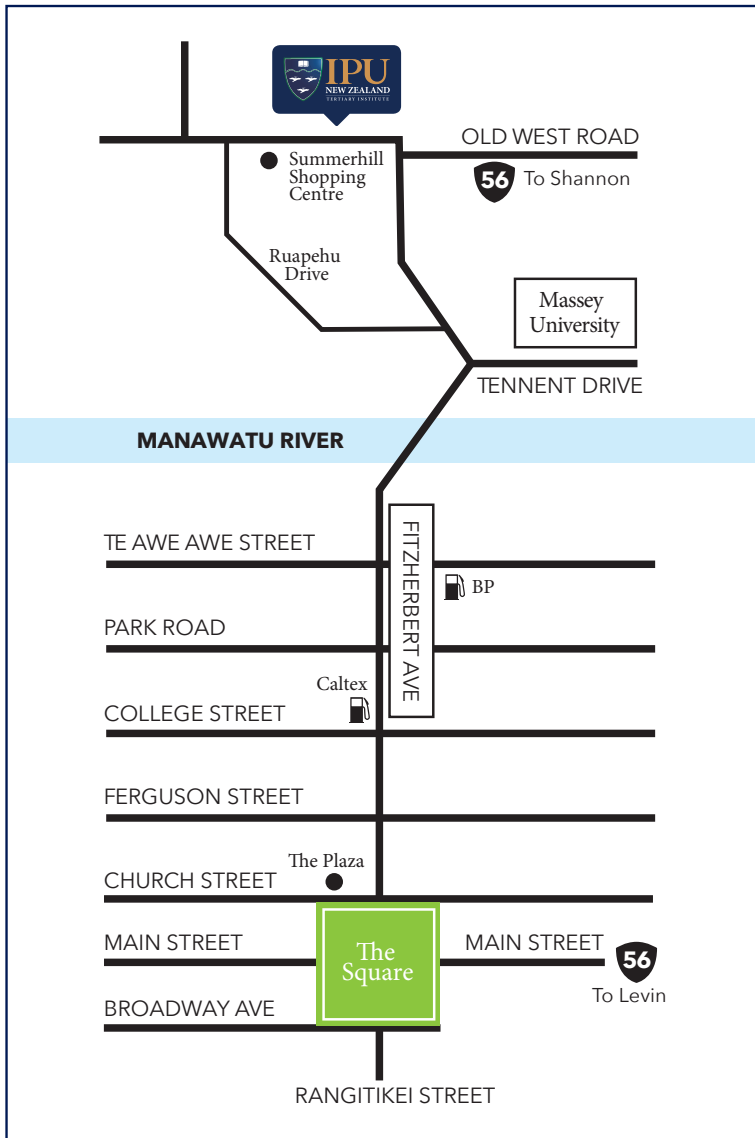
Across the road from IPU New Zealand

- New World supermarket
- Various takeaway food and restaurants
- Pharmacy (for prescriptions, medication and postal services)



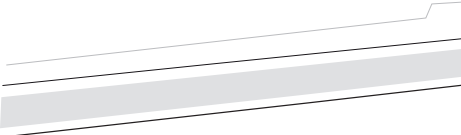
IPU NEW ZEALAND CAMPUS MAP

- | | |
|---|---|
|  ADMINISTRATION
STUDENT SUPPORT |  CAR PARK |
|  STUDENT
HEALTH CLINIC |  DISABLED CAR PARK |
|  STUDY CENTRE |  STUDENT CAR PARK |
|  AUTOMATED EXTERNAL
DEFIBRILLATOR (AED) |  BICYCLE PARK |
|  STUDENT MAIL BOXES |  RECYCLING STATION |
|  SECURITY OFFICE |  TOILETS |
|  BUS STOP |  SMOKING AREA |

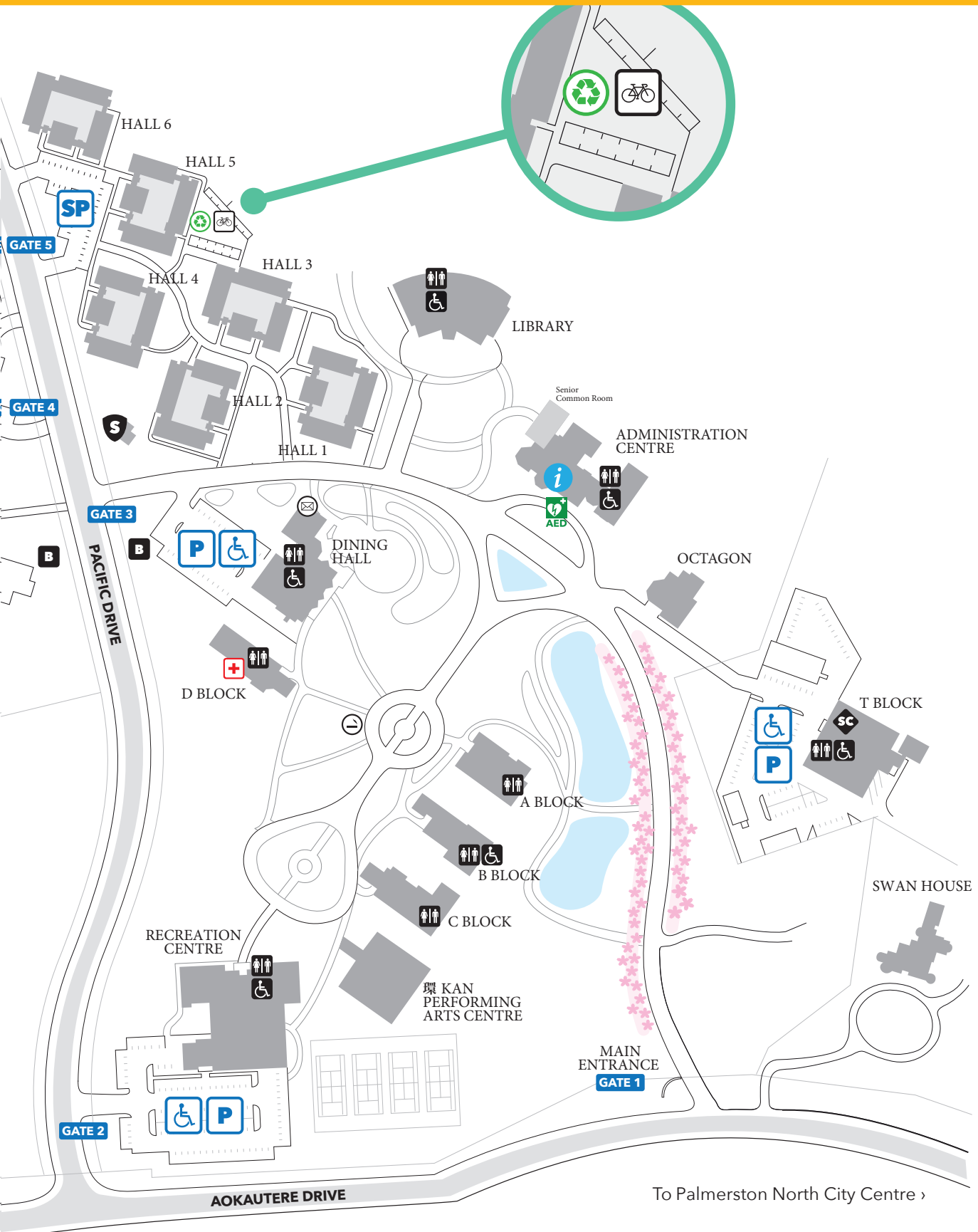


DID YOU KNOW?

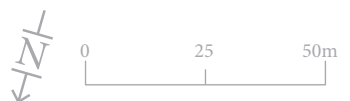
 IPU New Zealand students can ride the bus for free anywhere in Palmerston North



↳ To Ashhurst / Woodville



To Palmerston North City Centre >





COMMON NEW ZEALAND WORDS AND PHRASES

COMMON MĀORI WORDS

Here is a list of common Māori words you might hear on a day-to-day basis and what they mean.

Aotearoa	Land of the long white cloud (The Māori name for New Zealand)
Haeri mai	Come here! Welcome! (a greeting)
Haere rā	Goodbye (said to someone leaving), Farewell!
Hāngī	Earth oven to cook food with steam and heat from heated stones or geothermal activity
Hapū	Kinship group, clan, tribe, subtribe or pregnant, expectant, with child
Hongi	Formal Māori greeting. The touching of noses and sharing breath
Hui	To gather, congregate, assemble, meet
Iwi	Extended kinship group or tribe
Kai	To eat, consume, feed (oneself)
Kaiako	Teacher
Ka pai	Good
Kia ora	Hello, Cheers, Good luck, Best wishes
Mana	Prestige, authority, control, power, influence, status, spiritual power
Marae	The open area in front of the Whareniui (meeting house), where formal greetings and discussions take place. Often also used to include the complex of buildings around the Marae
Mihimihi	Speech of greeting, tribute
Pākehā	New Zealander of European descent
Rangitira	High-ranking person
Reo	Language, dialect, tongue, speech
Tamariki	Children - normally used only in the plural
Tangata Whenua	Local people, hosts, indigenous people
Tangi	Rites for the dead, funeral - shortened form of tangihanga
Taonga	Treasure, anything prized - applied to anything considered to be of value
Tēnā koe	Hello (speaking to one person), thank you
Waka	Canoe
Whare wānanga	University, place of higher learning
Whānau	Extended family, family group, a familiar term of address to a number of people
Whare	House, building, residence

COMMON NEW ZEALAND SLANG

Here is a list of some common New Zealand slang words you might encounter from your new friends and around the country.

All good(s)	OK, agreement
Awesome	Excellent, agreement, exclamation
Bach	Holiday home (also called a Crib in the South Island)
Barbie/BBQ	Barbeque, outdoor grill for cooking food, usually part of a party or gathering
Blue Moon	A rare event
Bro	Term of address for male friend
Bright spark	Used ironically to indicate a person of limited intelligence
Bring a plate	Take food to share at a party or gathering. Do not bring an empty plate
Bugger all	Very small amount or nothing
Bush	New Zealand's native forest
BYO	Bring Your Own. Referring to restaurants where you can bring your own wine to drink with your meal
Carked/Carked it	Dead, deep sleep
Cheers	A toast made before drinking with friends. Can be used to say thank you or good-bye
Chick	Term of reference for a woman
Chocka	Full
Choice	Excellent, agreement, exclamation
Chunder/chunny	To vomit
Chur	Excellent, agreement, exclamation
Clean as a whistle	Very clean. Expertly done
Clown	Idiot, stupid. Offensive
Cool	Excellent, agreement, exclamation
Crack up	Funny, hilarious. Can refer to a joke or person
Crook	Sick, unwell. Can also refer to a thief
Cuz	Shortened from cousin. Can be used to refer to friends or family
Dag	An amusing or entertaining person
Dick	Idiot, stupid. Offensive
Dogging the boys	To avoid male friends, usually to spend time with partner
Dork	A silly or uncoordinated person. Usually offensive unless close friends
Dude	Term of address for male friend
Durrie	A cigarette
Egg	A silly or uncoordinated person, usually offensive unless close friends
Far out	Excellent, exclamation
Feed	A meal

Feral	Gone bad, unkempt	No worries	Agreement. Used to indicate something is not a problem or imposition
Flat	A shared housing residence	On to it	Excellent, agreement, the best
Flat out	Top speed, fast	Pack a sad	To sulk
Fulla	Referring to a male	Paddock	A farm field. Sport field
Fully	Agreement	Paint the town red	To have a big night out
G'day/Giddy	Hello. Casual greeting	Patu	Broken, bad quality
Gnarly	Excellent, agreement	Piece of piss	Very easy, simple
Good as gold	Excellent, The best a thing can be	Pike out	To avoid a social engagement
Greenie	Conservationist	Piss(ed)	Alcohol. Drinking. To be drunk
Grouse	Excellent, exclamation. Conversely can also be used as describe complaining	Pop In/Over	To visit a friend, usually a short visit
Gumboots	Waterproof rubber boots	Potluck	A gathering or party where guests bring food to share communally
Gutted	Upset, depressed	Prezzy	A gift. Shortened from present
Hassle	To irritate or annoy	Pub	A public bar
Hard case	An amusing or entertaining person, usually someone who is a troublemaker or mischievous	Rapt	Very pleased, Ecstatic
Hard graft	Hard work, effort	Rellie	A relation, person in your extended family
Hard out	To work at maximum speed or put in maximum effort. Agreement	She'll be right	Things will work out well
Head over heels	Referring to a person who is infatuated with another	Shout	To pay for food or drinks for friends
Heaps	A large amount	Skite	To boast, show off
Hook up	To meet with people. A short-term relationship	Skull	To drink a large amount quickly, usually alcohol
Hoon	To drive fast. A person who drives recklessly	Smoko	Coffee break
Hunnit(s)/Hundy	To work at maximum speed or put in maximum effort. Agreement. Also means a hundred	Snowed under	To be overwhelmed with work or responsibilities
Jandals	Rubber thongs, footwear	Spud	Potato. A stupid person
Joker	Term of reference for a man	Squiz	To have a closer look. Have a turn with an object
Keen	Enthusiatic, excited	Sticks	Remote area. Rural part of country
Kiwi	New Zealand's iconic native bird. A New Zealander	Stinge/Stingy	To be frugal with money
Lolly	Sweet, Confectionery	Stink	Bad, unpleasant
Mate	Term of address for a friend, usually male	Stoked	Very pleased, Ecstatic
Mean	Excellent, agreement, exclamation	Sweet	Excellent, agreement, exclamation
Mission	An outing or trip, usually with friends	Taking the piss	To make fun of, joke with. Usually with friends
Mongrel	A bad person. Offensive	Too much	Excellent, agreement, exclamation
Mullet	A hairstyle where hair on top is short with long hair at the back	Tu meke	Excellent, agreement, exclamation
Munted	Hurt, injured, hungover, sick	Wop wops	Remote area. Rural part of country
Nah yeah	To seem reluctant but agree	Yarn	A story, conversation
Nerd	A person considered to be socially awkward, boring. Usually offensive unless close friends	Yeah, nah	To be enthusiastic but still decline
Nifty	Good, agreement		



You can add 'as' to the end of exclamation words to add extra emphasis. ie. 'Stink as' and 'Keen as'

IPU NEW ZEALAND ACADEMIC CALENDAR 2024

Statutory Holidays	Institute Events	Date	Degree & Postgraduate	NZCEL Certificate
		Feb 26 →	Week 7	Week 7
		Mar 04 →	Week 8	Week 8
		Mar 11 →	Holiday	Holiday
		Mar 18 →	Holiday	Holiday
March 29 Good Friday	March 26 Orientation, Mihi Whakatau (Pōwhiri)	Mar 25 →	Holiday	Holiday
SEMESTER ONE 2024				
April 01 Easter Monday		Apr 01 →	Start - MCIS, PDCIS, BCIS, GDCIS	Week 1 Start - NZCEL 2, 3, 4, 5
		Apr 08 →	Week 2	Week 2
		Apr 15 →	Week 3	Week 3
April 25 ANZAC Day (observed)	April 24 Academic Excellence	Apr 22 →	Week 4	Week 4
		Apr 29 →	Week 5	Week 5
		May 06 →	Week 6	Week 6
		May 13 →	Week 7	Week 7
		May 20 →	Week 8	Week 8
	May 29 Orientation	May 27 →	Break	Break
June 03 King's Birthday		Jun 03 →	Week 9	Week 9 Start - NZCEL 2, 3, 4
		Jun 10 →	Week 10	Week 10
		Jun 17 →	Week 11	Week 11
June 28 Matariki		Jun 24 →	Week 12	Week 12
		Jul 01 →	Week 13	Week 13
		Jul 08 →	Week 14	Week 14
		Jul 15 →	Week 15	Week 15 End - NZCEL 5
		Jul 22 →	Holiday	Week 16
		Jul 29 →	Holiday	Holiday
	August 07 Orientation, Mihi Whakatau (Pōwhiri)	Aug 05 →	Holiday	Holiday
SEMESTER TWO 2024				
		Aug 12 →	Start - MCIS, PDCIS, BCIS, GDCIS	Start - NZCEL 2, 3, 4, 5
		Aug 19 →	Week 2	Week 2
	August 28 Academic Excellence	Aug 26 →	Week 3	Week 3
		Sep 02 →	Week 4	Week 4
		Sep 09 →	Week 5	Week 5
	September 21 International Spring Festival	Sep 16 →	Week 6	Week 6
		Sep 23 →	Week 7	Week 7
		Sep 30 →	Week 8	Week 8
October 07 Institute Holiday	October 09 Orientation	Oct 07 →	Break	Break
		Oct 14 →	Week 9	Week 9 Start - NZCEL 2, 3, 4
		Oct 21 →	Week 10	Week 10
October 28 Labour Day		Oct 28 →	Week 11	Week 11
		Nov 04 →	Week 12	Week 12
		Nov 11 →	Week 13	Week 13
		Nov 18 →	Week 14	Week 14
		Nov 25 →	Week 15	Week 15 End - NZCEL 5
		Dec 02 →	Holiday	Week 16
	December 13 Graduation	Dec 09 →	Holiday, Graduation	Holiday
		Dec 16 →	Holiday	Holiday
December 25 Christmas Day & December 26 Boxing Day	Closedown - December 23 2023 to January 02 2024	Dec 23 →	Holiday	Holiday
January 01, 02 New Year's Day Holiday	Institute Holiday - December 27, 30, 31 and January 03	Dec 30 →	Holiday	Holiday
	January 08 Orientation	Jan 06 →	Holiday	Holiday
SUMMER TERM				
		Jan 13 →	Start - MCIS, PDCIS, BCIS, GDCIS	Start - NZCEL 2, 3, 4
January 20 Wellington Anniversary		Jan 20 →	Week 2	Week 2
		Jan 27 →	Week 3	Week 3
February 06 Waitangi Day		Feb 03 →	Week 4	Week 4
		Feb 10 →	Week 5	Week 5
		Feb 17 →	Week 6	Week 6
		Feb 24 →	Week 7	Week 7
		Mar 03 →	Week 8	Week 8
		Mar 10 →	Holiday	Holiday
		Mar 17 →	Holiday	Holiday
	March 26 Orientation, Powhiri	Mar 24 →	Holiday	Holiday



RECEPTION AND STUDENT SUPPORT SERVICES



COUNTER HOURS

Mon - Fri: 8.30am to 5.00pm

(No EFTPOS or cash payments after 4.45pm)

SERVICES

- TOEIC applications
- Any payment to IPU New Zealand
- Safety deposit boxes
- ID card replacement - *fee applies*
- Key replacement - *fee applies*
- Official documents - *fee applies*
- Visa / Passport related matters (ask for Academic Registry)
- Car parking permits / registration
- Update your personal contact details, phone numbers and addresses
- Accommodation change request
- Purchase Breakfast, Lunch and Dinner tickets (off-campus students)
- Lost and found
- Parcel pick-up
- IT support
- Paper Cut printing account top-up
- Hand in assignments

PARCELS

Ask your family and friends to write your student ID number as well as your full name when they send you mail/parcel(s). We will send you an email when a parcel arrives. Please come and pick it up at the Student Services Counter in the Administration Building with your ID card.

Please note: Normal mail will be delivered to your mailbox outside the Junior Common Room.

SAFETY DEPOSIT BOX

- The Institute strongly recommends that you use a safety deposit box for personal valuables such as cash and passports to avoid theft and loss. Please come to the Student Counter in the Administration building to apply.
- You can access your safety deposit box during normal office hours.
- You are responsible for checking and clearing the box upon leaving IPU New Zealand.

STUDENT SUPPORT

Inspire Positive Change

Student Support oversees many different areas to ensure students have a quality experience at IPU New Zealand. Our multicultural team assists you from your arrival in Palmerston North, helping you to settle into life at IPU New Zealand, and continues supporting you throughout your studies, to when you graduate. The team ensures your student life is enjoyable and fulfilling, they are there to support you with anything you need.

The Student Support slogan of *Inspire Positive Change* reflects the team spirit of passion to care, and a positive attitude towards you.

SUPPORTING OUR STUDENTS:

- Study
- Recreation
- Accommodation
- Health and Wellness
- Careers
- Events
- Opportunities – both off and on campus
- Complaints
- Connecting to services you need

STUDENT SUPPORT TEAM

If you need to contact this team email studentsupport@ipu.ac.nz or call the student support hotline on extension 744.



ENGLISH LANGUAGE REQUIREMENTS

Students of IPU New Zealand who wish to progress to a higher level programme must meet the following English language requirements:

1. Have completed previous studies in English medium in New Zealand, Australia, Canada, The Republic of Ireland, South Africa, the United Kingdom or the United States of America. Specific regulations apply. See 4.2.4.1 of Academic Handbook for details.
- or
2. Have provided evidence of minimum English language requirements via:

NZQF Level	Programme	NZCEL	IELTS (Academic)	PToE (Academic)	TOEFL (pbT)*	TOEFL (iBT)	
9	Master of Contemporary International Studies	Level 5 (Academic)	6.5 with no band score lower than 6.0	58 with no band score lower than 50	590 (with an essay score of 5.5 TWE)	79 (writing score of 21)	
8	Postgraduate Diploma of Contemporary International Studies						
7	Graduate Diploma of Contemporary International Studies	Level 4 (Academic)	6.0 with no band score lower than 5.5	50 with no band score lower than 42	550 (with an essay score of 5 TWE)	60 (writing score of 18)	
7	Bachelor of Contemporary International Studies						
5	English Language Studies (Level 5)						
4	English Language Studies	Level 4	Level 3	42	530 (with an essay score of 4.5 TWE)	46 (writing score of 14)	
3		Level 3	Level 2				
2		Level 2	Level 1	3.5 with no band lower than 3.0			
1		Level 1		2.5			

Official English language test scores must have been achieved within the two-year period prior to the expected entry date to the programme.

IELTS scores used must be taken from a single IELTS Test Report Form (i.e. combining scores from more than one test is not permissible).

*TOEFL pBT only where the test was carried out prior to October 2019

For entry to degree level studies, the following will also be accepted:

Malaysian SPM/SPTM: C Grade in SPM English 1119 or in SPTM English

Australian Secondary School: ATAR rank of 74 or above; or OP rank of 12 or below



ENROLMENT

FULL-TIME AND PART-TIME ENROLMENT

An international student needs to be studying **full-time** to be eligible for a degree student visa, i.e. enrolment in **three papers (45 credits) or more in each of Semester One and Two, and totalling eight papers (120 credits) or more per academic year.** For Diploma and Certificate programmes, an international student must be in class at least 20 hours per week. Enrolment in Summer Term is optional **unless** the student is in the Postgraduate Diploma of International Studies or partway through an English Studies Programme.

A student is only allowed to study **part-time** on a student visa if the student is in the **final term** of a programme of study.

Students accessing StudyLink must enrol in at least 7 papers per year to be eligible. Anything less will require sign-off by StudyLink and Academic Registry.

WITHDRAWAL FROM PAPERS

To withdraw from a paper a student must complete an Enrolment Change Form.

If an active student withdraws from a paper by the end of the second week of a semester, the withdrawn paper will not be shown on the student's Official Transcript, nor will the withdrawn paper be counted as part of the allotted eight papers for that academic year. There will be no charge for this withdrawn paper.

If an active student withdraws from a paper between the beginning of the third week and the end of sixth week of a semester, or during the third week of an eight-week term, the withdrawn paper will be shown on the student's Official Transcript. This withdrawn paper will be counted as part of the eight papers allotted for that academic year. Therefore, the student will be charged for this paper. However, there will be no academic penalty (W).

Students who withdraw between the beginning of the seventh week and the end of the twelfth week of a semester, or between the beginning of week four and the end of week six of an eight-week term will receive a fail grade F(W) on their Official Transcript. Students will be charged for this paper.

After this time, students cannot withdraw, and will receive the grade earned based on the work submitted.

Withdrawal from papers time limits:

15-16 Week Semester	Paper Withdrawal Allowed	Paper Addition Allowed	Shown on Official Transcript	Withdrawn Paper Charged
Week 1	Yes	Yes	No	No
Week 2	Yes	No	No	No
Week 3-6	Yes	No	Yes (W)	Yes
Week 7-Week 12	Yes	No	Yes F(W)	Yes
Week 13 – Semester end	No	No	Yes	Yes
8 Week Term	Paper Withdrawal Allowed	Paper Addition Allowed	Shown on Official Transcript	Withdrawn Paper Charged
Week 1	Yes	Yes	No	No
Week 2	Yes	No	No	No
Week 3	Yes	No	Yes (W)	Yes
Week 4 - 6	Yes	No	Yes F(W)	Yes
Week 7 – Term end	No	No	Yes	Yes

LATE ENROLMENT

Existing students need to complete enrolment by the given deadline. Any late enrolment incurs a **penalty of \$50.**

VARIATION OF ENROLMENT

Papers chosen by a student at enrolment are considered to be final: changes and/or additions will be permitted but they must be approved by the Head of School and lodged with the Academic Registry **by the end of the first week of the term.**

CONTINUED FAILURE OF A PAPER

A student who has failed the same paper **three times** will not be allowed to enrol in that paper for the **fourth time.** As a consequence, if this failed paper is a compulsory paper, the students will have to change their programme of study or be unable to complete their qualification.

AUDITING OF PAPERS

Auditing of papers (attending class sessions of a paper without formal enrolment or receipt of credit) is not allowed. In exceptional circumstances, the Academic Board may approve a student to attend specific class sessions for the purpose of familiarisation with the general content, mode of presentation and language level on a case-by-case basis where other means of advising a student on a paper are not deemed to be feasible.

ATTENDANCE

Each student is required to attend **all** scheduled classes. Arriving in class after it begins is not acceptable. **Lateness is the same as an absence.**

Students must ensure that they are able to return in time for the first day of class each term as well as official activities at the beginning of the Academic Year. It is important to book flights well ahead of time. Inability to book a seat on a flight to Palmerston North is **not** an acceptable excuse for missing the beginning of a term.

If you know you are going to be absent, it is courtesy to let your lecturer know.



STUDENT VISA

International students must have a valid visa at all times. It is a student's responsibility to ensure a visa is renewed on time, every time.

REQUIREMENTS FOR STUDENT VISA RENEWAL

1. IPU New Zealand expects International students to maintain their attendance rate of 90% or higher in each and every paper, preferably making it close to 100%, and pass all the enrolled papers. Failing these criteria may result in loss of student visas and discontinuation of studies.
2. In order to reflect its international nature, IPU New Zealand encourages New Zealand students who do not need student visas to meet the same requirements as below. New Zealand students who receive any financial assistance from StudyLink must also be aware that failing grades will be detrimental to their receipt of funds.

CHANGING PROGRAMME OF STUDY

If you are changing programmes, you need to apply for Variation of Conditions of your visa. You cannot attend classes in your new programme until your Variation of Conditions is approved by Immigration New Zealand.

PASSPORT RENEWAL & VISA TRANSFER

If you need to renew your passport, please contact the embassy of your home country in New Zealand. You also need to transfer your student visa into your new passport. Make sure you renew your passport with enough time to spare.

	IPU New Zealand's expectations	Immigration NZ's requirements (Conditions of student visa)
Attendance	<p>Maintain 90% or higher in each and every enrolled paper.</p> <p>Note: If you are enrolled in any papers of the Diploma of International Studies Programme, attendance below 80% automatically means a failing grade in that paper.</p>	<p>"Attend the course of study at all times as required, at the place of study endorsed on the visa, unless there are genuine reasons for absences" (E.20 c)</p> <p>Note: Attendance at all times means "100%" attendance.</p>
Final grades	<p>Attain passing grades in half or more of your enrolled papers for the period that your current student visa was issued for.</p> <p>Note: If you breach the above condition, no offer of place will be issued. The offer is the document you must submit with your student visa application.</p>	<p>"Make satisfactory progress in the course of study, which is primarily determined by the education provider offering the course, and assessed against its academic progress policies" (E.20 d)</p>
Other requirements	<p>No breach of IPU New Zealand's rules and regulations.</p>	<ul style="list-style-type: none"> • Be physically and mentally healthy. • If you have been given work rights you can not work more than 20 hours per week during term time. • Do not commit any legal offences. <p>"A student visa holder who breaches any of the conditions of their visa (in particular those relating to attendance, employment, and living with their legal guardian) may become liable for deportation" (U7.10)</p>

Deadline for a new visa application to IPU New Zealand is four weeks before your current visa expires. Start preparing documents two to three months before your current visa expires.



OVERDUE ACCOUNTS AND FEE PAYMENT POLICY



IMPORTANT NOTES PLEASE READ CAREFULLY:

- Students are allowed to check-out/ move off campus before the start of holiday period by Monday afternoon at latest. In case of later departure, students will be charged for a full week rent fee.
- Students are allowed to check-in/ arrive on campus after the end of holiday period on Sunday afternoon. In case of prior arrival, students will be charged for a full week rent fee.

DOMESTIC STUDENTS

- All course-related costs, bond, tuition, and facility fees are billed in advance and are payable before the start of term.
- Students are invoiced for a full term's accommodation fees, in advance, and according to Academic Calendar for Semester 1, Semester 2 and Summer term separately (including mid-term breaks).
- Accommodation fees must be paid weekly in advance.
- Students may not attend classes or be allowed to move onto campus unless all fees are paid. Confirmation of payment must be obtained from the finance office before the student is allowed to move into the halls of residence.
- Students must be advised of the importance of applying to StudyLink in time to have their student loan arranged before the due date of the fees.
- Students will not be charged for holiday weeks if they are away during holiday break periods, and where a Travel Plan form and room key have been submitted. Irrespective of their departure or arrival date, all students are required to pay the full term's accommodation fees specified.
- If a domestic student chooses to stay on campus during holidays*, the student will be charged for the whole period, unless a Travel Plan Form and key is received. Without a travel plan form no refund will be considered.

* Holidays: between Semester 1 and Semester 2; between Semester 2 and Summer Term; between Summer Term and Semester 1; between Semester 2 and Semester 1 (if a student is not studying over summer)

INTERNATIONAL STUDENTS

At a minimum the following fees must be paid before a certificate of admission, or letter for visa will be issued:

Tuition	100%
Facility Fees	100%
Insurance	100%
Accommodation	50%
Bond & Maintenance fee	100% (before beginning Year One)

INTERNATIONAL STUDENTS ACCOMODATION FEES PAYMENT PLANS

- All payment plans must be approved by the Finance Manager and Assistant to the Board of Trustees.
- All payment plans are payable in advance, and will have a maximum of two (2) payments. The second payment must be made before the start of the following term of study.
- Failure to adhere to the terms of the payment plan will result in the payment plan being voided, and full payment of the fees will be required immediately.
- A payment plan application form must be filled in by the student or their parents, accompanied by a letter from the parents, and submitted for approval one month BEFORE the term begins. No student will be allowed to begin classes each term unless all fees are paid or an approved payment is in place.
- The student must be advised that the letter from IPU New Zealand to Immigration New Zealand (INZ) for their visa will only state the period they have actually paid for in advance. The cost of extra visa applications will be borne by the student. Letters to INZ will not be written until the payment has been received.

OVERDUE OUTSTANDING FEES

- The non-payment of fees may result in unwanted consequences to students, as stated in the Academic Handbook, Clause 7.3.
- Students who have overdue debts will be advised that the following procedures will be enforced, unless they have made special payment arrangements with IPU New Zealand.
- If the payment of any invoice is not completed by the term start date, the student's enrolment will not be processed and the student will not be able to start class. Residential students will be asked to leave campus. International students will not be able to renew their visa.
- The student is warned that any further delay in payment will result in expulsion from the Institute.
- After eight weeks, students who have not responded to their second reminder will receive a final notice and will be advised that they are now expelled from IPU New Zealand. They will be referred to a debt collection agency for collection of any outstanding fees. Any costs incurred will be charged to the student.
- Once the overdue debts are cleared, the student will be allowed to return to IPU New Zealand.



REFUND POLICY

IPU New Zealand's Student Refund Policy complies with the 1989 Education Act, the 2012 Gazette notice on Refund Requirements for International Students, and the NZQA Student Fees Protection rules.

STUDENT FEE PROTECTION POLICY

Sufficient funds are held to cover the refund due as per IPU New Zealand's Refund Policy for withdrawals and in the case of insolvency, cancellation of registration by NZQA and/or loss of accreditation or approval. Funds are held in the Soshi Gakuen Student Trust with Fitzherbert Rowe Lawyers, Palmerston North under the Trustee John Freebairn.

In the case of school or course closure, the Academic Registry will contact students. Where this is not possible, students are asked to make contact with NZQA.

DOMESTIC STUDENTS

Where a domestic student notifies IPU New Zealand of their intention to withdraw:

Before course starts	Full refund	
	Within ten working days of course start date:	After ten working days of course start date:
Tuition		No refund
Accommodation	Full refund of paid fees, less 10%	Pro-rata refund of any unused portion
SSF		Pro-rata refund of any unused portion

INTERNATIONAL STUDENTS

Where an international student notifies IPU New Zealand of their intention to withdraw:

Before course starts	Where the Offer of Place has been accepted, full refund less 10% of paid fees	
	Within ten working days of course start date:	After ten working days of course start date:
Tuition		No refund
Accommodation		Pro-rata refund of any unused portion
Facility	Full refund of paid fees, less up to 25%	Pro-rata refund of any unused portion
Textbooks		Pro-rata refund of any unused portion
Other		No refund

BOND

Students must arrange for a room inspection and submit a refund form at the time they move off-campus. Where no refund request has been received within two months of a student graduating, withdrawing, or moving off campus, that student's bond will become property of the Institute. Bond will not be refunded for leave of absence students.

DATE OF REFUND

Within five working days, where student has given full notification of withdrawal. Allow 28 working days for all other cases, eg. overpayment, bond.

DEFINITIONS

"Paid fees" includes any tuition, facility, compulsory student services fee, accommodation, textbook, application/enrolment, resource, examination, and orientation fees paid by student before withdrawal.

"Tuition fees" refers to the amount paid for one year's full-time study (from the point of entry)

"Full notification" refers to the submission of all paperwork required by IPU New Zealand as part of the withdrawal process.

"Course start date" refers to the date the term starts in the individual student's academic year, eg. Term 1 start date for an April entry student.

"Date of withdrawal" will be taken as the date upon which full notification was received or the final date of class attended or the date upon which the student checked out of their on-campus room (whichever is the later).

"Pro-rata refund" refers to a partial refund for the portion of time paid for that remains after the withdrawal date. Facility fees calculated by term, accommodation calculated by month, for example:

- If an international student moves out by 5th of the month, there is no charge for the new month. Otherwise if they move out after 5th of the month, there will be full charge for the new month.
- Domestic students are charged weekly.

ASSESSMENT

4.7.1 PROCEDURES

Teaching and the assessment of learning outcomes for students are central activities in an academic institution. In practice, the two are closely intertwined. The stakeholders in the process, the students, lecturers, and the Institute all have an interest in the outcomes of the assessment process. Students expect that assessments of their work will accurately reflect what they know, what they can do and their level of performance in what they can do. Lecturers have a similar interest and in addition, an interest in the outcomes of their teaching. Assessment outcomes can be useful in the comparative appraisal of teaching methodologies. The Institute has two particular interests in the assessment of learning outcomes for students. The first is in students being successful in their studies. The second interest is in the assessment processes. The Institute's credibility and academic standing are, in part, dependent on its assessment processes being valid and accurate.

4.7.1.1 SETTING ASSESSMENTS

- Assessment procedures will aim to assess learning in a variety of ways that are appropriate to the course content. These procedures may include short tests, assignments, practical tests, presentations, tutorial discussions, field-trip reports, portfolio presentations and examinations. Paper outlines will include a section indicating the assessment procedures to be used and the weighting to be attached to each mode of assessment.
- Assessment materials will reflect relevant and current legislation, standards, regulations and acknowledged good industry/business practices.
- All postgraduate papers will include an oral component, which must be passed.
- For degree papers, a component of assessment for "participation" will be considered acceptable where appropriate. In this context "participation" is not seen as being the same as "attendance". "Participation" implies an interactive dynamic – with others in the class or with the lecturer. It implies involvement. A subjective assessment for "participation" of up to 10% of final course marks is considered to be a valid component of assessment.
- For the Level 4 Business Studies (Small Business) programme, Level 5 Tourism and Travel Studies programme, and Level 5 Business Studies (Project Management) programme, assessment is focused on the stated learning outcomes of the paper. Staff will develop marking schedules consistent with the outcome levels of the paper. The schedules will ensure that fairness, validity, consistency and appropriateness are maintained throughout the assessment methodology. Students are expected to attain the levels of skills and competencies in these schedules. All assessment is internal, and there is no final examination for a paper.

4.7.1.2 GRADE CONFIRMATION

- Heads of Schools will report final assessment outcomes for students to the Academic Moderation Committee for review.
- The Academic Moderation Committee will either recommend confirmation of final assessment to the Academic Board, or refer assessment results back to the school of origin for review.
- The Academic Board will report approved results to the Academic Registry.
- The Academic Registry will enter approved results into individual academic transcripts and into reports on student progress.
- Lecturers will save accurate records of all student assessment materials to a central electronic file. This includes assessments set, student work, and outcomes. Records will be kept for two years following the assessments.

Moderation Committee

The Moderation Committee will maintain a supervisory role in relation to assessment and student progress. In doing so it will:

- Consider the results of students by courses
- Review the marking systems used in assessing students' work
- Discuss trends evidenced in statistical treatment of results
- Consider comment from external moderators of examinations
- Seek reconsideration of particular results where necessary
- Where necessary, make recommendations to the President and Academic Board for changes to the assessment.

Academic Board

The Academic Board, in performing its role of assessment confirmation, will, from time to time, make such recommendations to the President as it considers appropriate regarding policy change in relation to examinations. Results approved by the Academic Board will be the basis for reporting on individual student's progress. Schools will ensure that standards of academic quality of courses will first be moderated by the school's own internal processes and second by the Academic Board itself. The Academic Board will seek to be assured that course content is appropriate, that courses are rigorously taught and that assessment of student work is valid, accurate and comparable to those outside the Institute. The Moderation Committee is also expected to exert an influence over quality assurance in relation to courses and teaching methodologies. The Moderation Committee will communicate substantive matters raised by academic staff in their review to the Academic Board.

Procedure for awarding a restricted pass

A Restricted Pass may be awarded upon the recommendation of the lecturer and the Head of School of the programme within which a paper is offered, if a student has earned an overall assessment from 45 to 49. The total number of papers allowed for consideration of restricted pass status within a given programme is as follows:

Restricted passes allowed

Programme	Number of Restricted Pass/Passes
Master of Contemporary International Studies (MCIS)	1
Postgraduate Diploma of Contemporary International Studies (PDCIS)	1
Graduate Diploma of Contemporary International Studies (GDCIS)	1
Bachelor of Contemporary International Studies (BCIS)	3
Diploma of International Studies (DIS)	4
Diploma of Japanese Studies (DJAST)	1

Any variation to this procedure for awarding a restricted pass will be at the discretion of the Head of School and approval of the Academic Board.



ASSESSMENT

4.8.1.3 GRADE REVIEWS

The need for a mechanism whereby a student may seek to have a grade reviewed and/or to appeal a grade is recognised. There are a number of circumstances in which a student may seek amendment to, or reassessment of a grade. Those various circumstances are covered by the following provisions.

Procedure for award and amendment of incomplete work

Students who, for reasons beyond their control in the judgement of both their course controller and the Head of School within which a paper is offered, cannot complete a paper in a given term, may be awarded a grade of In Progress (K). Upon the recommendation of the course controller and the Head of School within which a paper is offered, the Academic Registry will indicate this grade in lieu of other assessment. Students in a degree internship paper may be allowed up to one year to complete the paper. In all other cases, the student must complete any and all outstanding requirements of the paper during the semester immediately following its award. Upon notification of completion by the Head of School within which a paper is offered, the Academic Registry will remove the In Progress and replace it with the resulting earned grade. If the In Progress is not superseded by the end of the semester, or within 12 months for degree internship papers, it will be replaced with a grade denoting failure (a D or E as appropriate).

Procedure for recording of grades for papers repeated

A paper that has been completed may be repeated by a student in a subsequent term upon approval of the Head of School within which a paper is offered. A paper may be taken a maximum of three times whether passed or failed. The assessment earned for the subsequent repeat of a paper will be recorded, along with that given earlier, on the student's official transcript; however, only the higher mark will be considered for the purpose of satisfying graduation requirements for diplomas or degree. All assessments comprising a student's academic record except those of In Progress (K), Pass (P) or Fail (F) status will be used in calculating cumulative and overall grade point standing.

Procedure for removal of grades from the official Academic Record

A grade or assessment given a student for a paper that has been entered on the Academic Record may be removed only through a process of petition by the student to the Academic Registry. The student must state clearly in writing the paper for which a removal of grade is requested and the reason for which the petition is made. The petition will be reviewed by the Academic Board, upon the recommendation of which a grade may be deleted permanently from the student's record. This will be limited to a) grades earned for papers which have been subsequently retaken with a higher earned assessment; and b) papers that have not been given passing assessment due to reasons of justifiable absence as dealt with in detail in the Academic Regulations – Aegrotat Pass. It shall not constitute reassessment of performance, which is described below.

Procedure for Reassessment of Grades

A grade or assessment given a student for a paper that has been entered on the Academic Record after confirmation of the Academic Board may be reassessed only through a process of petition by the student to the Academic Registry. The student must state clearly in writing the paper for which a reassessment of grade is requested and the reason for which the petition is made. This petition must be submitted within one calendar month following the Board's confirmation of a grade or assessment. It is recommended that a student apply as soon as possible. The petition will be reviewed by the Academic Moderation Committee, upon the recommendation of which the student's performance will be re-examined by the Head of School within which a paper is offered and a moderator, normally appointed by the respective faculty. Upon the mutual recommendation to the Academic Board of both the Head of School within which a paper is offered and the moderator, a reassessment will be entered in the official academic record of the student.

4.8.1.4 SPECIAL CONSIDERATION FOR MISSED OR IMPAIRED PERFORMANCE IN ASSESSMENT

A student who has been unable to complete one or more pieces of assessed work or has been seriously impaired in completing major pieces should apply in writing to the Head of School within which a paper is offered within 72 hours of the due date at Head of School's discretion. Appropriate documentation must be provided.

If special consideration is approved:

- The student may be required to complete the item of assessment, or a comparable item, at another time, which may include provision to complete the work beyond the normal academic session, or
- A mark for the missed item of assessment may be estimated provided that the student has already completed, or will be able to complete, at least 67% of the total assessed work.

4.8.2 GRADES

Code of Assessment for English Language Studies Level 5, Diploma of International Studies, Diploma of Japanese Studies, Degree and Postgraduate programmes

	Grade	Percentage	GPA score
First Class Pass	A+	90 – 100%	9
	A	85 – 89%	8
	A-	80 – 84%	7
Second Class Pass	B+	75 – 79%	6
	B	70 – 74%	5
	B-	65 – 69%	4
Pass	C+	56 – 64%	3
	C	50 – 55%	2
	P ¹	50 - 100%	-
Restricted Pass	R ²	45 – 49%	1
Fail	D	40 – 49%	0
	E	0 – 39%	0
	F ¹	0 – 49%	0

¹ P and F grades are only available for a small number of papers that are pass or fail only.

² A Restricted Pass will only be awarded on the recommendation of the Head of School; otherwise marks of 45-49% will be awarded a D (Fail).

Code of Assessment for Level 4 Business Studies (Small Business), Level 5 Tourism and Travel Studies and Level 5 Business Studies (Project Management)

Passing grades	Excellence (A grade)	Demonstrates achievement at beyond minimum requirements of all relevant Graduate Profile Outcome statements
	Merit (B grade)	Demonstrates achievement at beyond minimum requirements of some relevant Graduate Profile Outcome statements
	Achieved (C grade)	Demonstrates achievement of all relevant Graduate Profile Outcome statements
Fail	Not achieved (F)	Does not meet stated learning outcomes

Code of Assessment for English Language Studies (Levels 1 – 4)

Passing grades	Excellence (A grade)	In the case where an excellence grade is available, to pass with an excellence grade, a student must meet the evidence/judgements for excellence
	Merit (B grade)	In the case where a merit grade is available, to pass with a merit grade, a student must meet the evidence/judgements for merit
	Achieved (P grade)	To pass the unit standards included in each module with an achieved grade, a student must meet the evidence/judgements for achievement
Fail	Not achieved (F)	Does not meet stated learning outcomes

NB: English Language Studies at Levels 1-4 include both Unit Standards and Achievement Standards. Unit standards will be either Achieved or Not achieved. Achievement standards will also have Excellence and Merit grades.

English Language Studies at Levels 1-4 consists of papers for administrative purposes; however grades will be given to the Standards within the paper rather than the paper itself.



ACADEMIC LEARNING SUPPORT AND CAREER CENTRE



ACADEMIC LEARNING ADVISOR



Sharon Spencer
sspencer@ipu.ac.nz
(06) 354 0922 ext 863

OFFERING:

- Individual appointment
- Academic guidance on assignments

LOCATION:

B Block - B7

HOURS:

Mon-Fri: 9.00am to 5.00pm

Appointments to suit



Gareth Williams
gwilliams@ipu.ac.nz
(06) 354 0922 ext 748

OFFERING:

- Individual appointment
- Academic guidance on assignments

LOCATION:

A Block - A7

HOURS:

Mon-Fri: 9.00am to 5.00pm

Appointments to suit



CAREER GUIDANCE SUPPORT OFFICE

CAREER WORKSHOPS:

- CV writing
- Cover letter writing
- Career planning
- How to find a job in New Zealand
- Interview preparation
- Others upon request



Sue Cranston
careers@ipu.ac.nz
(06) 354 0922 ext 858

OFFERING:

Assistance with:

- Finding work experience
- Career planning
- Job search mentoring
- Identifying your skills for New Zealand jobs
- CV & cover letter writing
- Interview preparation
- Finding volunteering opportunities

FOR WHO?

All Students

LOCATION:

C Block - Career Centre

HOURS:

Appointments to suit



IT SUPPORT

We are here to help when you encounter computer problems?



IT SUPPORT

Email: itsupport@ipu.ac.nz



IPU New Zealand offers wireless internet services using your IPU New Zealand account.

Additional data can be purchased at Reception



THERE IS TO BE NO:

Downloading any illegal software, pornography, pirated CDs and DVDs. They are not allowed on the campus network (see IPU New Zealand Policy on the use of Computers – Policy Handbook).

File sharing: To help the network function as well as possible, file sharing on the institute network is banned.

INTERNET/WIRELESS

- First, check if it is only your computer experiencing problems, or are other students having the same problem with their computers.
- Are you the only person having the problem?
 - No → Contact IT Support and arrange IT staff to check your hall/room
 - Yes → Take your computer to Reception and ask for help

LAPTOP

Contact IT staff (itsupport@ipu.ac.nz) and make an appointment.

Hardware issues (broken screen, hard drive, keyboard, etc...)

- IT staff can recommend/arrange a computer shop to repair the problem.

Software issues (operating system, applications, virus, etc..)

- IT staff can inspect and suggest/support for repairing the problem.

IPU NEW ZEALAND ACCOUNTS

- If you are having problems logging into IPU New Zealand accounts (Computers, Moodle, PaperCut, Email), please report them to itsupport@ipu.ac.nz or Reception.
- The password for the specified account will be reset to your default password (your D.O.B. dddmmmyyyy). This can be changed to any (min. eight characters). Please email to itsupport@ipu.ac.nz.

MOBILE PHONE NETWORKS

If you have a cell phone you would like to use while you are here at IPU New Zealand, you will need to purchase a New Zealand network sim card to put in your phone. You can buy sim cards at New World (across the road from IPU New Zealand) or at most other supermarkets or service stations. You can also buy them online.

Mobile networks that you can choose from are 2degrees (www.2degreesmobile.co.nz), Vodafone (www.vodafone.co.nz), Spark (www.spark.co.nz) and Skinny (www.skinny.co.nz).

WIFI

Student wifi is available to use on IPU New Zealand campus. The IT Support staff in Administration can help you.

VIRUS PROTECTION SOFTWARE

You must run up-to-date virus software at all times. There are a lot of free anti-virus software programmes available. We need to keep the wireless network running well for everyone.

TO EMAIL STUDENTS

Your email address is your ID@ipu.ac.nz, e.g. ipu2*****0@ipu.ac.nz.

To log in to your email account:

- Go to www.gmail.com.
- Enter your email address.
- Your password will be your date of birth e.g. Day/Month/Year for example 31012013.
- Please change your password the first time you login.

TO EMAIL STAFF

Use the first letter of the staff member's first name and then their family name, and @ipu.ac.nz. For example the email for John Smith will be jsmith@ipu.ac.nz.

MY IPU DOCUMENTS

www.ipu.ac.nz/my-ipc

Here you will find links to IPU New Zealand services as well as downloads for student visas, insurance forms, graduation information, IPU New Zealand policy documents, student study guides and more.

MOODLE/ONLINE LEARNING

moodle.ipu.ac.nz

Here you will find the current Academic Calendar, Academic Handbook, the Student Study Guide and lots of other important information and documents.

NETSAFE

netsafe.org.nz

Resources and articles to improve your experience and safety online.



STUDY CENTRES AND COMPUTER LAB



The study centre is designed for those students who wish to study during the day to late at night.

The centre provides a quiet environment for focused self-study.

T BLOCK ACCESS

8.00am to 1.00am, with key fob access control

Key fob access is required for access to T-Block. See Rec Centre staff to be assigned an access fob.



There is a suite of computers in A Block for you to use if you do not have your own computer.

There are more computers available in the Library.

A BLOCK ACCESS

8.30am to 5.00pm



LIBRARY



OPENING HOURS

SEMESTER 1 & 2, SUMMER TERM

Mon-Fri: 8.30am to 6.00pm
Sat & Sun: Closed

SEMESTER BREAKS

Mon - Fri: 8.30am to 5.00pm
Sat & Sun: Closed

Library closed on Public Holidays

WHEN IS THE LIBRARY OPEN?

Please check the library website <http://ipu.ac.nz/library> for current hours.

ITEMS AVAILABLE AT THE LIBRARY

There are several different collections in the Library.

These include: Non-fiction; Introductory non-fiction; IELTS & TOEIC; Graded Readers; Fiction; Journals/Magazines; Graphic Novels; Japanese Collection; Japanese Corner; Manga and Movies.

BORROWING ITEMS

Your Student ID is also your library card. Please bring it to the information Desk when borrowing items.

HOW LONG CAN I BORROW ITEMS FOR?

Books can be borrowed for 4 weeks, journals/magazines and movies 2 weeks. High demand items, student research projects and master theses are on Desk Reserve and only available for use in the Library.

WHAT HAPPENS IF I LOSE OR DAMAGE A LIBRARY ITEM?

If you lose or damage a library item you will be invoiced for the cost of a replacement item plus an administration fee.

ONLINE ACCESS

Use the library website <http://ipu.ac.nz/library> to search the catalogue and gain access to databases, online journals, and e-books.

When you start studying at IPU New Zealand you will be provided with an OpenAthens account which you need to use when you are off campus to gain access to library resources. Please make sure you activate this account when you receive the email from OpenAthens. Please note that your username is your IPU email address and you need to create your own password. If you need any help please contact the library.

WHAT ELSE IS AVAILABLE?

Friendly library staff are always available to assist you with your studies especially database searching and APA referencing.

Librarian – Suzanne Sinclair
Senior Library Assistant – Sue Cranston
After hours staff – Fiona Donald and Lidia Meles.

Computers, printers, photocopiers, scanners, audio/visual equipment, study desks, comfy chairs, beanbags and rooms that can be used for classes, group study or private study are also available.

LIBRARY CONTACT DETAILS

Email: library@ipu.ac.nz
Phone: 06 354 0922 ext: 855



JUNIOR COMMON ROOM



COMMON ROOM

Relax with your friends in the large lounge area just for students. Here you can play pool or table tennis, study with your friends or just relax between classes. There are student-led events and activities held in this area throughout the year.

OPENING HOURS

Mon-Sun: 6.30am to Midnight



MAIL BOXES

Your mail will be delivered to your mailbox, which is outside the Junior Common Room. Your room key will unlock the doors to the mail room. The boxes are listed alphabetically.

If you live off-campus and require a key to get into the mail room, you can borrow keys from Reception. Alternatively, if you would like your own key you can order one at Reception and pay a \$15.00 deposit which will be refunded when you return the key.



RECREATION CENTRE AND KAN PERFORMING ARTS CENTRE



The Recreation Centre is a multi-purpose venue, hosting events such as club practices, and student assemblies. A gym and a Dojo are also housed within the building, and are available for student use with booking. Please email to reccentre@ipu.ac.nz.

THE THREE B'S OF THE REC CENTRE

You will need to see the Rec Centre Staff for a health and safety induction before you can use the Rec Centre facilities. Ask the friendly staff for help and advice in using the equipment, as they can show you the correct way to use the gym equipment.

1. **Be tidy** – Put away your equipment after use and put rubbish in the bins.
2. **Be considerate** – Always follow the Rec Centre timetables, and respect other Rec Centre users.
3. **Be Safe** – Workout with a partner, learn to use the equipment, report damages or incidents, have appropriate footwear, use equipment correctly.

OPENING HOURS

Mon - Fri: 12.00pm to 8.00pm

Sat & Sun: 1.00pm to 5.00pm

CLUB ACTIVITIES

We have a wide range of clubs and groups you can join at IPU New Zealand:

- Badminton
- Basketball
- Christian Fellowship
- Frisbee
- Futsal
- Indoor Hockey
- Japanese Drum Team
- Karate
- Toastmasters
- Volleyball



KAN PERFORMING ARTS CENTRE

The KAN Performing Arts Centre is a soundproofed building, with two studio floors available for use. Before events, it is common to see dance and musical clubs practising there until late at night.



HALL LIFE



If you have any issues with your room, please email: fixme@ipu.ac.nz



DOMESTIC STUDENTS NOTE:

During holidays between Semesters, domestic students who submit a Travel Plan form, return their room key and vacate their room for the full holiday period will not be charged for accommodation. During all other breaks, students will be charged accommodation fees.

Please refer to the Overdue Accounts & Fee Payment Policy for more information on [page 13](#).

The Halls of Residence are a great place to get to know your fellow students and hang out in the common room. Please be considerate of other students you share your living space with by keeping the area clean and tidy.

COMMON ROOM

Kitchen/Fridge:

Please put your food in a container labelled with your name, ID and room number in the fridge. Do not take food belonging to others, and throw out your old food.

Please clean the kitchen area after you use it.

ROOM MAINTENANCE

- All students are responsible for the tidiness, security and contents of their own rooms.
- No additional furniture may be added or removed without permission.
- Furniture provided must not be removed or dismantled.
- Room checks will be held on a regular basis to ensure rooms are kept in good order and in a hygienic condition.

CLEANING & LAUNDRY

Washing Machine:

Front-loading machines can only use “front-loading” washing powder. Use a laundry bag for small items as they can damage machines.

Iron:

One is available in each Hall and should not be removed.

Dryer:

Do not put very wet clothing into the dryer. Sixty minutes should dry a normal load. Remove lint from the dryer before you start it.

Vacuum Cleaner:

Empty regularly. Do not use to suck up water.

If you have any doubts, please ask your Hall Leader or Assistant Hall Leader.

BAGGAGE ROOM

The Hall Leader, Assistant Hall Leader and Student Support Staff have keys for this room. It may only be used for storing your empty suitcases. Please put your name on each suitcase.

LOST KEYS

If you lose your room key, tell the Student Support Staff in the Administration Office as soon as possible. The charge for a new lock is \$150.

ROOM DAMAGE/BREAKAGES

If there is any damage in your room or hall, e-mail the maintenance team at fixme@ipu.ac.nz. Any damage will be charged against your bond, or will be charged in addition, if damage exceeds the bond amount.

GOING AWAY FOR MORE THAN THREE DAYS

If you plan to travel, all students must:

- 1) Submit a Travel Plan form (ask your Hall Leader or Admin for a form)
- 2) Return your room key to Admin (do not give it to a friend, use letterbox in front door)

ROOM SECURITY

- LOCK your door and window whenever you are not there, even going to the bathroom.
- CLOSE all outside doors.
- Do not prop open doors or windows.
- Do not share keys with other people.
- Enable location tracking apps for electronic devices.

FURTHER QUESTIONS?

Ask your Hall Leader any questions you have about hall life.



DINING HALL



MEAL TIMES

Breakfast:	7.30am to 9.00am
Lunch:	11.30am to 1.30pm
Dinner:	5.30pm to 7.00pm

ID CARD

To ensure fairness, meals are only served to those who are entitled to receive them. Meals will only be served to students, staff or guests who have their ID card or produce a meal ticket. **No ID Card, No Meal!**

BRING YOUR OWN CUP

Please bring your own cup and help yourself to coffee, tea, orange juice and water. The Dining Hall has a limited number of cups, which are for use by guests only.

SICK MEALS

When you are unwell and need a 'sick meal', please request one through the following procedure:

1. Call Dining Hall: 846 (also send an email to: studentsupport@ipu.ac.nz) one hour before the start of the serving time for the meal you need.
Breakfast - before 6.30am
Lunch - before 10.30am
Dinner - before 4.30pm
2. Please specify who you are (your name and student ID number), who will be coming to the dining hall to receive a sick meal for you (the person's name and student ID number), at what time the person will be coming to collect the sick meal, and your condition.

SPECIAL ORDERS, LATE MEALS & ALLERGIES

The kitchen will be happy to cater for late meals in cases of special classes, activities or if you are ill. The kitchen staff have many commitments and will require at least five hours' notice of your special needs.

VEGETARIAN MEALS

Vegetarian options are available for all meals.

KEEP FOOD & CUTLERY/TABLEWARE IN THE DINING AREA

Due to food hygiene regulations, all food and cutlery/tableware (e.g. forks, knives, spoons, chopsticks, plates and bowls) must stay in the dining area. You may not put food in your own container and take it out of the dining area.

**PLEASE DO NOT TAKE PLATES, CUPS OR MEALS
OUT OF THE DINING AREA!**

(Without prior approval) - If you do, you may be fined.



HEALTH AND SAFETY

Useful links and information about health and safety issues can be found on the Health and Safety Information page on Moodle.

REPORTING ACCIDENTS

All accidents should be reported to Hall Leaders or a staff member, who will complete a PeopleSafe report. Please e-mail to: hscommittee@ipu.ac.nz.

REPORTING HAZARDS

Anything hazardous on campus should be reported to hscommittee@ipu.ac.nz so the problem can be fixed quickly.

FIRST AID

First aid kits are available in all buildings and IPU New Zealand vehicles. Many staff members and some Hall Leaders have completed first aid training. A list of first aid trained staff is available on the Health and Safety Information page on Moodle and the noticeboards in the Halls of Residence.

FIRE EVACUATION FOR NON-RESIDENTIAL BUILDINGS

1. Leave the building immediately, in the event of a FIRE or when the ALARM goes off.
2. Do not take any belongings.
3. Leave lights ON in the building.
4. Shut the door to your room, leaving it UNLOCKED.
5. Go quickly to the nearest fire assembly point.
6. Report to the fire warden, who will be wearing the orange vest.
7. Wait there for the all-clear signal.



EARTHQUAKE SAFETY

In the event of a strong earthquake, take cover under a desk or table, and hold on. Use the desk or table to protect you from falling objects. If you cannot take cover, crouch close to a strong wall (away from windows) and cover your head with your arms. When the shaking stops, leave the building in the safest way you can.

COMPUTERS & POSTURE

The way that you sit when you work on a computer or laptop can affect your health. Incorrect posture can lead to pain in your hands, arms, neck and back. You can find useful information about how to avoid these problems on the Health and Safety Information page on Moodle.



EMERGENCY MEDICAL ASSISTANCE DIAL 111 - ASK FOR AMBULANCE

Dial 1 before 111 on IPU New Zealand phones

A MEDICAL EMERGENCY INCLUDES:

- chest pain or tightness (may also be felt in arm, jaw, neck or stomach)
- difficulty breathing
- choking
- sudden weakness or difficulty talking
- fainting or unconsciousness (not being awake)
- severe pain
- severe bleeding or bleeding that won't stop

www.stjohn.org.nz/What-we-do/When-to-call-111/



HEALTHY LIFESTYLE HABITS

Starting tertiary study can be overwhelming, but between social activities, classes and studying, it's important to take the time to look after your health and wellbeing. Here are some tips to help keep your new life in balance.

EAT BREAKFAST

It's important to set yourself up correctly in order to have a productive day. That begins with eating breakfast. Eat a healthy and hearty breakfast to help you concentrate throughout the day and ace your classes.

JOIN A SPORTS CLUB

IPU New Zealand has a gym on campus you can use. Another fun way to get regular exercise, and meet new people, is by joining one of our sports clubs. Find a new sport you haven't tried yet to give yourself a goal to work towards.

GET ENOUGH SLEEP

Staying up until the early hours of the morning to finish that assignment might be necessary every now and then, but you should always try and get a good night's sleep. Lack of sleep can leave you unfocused, irritable and can lead to weight gain. Try and settle into a regular bedtime routine.

LIMIT JUNK FOOD

Unhealthy food is quick and easy to consume, especially whilst you're on the go. But it's not wise to eat a lot of junk food. Instead keep healthy snacks like dry fruits and nuts around that you can eat on the way to class. But do treat yourself every now and then.

STOCK UP ON VITAMINS

If you can't always get the nutrients and vitamins you need from your diet, top up with supplements. Boosting your immune system will help you avoid "fresher's flu" which is a common ailment new students experience early in their studies, after being exposed to so many new people. Investing in hand sanitiser may also help.

DON'T TAKE ON TOO MUCH

Beginning your studies is filled with so many different opportunities, but it's important to manage your time well. Ease yourself into student life and don't feel like you have to say yes to everything. At least not right away. Spreading yourself too thin can have a negative impact on your studies, which should always be your priority.

STAY HYDRATED

Make sure you're drinking enough water throughout the day and limit your intake of sugary and caffeinated drinks. A strong coffee can help you kick start your morning, but carry a bottle of water around with you during the day. Water is excellent for your mind and body – plus Palmerston North tap water is free and safe to drink.

SEE A DOCTOR IF YOU FEEL UNWELL

Always keep copies of doctor's notes/prescriptions with you for a medical record of yourself. You may be asked to provide these later to your lecturer or Immigration New Zealand.

LEARN TO MANAGE STRESS

Tough classes, strict deadlines and a heavy workload can take its toll on any student. Learning how to manage stress in an effective way can transform your study experience. Stress can drain you physically, emotionally and mentally, so it's important to learn how to deal with it. Make a study plan, talk to Academic Support, Student Support or a friend. Take time out for a walk.



HEALTH INSURANCE FOR INTERNATIONAL STUDENTS

HEALTH INSURANCE FOR INTERNATIONAL STUDENTS

According to The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 > Outcome 10: Offer, Enrolment, Contracts, Insurance and Visa > 44. Process 5: Insurance >

(1) Each signatory must have practices that ensure, as far as practicable, each international tertiary learner who is enrolled with the signatory for educational instruction of 2 weeks' duration or longer has appropriate insurance covering –

(a) the international tertiary learner's travel –

(i) to and from New Zealand; and

(ii) within New Zealand; and

(iii) if the travel is part of the educational instruction, outside New Zealand; and

(b) medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and

(c) repatriation or expatriation of the international tertiary learner as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and

(d) death of the international tertiary learner, including cover of –

(i) travel costs of family members to and from New Zealand; and

(ii) costs of repatriation or expatriation of the body; and

(iii) funeral expenses.

(2) Subclause (1)(a)(i) and (ii) includes the international tertiary learner's travel to and from their country of origin or citizenship before their educational instruction begins and after it ends (which may be outside of the enrolment period).

(3) Subclause (1)(a)(i) does not include the international tertiary learner's travel to other countries unless that travel is primarily for the purpose of embarking on connecting flights to and from New Zealand.

IPU New Zealand has a special relationship with Orbit Protect Limited Insurance. Their plans have been created to meet the Code of Practice guidelines. However, you are free to choose any other health and travel insurance company. If you have any queries about how to obtain or renew your insurance, please contact either Academic Registry: AReg@ipu.ac.nz or visit www.orbitprotect.com.

If you choose to buy your own insurance, please make sure that the insurance policy offered meets the minimum standards prescribed by The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and that the policies offered are consistent with the requirement of the Code of Practice. Where the insurance company is not in English, they may be asked by IPU New Zealand to declare in writing that the policy covers the requirements set out in the Code of Practice.

ORBIT PROTECT INSURANCE OPTIONS

You have two options to choose from Orbit International Student plans:

- Option 1: OrbitProtect International Student Prime Insurance
Medical Care + medical evacuation + loss of deposits (including tuition fees) + property.
- Option 2: OrbitProtect International Student Lite Insurance
Medical care + medical evacuation + loss of deposits (including tuition fees).

INTERNATIONAL STUDENT INSURANCE COVER SUMMARY

Studying and travelling in New Zealand is so rewarding. Sometimes, however, things do not always go as planned. International Student Insurance from Orbit Protect protects you from the unexpected.

Medical Care

If you unexpectedly become ill or suffer an accident or injury, you will not have to worry about paying for your medical care. We will pay for your doctor, hospital and daycare treatment costs.

Medical Evacuation

In serious circumstances, as a result of injury or illness, you may need to be returned to your country of origin. At such a stressful time, we will help you by taking care of the costly expenses involved, allowing you to totally focus on what is most important - your recovery.

Loss of Deposits

If due to unforeseen circumstances (as specified in the policy), you have to cancel your course (for example, due to illness or injury), Orbit Protect will reimburse you for any loss of tuition fees.

Property

Orbit Protect understand that international students may be in New Zealand for a long period of time and may have a wide range of personal property with them. The Student Prime insurance plan provides you with a generous amount of cover for your general property, or you have the option to insure specific items under the Student Lite insurance plan.

Insuring your property with OrbitProtect Student Prime

Orbit Protect's Student Prime insurance provides international students with an AUTOMATIC property cover of NZ\$3,000 per item, pairs or sets of items and up to a total value of NZ\$10,000. If you have an item which is over the value of NZ\$3,000, they can provide cover for this item provided that you specify the item when you purchase their plan. Please contact Orbit Protect if you want to insure any of your belongings over NZ\$3,000.

Insuring your property with OrbitProtect Student Lite

Orbit Protect's Student Lite does not provide automatic property cover. However, you have the option to specify your property item(s) to be insured. (See additional premiums for Specified items as below). Please contact Orbit Protect if you wish to insure your personal belongings under this plan.

Additional Premiums for Specified Items

You will be required to pay an additional premium on items that are specified on your plan at a rate of 2% of the total value specified. For example: If you had specified a computer at NZ\$5,000, the additional premium would be NZ\$100 (\$5,000 x 2%).

For both Student Prime and Student Lite, you can specify items up to NZ\$10,000 each and up to an overall maximum of NZ\$30,000. The items you specify will be noted on your Certificate of Insurance.



HEALTH INSURANCE FOR INTERNATIONAL STUDENTS

PRE-EXISTING MEDICAL CONDITIONS

You are NOT automatically covered for pre-existing medical conditions. However, cover can be arranged in certain circumstances for a small additional assessment fee. Should Orbit Protect agree to provide cover for your pre-existing medical conditions, you will need to pay an additional premium over and above the base premium charged.

If you require pre-existing medical conditions cover included in your Orbit Protect Student Insurance, please contact them. You can email to service@orbitprotect.com or telephone 0800 478 833 (within NZ) or +64 3 434 8151 (outside of NZ).

Their medical team will be in touch to assess if they could provide cover for your existing medical conditions. You will be notified as to the outcome of the assessment via email.

Please note that should Orbit Protect accept your student insurance application to include the pre-existing medical conditions as part of your policy, they will provide cover for acute episodes of your condition only, not for any ongoing maintenance treatment of your condition (maintenance treatment means regular treatment/medication to keep your condition under control).

An additional premium applies for the pre-existing medical cover.

MAKING A CLAIM

There could be times when things do not go well for you. If you do need to make a student insurance claim, go online to register: <https://claims.orbitprotect.com/login>.

Orbit Protect has also taken the time to put together some claim tips that international students may find useful when submitting an insurance claim.

Go to: <https://orbitprotect.com/claim-faq/>.

If you have any queries with regards to making a claim, please feel free to give them a call on their toll-free number, 0800 478 833.



COUNSELLING

COUNSELLING

You can book an appointment with the counsellor, by emailing studentsupport@ipu.ac.nz. Your name and information will be kept private and confidential. Our counsellor can help you with any mental or emotional issues you may be having, such as depression, anxiety, stress, homesickness.

AIM

Life is a journey and we would like your time at IPU New Zealand to be a safe and special part of your trip! We value wellness and prefer to prevent problems!

We are here to provide you with help for any health-related reason:

- Physical
- Mental
- Spiritual

Each student is treated with respect in a confidential manner.

We are dedicated to your safety and well-being, and there are times when information must be shared.

Where possible, we will ask your permission before doing this.

HEALTHLINE

You can call Healthline 24 hours a day, on 0800 611 116 to speak with a qualified nurse and ask for advice.



LOCAL MEDICAL FACILITIES



STUDENT'S NOTE:

For first-year students at IPU, Student Support will organise your appointment with the Health Clinic and transportation. If required Student Support will accompany you in talking with the Doctor.

Students that have been at IPU for more than 12 months will need to take responsibility for organising their own appointments and transportation to and from the Health Clinic. Students in their second year at IPU, will have developed their English and be able to organise their Health Clinic check-ups independently.

In cases of an urgent health issue, Student Support will assist in making sure the student gets the treatment they require.

DOCTOR FACILITIES IN TOWN

If you are sick, you need to see a doctor. In New Zealand the hospital is for emergencies only. Do not go to the hospital on Ruahine Street unless it is an emergency or you are taken by ambulance.

Youth One Stop Shop (YOSS)

31 Princess Street, Palmerston North.
Ph: 06 355 5906

- Five minute walk from town bus terminal.
- Phone to make an appointment.
- No payment necessary for NZ residents

Hours: Mon, Tue 9.00am to 6.00pm
Wed, Thu 10.00am to 6.00pm
Fri 9.00am to 5.00pm

MEDICAL FACILITIES - AFTER HOURS

For any services you pay for, keep your receipt and make a claim to your insurance company. Ask at Reception if you need help with this.

City Doctors/City Health Pharmacy

22 Victoria Ave, Palmerston North.
Ph: 06 355 3300

- Fifteen minute walk from city bus terminal, no appointment needed.

Hours: Mon-Sun 8.00am to 8.00pm

The Palms/Radius Pharmacy/Medlab

445 Ferguson Street, Palmerston North.
Ph: 06 354 7737

- Blood tests and X-Rays.

Hours: 8.00am to 8.00pm
everyday including public holidays.

MEDICINE - CITY

Unichem Pharmacy

(prescription and non-prescription medicine)

22 Linton Street, Palmerston North. (next to PAK'nSAVE)
Ph: 06 354 8899

- Free prescription delivery for students
- Orbit Card can be used here.

Hours: Mon-Fri: 8.00am to 7.00pm
Sat-Sun: 9.00am to 6.00pm

MEDICINE - SUMMERHILL SHOPPING CENTRE

Vautier Pharmacy

(prescription and non-prescription medicine)

Hours: Mon-Fri: 9.00am to 6.00pm,
Sat: 9.00am to 1.00pm

New World Supermarket

(non-prescription medicine)

Hours: Mon-Sun 7.30am to 9.00pm

EMERGENCY MEDICAL ASSISTANCE DIAL 111 - ASK FOR AMBULANCE

Dial 1 before 111 on IPU New Zealand phones

A MEDICAL EMERGENCY INCLUDES:

- chest pain or tightness (may also be felt in arm, jaw, neck or stomach)
- difficulty breathing
- choking
- sudden weakness or difficulty talking
- fainting or unconsciousness (not being awake)
- severe pain
- severe bleeding or bleeding that won't stop

www.stjohn.org.nz/What-we-do/When-to-call-111/



PERSONAL SAFETY AND CAMPUS SECURITY



STUDENT'S NOTE:

The five safety points have been created through expert consultation and are the core to all outdoor safety practices.

All of the points can be expanded upon depending on your specific geographic location, so use them as a starting point and make sure you know all you can about your activity before you head out.



SECURITY INCIDENTS

IPU has a reporting system for incidents which may have to be reported to the New Zealand Police for insurance claims.

Students should report incidents to Hall Leaders or staff who will make a report on PeopleSafe.

If you are still unsure, come and visit Student Support in the Administration building or Security Office.

SUSPICIOUS BEHAVIOUR

- If you see suspicious persons/ vehicles, note what they look like, how they are dressed, and the type of car they are driving.
- Record the information and report to the Security Office.

0800-355-050 (6.00pm to 4.00am)

IN TOWN AT NIGHT

While you are enjoying the nightlife make sure you are aware of your own safety.

Always:

- Stay in groups.
- Take a taxi home (keep the receipt in case of lost items).
- Only be a passenger with a driver who has a full NZ licence who has NOT been drinking alcohol.
- Don't carry more than \$50 in your wallet.
- Do not leave drinks unattended in bars (someone could put drugs in your drink).

OUTDOOR SAFETY

The New Zealand Mountain Safety Council encourages the use of The Outdoor Safety Code across all outdoor activities, sports and recreations. Head to their YouTube channel or Facebook page for more information about how to #makeithome

1. Plan your trip

Seek local knowledge, plan the route you will take and the amount of time you can reasonably expect it to take.

2. Tell someone

Tell someone your plans and leave a time and date for when to raise the alarm if you haven't returned.

2. Be aware of the weather

New Zealand's weather can be highly unpredictable. Check the forecast and expect weather changes.

4. Know your limits

Challenge yourself within your physical limits and experience.

5. Take sufficient supplies

Make sure you have enough food, equipment and emergency rations for the worst-case scenario. Take an appropriate means of communication.

MONEY

- Don't keep more than \$50 cash in your room.
- Use an EFTPOS card rather than carrying cash.

PASSPORTS

- A passport is your official identification card that is issued by the government of your home country.
DO NOT carry your passport for an ID.
- Use a HANZ 18+ Card (application forms are available at www.18plus.org.nz).

TYPES OF PROPERTY FREQUENTLY STOLEN



CASH



CAMERAS



COMPUTERS & LAPTOPS



TABLETS & PHONES

- Record serial numbers of valuable equipment.
- Make sure you have a back-up copy of your assignments, other than what you have saved onto your hard drive/cloud.

BANK-CARD PIN NUMBER

- Do NOT use any identification, like your student number which can identify your PIN number.
- Do NOT tell anyone, bank staff, friends or police your PIN number.
- Do NOT write your PIN on your card or have it written somewhere in your wallet.

ONLINE SHOPPING

- Check netsafe.org.nz for safe online purchasing advice and how to be aware of scams or phishing.

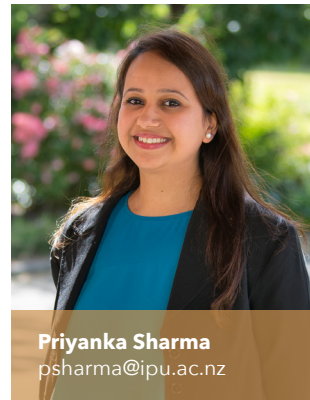


HARASSMENT AND BULLYING

Harassment and bullying are illegal in New Zealand, and unacceptable at IPU. In most cases, harassment and bullying are repeated behaviours where a person is made to feel uncomfortable, hurt, offended or otherwise upset. The behaviours could involve use of words (spoken or written), images or physical actions, and they may focus on gender, ethnicity, race or sexuality. If you would like confidential advice about harassment or bullying, please contact one of our anti-harassment advisors, or look for more information on the Health and Safety Information page on Moodle.

ANTI-HARASSMENT SUPPORT TEAM

Students and staff are encouraged to contact any anti-harassment advisor for confidential help and advice.



For more information, see the Health and Safety information page on Moodle@IPUNZ (<http://moodle.ipu.ac.nz>)



HARASSMENT IS:

When someone does things or says things that upsets or offends another person, and they do it more than once.

TYPES OF HARASSMENT:

- Racial harassment
- Sexual harassment
- Bullying

BULLYING SUPPORT SERVICES

Bullying-free

www.bullyingfree.nz

Facebook

www.facebook.com/safety/bullying

ICAN

www.icanyouth.co.nz

NetSafe (Support for online bullying)

www.netsafe.org.nz



COMMUNITY SUPPORT SERVICES

We do our best at IPU New Zealand to offer you the services you need on campus but sometimes you might need to go elsewhere to access other services. The following are some services that may be able to provide helpful information and/or services not available on campus.

MENTAL HEALTH SERVICES/DRUG EDUCATION & COUNSELLING

Youth One Stop Shop (YOSS)

31 Princess Street, Palmerston North.
Phone: (06) 355 5906
Web: www.yoss.org.nz

YOSS services are provided free to young people (NZ Residents) living in Palmerston North aged between 16-24 years of age.

Open hours:

Mon, Tue: 9.00am to 6.00pm
Wed, Thu: 10.00am to 6.00pm
Fri: 9.00am to 5.00pm.

Youthline

Freephone: 0800 376 633
Free txt: 234
Web: www.youthline.org.nz

Outline

(Support for LGBTQ+ people)
Freephone: 0800 688 5463
Web: www.outline.org.nz

Rainbow Youth

(Support for young LGBTQ+ people)
Web: www.ry.org.nz

PROBLEM GAMBLING

Gambling Helpline

Freephone: 0800 654 655
Free txt: 8006
Web: www.gamblinghelpline.co.nz

Gambling Youth Helpline

Freephone: 0800 654 659

QUIT SMOKING

Quitline

Freephone: 0800 778 778
Free txt: 4006
Web: www.quit.org.nz

SEXUAL & REPRODUCTIVE HEALTH EDUCATION

Family Planning Association

248 Broadway Avenue, Palmerston North
Phone: (06) 3592395
Web: www.familyplanning.org.nz

Note: There is no family planning clinic in Palmerston North

MidCentral Health - Sexual Health services

Community Health Village,
Palmerston North Hospital
Phone: (06) 350 8602
Freephone: 0800 808 602

Walk-in Clinic Hours:

Mon: 9.00am to 12.00pm
Fri: 9.00am to 12.00pm

CULTURAL SUPPORT SERVICES

Manawatu Multicultural Council

Phone: 06 358 1572
Web: www.mmcnz.org.nz

The Council operates as a co-ordinating body for the many different ethnic groups and operates to provide information, resources and activities providing opportunities to get information on all aspects of New Zealand life and encouraging the forming of social connections.

JOB AND EMPLOYMENT SERVICES

Student Job Search

Find part-time and temporary student work.
Phone: 0800 757 562
Web: www.sjs.co.nz

Seek

Find full-time and part-time jobs.
Web: www.seek.co.nz

Trademe Jobs

Find full-time and part-time jobs.
Web: www.trademe.co.nz/jobs

CareersNZ

Tips, help and advice for finding a job.
Web: www.careers.govt.nz

Employment New Zealand

Tips, help and advice for finding a job, as well as regulations, laws and worker's rights.
Web: www.employment.govt.nz



CAMPUS RULES AND REGULATIONS

Please be aware of the following regulations.

FOR YOUR SAFETY AND OTHER PEOPLE'S SAFETY:

Keep IPU New Zealand tidy

Please help keep IPU New Zealand tidy, free from health and safety hazards. For example, please do not throw away rubbish and/or sharp objects in the courtyard of the Halls of Residence. Dispose of them in a safe manner (e.g., put them in a rubbish bin).

Do not walk around while using your mobile phone

Vehicles including public buses drive on the IPU New Zealand campus - it is dangerous for you to walk around while using your mobile phone. Always stay alert about the traffic around you.

NOISE IN HALLS

Please be considerate of others at all times and be quiet in the halls after 11.00pm.

SMOKING ON CAMPUS

There is no smoking in any building at IPU New Zealand. (This is New Zealand law). Please note that Hall 3, Hall 7 and Hall 8 are completely smoke-free. In the other halls smoking is only permitted in the courtyards. If you smoke, you have to go to a "designated smoking area". Put cigarette butts in the containers provided. Only smoke in smoking areas, otherwise you will be fined. This policy applies to smoking of cigarettes, the use of electronic cigarettes (e-cigarettes), vaporizers, and electronic nicotine delivery systems.

FIRE ALARM

Fire alarms are located in your room and in hallways for fire safety reasons.

If the fire alarm is activated, you need to leave the building and assemble outside in the designated area. Intentional misuse or tampering with the fire alarms will result in a minimum fine of \$1000. If this person is not identified, all residents of the Hall will be charged.

DRINKING ALCOHOL ON CAMPUS

At no time you are allowed to bring alcohol onto campus. Alcohol is **not allowed in your room/hall at any time**. If you have alcohol, it will be confiscated and you will be fined.

HALLWAYS

For fire safety reasons, do not leave anything in the hallways at any time. Please ensure that the hallways are clear at all times.

VISITORS

All visitors must sign in at Reception during office hours. After 6.00pm, please contact Security. Guests may visit you in the Common Room, but must leave by 11.00pm.

DAMAGE

For damage done to public areas in a Hall of Residence where no single person is identifiable as being responsible, a levy may be imposed on all students living in the Hall concerned.

Any damage or breakage must be reported immediately to fixme@ipu.ac.nz so that requirements may be noted and repairs completed by the institute. Intentional damage will not be fixed until the new term.

CONSEQUENCE SYSTEM OF BREAKING RULES & REGULATIONS

Any students found breaking regulations will be fined, and could be subjected to other disciplinary action.

Infringement	Fine
Tampering with emergency safety equipment	\$500
Smoking or vaping in IPU New Zealand buildings	\$200
Smoking or vaping outside designated smoking areas	\$50
Drinking alcohol on campus outside of Junior Common Room	\$100
Excessive noise in halls	\$100
Unauthorised parking	\$100
Computer network offences	\$100



FOR EVERYONE'S SAFETY:

- Do not burn incense or candles in your room.
- Do not cook in your rooms.
- Do not cover smoke alarms.

BREAKING RULES & REGULATIONS

WARNINGS¹

BREAKING RULES & REGULATIONS AGAIN!

FINES²

BREAKING RULES & REGULATIONS AGAIN!!!

FINES & DISCIPLINARY COMMITTEE

¹ There is no expiry on warnings. Warnings may not be given dependant on situation. Smoking inside the building will result in an immediate fine, no warning.

² The amount of a fine varies depending on the causes.



NEW ZEALAND LAW FOR STUDENTS

ALCOHOL

To drink alcohol in New Zealand you must be at least 18 years of age. If you are not yet 18, you are not allowed to buy alcohol or enter a bar or nightclub without a parent or legal guardian. You may be asked to show photo ID that shows your age before being allowed to enter a bar or club or when purchasing alcohol. ID must be approved.

There are only three types of photo ID that can be used for this purpose. These are:

- Passport
- New Zealand Drivers Licence
- Official 18+ Card - Hospitality New Zealand

It is also against the law in New Zealand, to drink or be in possession of alcohol in a public place such as the central city streets or the beach. Punishment for breaking laws related to alcohol can range from fines between \$200 and \$2000 to temporary imprisonment.

DRIVING AFTER DRINKING ALCOHOL

Alcohol can seriously impact on your ability to drive safely and therefore there are strict laws against drinking alcohol, and then driving in New Zealand.

- If you're over 20 years of age, the legal blood alcohol limit for driving is no more than 50 milligrams of alcohol for every 100mls of blood.
- There is a zero-alcohol limit if you are under 20. That means if you drive after consuming even one drink, you can be charged with drink driving.
- Be prepared: if you're planning on drinking, plan not to drive.
- Use your common sense - don't go along with other people's bad decisions to drive while impaired by alcohol or drugs.

Penalties for driving under the influence of alcohol range from fines, confiscation of your vehicle, to terms of jail imprisonment. A drink-driving conviction will also impact on your Immigration Permit and you may not be allowed to stay in New Zealand.

More Information can be found at www.nzta.govt.nz

TOBACCO AND VAPING

Like with alcohol, in New Zealand there are laws against selling tobacco to people under 18 years of age. There are also laws about where you can smoke cigarettes, tobacco or vaping regulated products.

Smoking and vaping is not allowed in bars, clubs, restaurants, offices, work places, shopping areas or on public transport.

Smoking and vaping is prohibited in all buildings on campus. There are designated smoking areas around the campus and these are the only areas where you are allowed to smoke or vape. (see previous page)

Quitline offers support if you want to stop smoking/vaping.

DRUGS

In New Zealand, it is illegal to possess or consume/smoke drugs (e.g. cannabis, ecstasy, heroin, methamphetamine, LSD).

There are severe penalties for importing or selling illegal drugs. As a visitor, if you are caught with illegal drugs you will be sent home and will not be allowed to return to New Zealand.

GAMBLING

There are also strict rules regarding gambling in New Zealand. There are only four types of gambling that are legal. These are:

- Lotteries
- Instant Kiwi
- TAB
- Casinos

Gambling addictions and problems can become a serious problem for some people, if you are concerned about this, please talk to Student Support, or you can find more information at: www.gamblinghelpline.co.nz

HARASSMENT

The Harassment Act (1997) defines harassment as:

When "a person harasses another person if he or she engages in a pattern of behaviour that is directed against that other person, being a pattern of behaviour that includes doing any specified act to the other person on at least two separate occasions within a period of 12 months".

When this behaviour results in the person becoming annoyed, alarmed, or experiencing significant emotional distress, it needs to be addressed. Harassment can cause serious interruption of individual's life, including work and study.

DISCRIMINATION

The Human Rights Act (1993) states that no person can be discriminated against because of their:

- Gender (including pregnancy and childbirth)
- Marital status
- Religious belief
- Ethical belief
- Colour
- Race
- Ethnic or national origins (including nationality and citizenship)
- Disability
- Age
- Political opinion
- Employment status
- Family status
- Sexual orientation

IPU New Zealand has anti-harassment advisors amongst the staff and these can be contacted directly or ask student support staff for advice about discrimination (see page 34).

You can also talk with Student Support or a member of the anti-harassment team if you would like some more general information regarding discrimination or harassment. This can include examples of what might constitute discrimination or harassment and suggestions for where you can find further support or advice on the topic. There is also information on the IPU Health & Safety Information page on Moodle.

If you wish to make a complaint, or would like some more information regarding Human Rights Act (1993), you can contact the Human Rights Commission Info Line on 0800 496 877.



NEW ZEALAND LAW FOR STUDENTS

EMPLOYMENT

Working is great experience, but should always be balanced to prioritise your studies. International students may only work if your visa grants work rights. Internship hours are included in the allowed number of hours. You may apply for variation of conditions to work, or to work and complete an internship at the same time. Many students will be allowed to work for 20 hours per week and full-time in holidays. You may give your employer a copy of the Academic Calendar. The minimum wage is NZ\$21.20 per hour, workers in New Zealand are allowed rest breaks during their work-day. Common practice is that paid rest breaks are 10 to 15 minutes long, and unpaid meal breaks are at least 30 minutes long, but these times vary across industries and occupations. If you are concerned your employer is not treating you or a friend fairly, please call New Zealand Employment on 0800 20 90 20, or let Student Support know.

TENANCY AGREEMENTS FOR OFF-CAMPUS STUDENTS

A tenancy agreement is a contract between a landlord and a tenant. It records all the key things that a landlord and a tenant have agreed to about the tenancy.

Tenancy agreements must be in writing

Every tenancy agreement must be in writing, and the landlord must give the tenant a copy before the tenancy begins. However, the Residential Tenancies Act applies even if a tenancy agreement isn't in writing. This means a landlord and a tenant can't avoid their obligations under the law by refusing to put their agreement in writing.

Tenants should make sure they read the tenancy agreement carefully before they sign it, so they understand all the terms and conditions of the tenancy. If there's anything they don't understand, or are unsure of, they should seek advice before they sign the agreement.

Tenancy agreement templates

Tenancy Services have a residential tenancy agreement and a boarding house tenancy agreement that landlords can use. Landlords can also choose to draw up their own (as long as they include the minimum information).

www.tenancy.govt.nz/starting-a-tenancy/tenancy-agreements/

Property inspection report

Tenancy Services residential tenancy agreement includes a property inspection report.

Read more on initial property inspections which explains the importance of a property inspection at the beginning of the tenancy. www.tenancy.govt.nz/starting-a-tenancy/ready-to-rent/initial-property-inspection/

Minimum contents of a tenancy agreement

Every tenancy agreement must include the following minimum information:

- The full names and contact addresses of the landlord and tenant (including contact email address and mobile telephone number, if they have them).
- The address of the property that's being rented.
- The date the tenancy agreement is signed.
- The date the tenancy is to begin.
- Addresses for service for both the landlord and the tenant.
- Whether the tenant is under the age of 18.
- The financial amount of any bond.
- The rent amount and frequency of payments.
- The place or bank account number where the rent is to be paid.

- Any fees (for a letting agent or solicitor) to be paid (if applicable).
- A list of any chattels (like furniture, curtains and other fittings) provided by the landlord.
- If the tenancy is a fixed-term tenancy, the date the tenancy will end.
- Landlords are required to disclose in the Tenancy Agreement, information about insulation installed in the ceilings, floors, or walls, together with details of the location, type, and condition of all insulation (note that wall insulation is not a compulsory requirement and if a landlord is unsure whether or not the property contains wall insulation, they can state "not known").

Failure to provide this information or providing false or misleading information is an unlawful act. However, where the landlord has made all reasonable efforts to obtain the required information, but was unable to do so, the landlord must make a statement to this effect.

Boarding houses have additional minimum information needed. Boarding house tenancy agreements have more information about this. www.tenancy.govt.nz/starting-a-tenancy/types-of-tenancies/boarding-houses/

Read more about the best addresses to have on your agreement. <https://www.tenancy.govt.nz/starting-a-tenancy/tenancy-agreements/address-for-service/>

Adding extra conditions to the tenancy agreement

Landlords can't add just any conditions they feel like to the tenancy agreement. All extra conditions added to a tenancy agreement must comply with the law.

Adding conditions to the tenancy agreement has more information about extra conditions that can be added to tenancy agreements. www.tenancy.govt.nz/starting-a-tenancy/tenancy-agreements/adding-conditions-to-the-tenancy-agreement/

Change of contact details

If your contact details in the tenancy agreement change during the tenancy, you must provide the other party with your new contact details within ten working days.

If the bond is held with a tenancy service, you must also inform them of any change to your contact details within ten working days.

Contact details are things such as a phone number, contact address, email address or address for service.

Agreements with flatmates are not part of the tenancy agreement

Agreements between tenants and their flatmates (and between homeowners and their flatmates) aren't covered by the Residential Tenancies Act. This means flatmates aren't part of the tenancy agreement.

However, both parties may find it useful to have a written record of what they've agreed to. Tenancy services have a flat-sharing agreement that tenants and homeowners can use with their flatmates if they wish.

Tenancy Services information on Flattening explains about the differences between tenants and flatmates. www.tenancy.govt.nz/starting-a-tenancy/flattening/



REGULATIONS FOR DRIVING AND VEHICLES

DRIVING UNDER NEW ZEALAND LAW

There are a few things that you may not be used to when driving in New Zealand. For example:

- We drive on the left side of the road.
- Using a hand-held mobile phone while driving is illegal.

If you plan to drive while you are in New Zealand, it is important that you read the booklet [Driving in New Zealand](#). Available to download from: www.nzta.govt.nz/resources/driving-in-nz/

To gain your full New Zealand Drivers Licence you will need to go through the following process:

The three tiers of a New Zealand Driver's Licence.

LEARNER LICENCE

- You must pass a written driving test to obtain a Learner Licence.
- When driving under a Learner Licence you must have a supervisor* with you at all times.
- Keys must be kept at Administration.

RESTRICTED LICENCE

- May NOT drive between 10.00pm and 5.00am UNLESS with a supervisor.
- May NOT carry passengers UNLESS with a supervisor.

FULL LICENCE

- Can drive at any time with passengers.

Check regulations for driver licencing at www.nzta.govt.nz You may be eligible for a Full New Zealand Licence without sitting a test, if you hold an overseas licence that fits certain criteria.

*A supervisor must have held a full NZ Driver's Licence for two years and must sit in the front passenger's seat at all times.

PARKING PERMIT SYSTEM

Submit Parking Permit Request Form with required documents[†] to Reception.

Approval from IPU New Zealand and a Student Parking Permit will be issued along with a parking space wherever applicable

Cars parked on IPU New Zealand premises without Student Parking Permit will be clamped at owner's expense

[†]Photocopy of Driver's Licence, photocopy of the car insurance, parent's permission, proof of ownership

STUDENT VEHICLES ON CAMPUS

- Students must obtain a New Zealand licence if they wish to drive a car.
- International students at IPU New Zealand are only allowed to drive if they have been in New Zealand for eight months, unless a written letter from parent or guardian is provided.
- All students must submit copies of their driver's licence to Administration.
- Students must register car ownership with IPU New Zealand and obtain a parking permit.
- International students must also have:
 - ◆ Valid NZ Drivers Licence
 - ◆ Written permission from parents (if under 25)
 - ◆ Proof of car insurance
 - ◆ IPU Parking Permit

INSURANCE OPTIONS

Car Insurance is compulsory for international student drivers[‡]

Comprehensive

- Full cover for accidents covering fire and theft to your car
- Covers any damage to someone else's car or property

Car Third Party, Fire & Theft

- Cover against fire and theft, and limited cover for damage caused by an uninsured driver of another vehicle
- Covers any damage you may do to someone else's car or property

Car Third Party Only

- Covers damage to someone else's car or property
- Covers damage caused by an uninsured driver of another vehicle

[‡] Talk to senior students or a member of the Student Support team for ideas on car insurance companies.

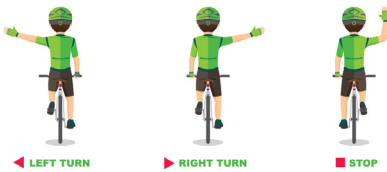


CYCLIST AND PEDESTRIAN GUIDELINES



STUDENT'S NOTE:

Please see www.nzta.govt.nz/walking-cycling-and-public-transport for more information on walking and cycling in New Zealand.



CYCLING UNDER NEW ZEALAND LAW

SAFETY RULES

- Cyclists must wear an approved safety helmet at all times, fastened securely.
- Wear brightly coloured or reflective clothing at all times, so you are easier to see.
- Do not use the footpath unless you are delivering mail, or there is a sign indicating a shared path.
- At intersections you must follow the rules for motor vehicles, or get off your cycle to walk across a pedestrian crossing.
- Always ride in single file when passing, or travelling on a narrow road.
- Your cycle must not be towed by another vehicle.
- You must not carry a passenger, unless you have a specially designed passenger seat (pillion seat) and footrest.
- You must not block a footpath with your cycle.
- You must use a bike lane or cycle path where possible.
- You must ride with lights on when it's dark (sunset to sunrise), or any time when you cannot clearly see 100m in front of you.

HAND SIGNALS

- You must give a hand signal at least three seconds before stopping or turning.
- Always check to make sure you have been seen and understood.
- Look behind you to make sure there is room for you to turn, pull out, or pass safely.

FEATURES YOUR CYCLE MUST HAVE

- A red/yellow reflector on the back.
- Good brakes on the front & back wheels.
- A steady or flashing rear-facing red light, that can be seen at night from a distance of 100m.
- One or two white/yellow headlights that can be seen at night from a distance of 100m.
- Yellow pedal reflectors (or the rider wearing reflective material).

PEDESTRIAN GENERAL GUIDELINES

- If there is a footpath, use it.
- If there is no footpath:
 - ♦ Walk on the right side of the road (facing oncoming traffic).
 - ♦ Get as far off the road as you can – do not walk in the middle of a lane.
- At night, wear light-coloured or reflective clothing, or carry a torch so you can be easily seen.
- Be considerate when sharing a path with other pedestrians, cyclists, etc.
- Be careful when crossing driveways and entrances. If a driver is coming out, they may not be able to see you.
- If you are jogging, wear bright or reflective clothing.
- Always look in both directions, right, then left, then right again, before crossing the road.

CROSSING THE ROAD - NO CROSSINGS

- Check all nearby roads for vehicles carefully before you cross.
- Wait for a gap in traffic before crossing – don't cross halfway and stand in the middle of the road unless there is a traffic island (like on Aokautere Drive).
- When crossing at an intersection, look behind and in front of you before you cross.
- When crossing at night, cross near a streetlight if you can.
- When you get off a bus and need to cross the road, wait until after the bus has gone before you cross.
- If you cross the road between cars, move into the road between the parked cars, next to the headlights. Check for moving vehicles, and cross when it is safe to do so.

CROSSING THE ROAD - PEDESTRIAN CROSSINGS

- If you are within 20m of a pedestrian crossing, footbridge, underpass or traffic signals, you must use them to cross the road.
- Walk quickly so vehicles do not need to stop for long.
- Don't step out suddenly; vehicles must stop for these crossings, but if they are travelling at speed, it may be hard for them to see you.

CROSSING THE ROAD - COURTESY CROSSINGS

- Courtesy crossings are not official crossings, and drivers do not have to stop. Please check for vehicles carefully before using them.
- Don't step out suddenly, if vehicles are going too fast or don't see you, it can be dangerous.

PEDESTRIAN TRAFFIC SIGNALS

- When a non-flashing, red person is displayed, you must not cross the road.
- When a green person is displayed, you may cross the road. You may also hear a buzzer.
- When a flashing red person is displayed, you may finish crossing, but you must not start crossing.



Example of a Pedestrian Crossing



Example of a Courtesy Crossing



COMPLAINTS PROCESS

IPU New Zealand supports the right of students to have access to a system of due process for complaints in matters of dispute of regulations, academic policy or violations of human rights or privacy.

The basis of a complaint must be solely on the interpretation or implementation with respect to the individual, and not on the right or authority of IPU New Zealand to establish or to enforce such regulations or policies. For further information see: Policy 7.5 in the Policy Handbook.

WHAT TO DO IF YOU HAVE A COMPLAINT

When you come to IPU New Zealand, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here. If you have a complaint, it is important that you go through the right steps.

ASK YOUR EDUCATION PROVIDER TO RESOLVE YOUR COMPLAINT

Your education provider (i.e. IPU New Zealand) is your first point of contact for any complaint you have, including any complaint about the agents your provider uses. They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

IF YOUR COMPLAINT IS NOT RESOLVED - CONTACT NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to qadrisk@nzqa.govt.nz. If you need more information on the complaints process, contact NZQA on 0800 697 296.

IF IT IS A FINANCIAL DISPUTE - YOU CAN CONTACT iSTUDENT COMPLAINTS

iStudent Complaints is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

iStudent Complaints is an independent service with experience in helping people to resolve disputes. You can contact iStudent Complaints on 0800 00 66 75.

NEW ZEALAND'S QUALITY STANDARDS

All students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of Tertiary and International Learners) Code of Practice. This is legislation that outlines the level of care that education providers, and their agents, must provide to students while they live and study in New Zealand. The education system is regulated with strong quality assurance systems across the board.

In general, as a student you can expect that:

- The quality of teaching and learning you receive will meet high educational standards
- The marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- Education providers' agents give you reliable information and act with integrity and professionalism
- You will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- You are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- Your study environment is safe, and that you have a safe place to live

ABOUT THE EDUCATION (PASTORAL CARE OF TERTIARY AND INTERNATIONAL LEARNERS) CODE OF PRACTICE

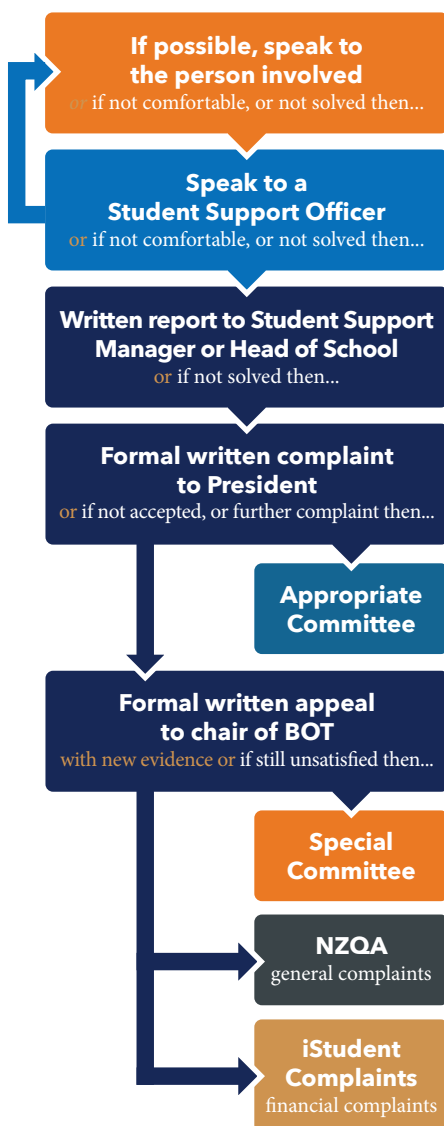
The New Zealand Government's Education (Pastoral Care of Tertiary and International Learners) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website.

www.nzqa.govt.nz/providers-partners/education-code-of-practice/

ABOUT NZQA

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice.

www.nzqa.govt.nz





Te Oranga me
Te Haumaru Ākonga

**Learner Wellbeing
and Safety**

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

Important Information for
Students and Families



NZQA

NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!

This supplementary edition of the Code was published by NZQA in December 2021 to support the sector to implement the Code.

The official text of this Code can be found here:
<https://www.education.govt.nz/further-education/information-for-tertiary-students/code-of-pastoral-care-domestic-tertiary/>

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the code) provides information for students and their parents on what to do if they have a complaint about their treatment by a New Zealand education provider or agent of an education provider.

What is the Code?

New Zealand education providers have an important role in ensuring the well-being of their international students.

The Code sets out the minimum standards of advice and care that are expected of education providers for students. This ensures students coming to study in New Zealand are well informed, safe, and properly cared for.

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand government.

Who does the Code apply to?

All education providers in New Zealand who enrol students must be a signatory to the Code and adhere to its requirements.

A list of education providers that have signed up to the Code is available on the NZQA website at **www.nzqa.govt.nz**

How can I get a copy of the Code?

You are encouraged to read the Code, which is available on the NZQA website in several languages.

If you have further questions about the Code you can email **code.enquiries@nzqa.govt.nz**

What can you expect of an education provider?

Students and their families can expect education providers to:

- provide clear, sufficient and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider
- check that you have the prescribed insurance cover
- provide a safe and supportive environment for study
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability
- have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).

What if something goes wrong?

If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure.

Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person who you can talk to and who will advise you on how to address your concerns or complaints. This may be principal or the student support director.

If the provider's grievance process does not address your concerns or complaints, you can contact:

- NZQA (**for concerns and complaints about a provider breaching the Code**) or
- iStudent Complaints (**for concerns and complaints about money or contracts**).



**Te Oranga me
Te Haumaru Ākonga**

**Learner Wellbeing
and Safety**

Is your complaint about a provider breaching the Code?

As the Code administrator NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code.

This includes getting information from both the students who has raised the concern or complaint and the education provider.

For information about how to make a complaint see the NZQA website
www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/

Is your complaint about money or contracts?

iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free.

You can contact iStudent Complaints in a few ways:

Website

www.istudent.org.nz

Email

complaints@istudent.org.nz

International phone number

64-4-918-4975

Free phone (within New Zealand)

0800-00-66-75

On social media:

Facebook

www.facebook.com/istudent.complaints

Post:

iStudent Complaints

P.O. Box 2272
Wellington 6140
New Zealand

NZQA

NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

QUALIFY FOR THE FUTURE WORLD
KIA NOHO TAKATŪ KI TŌ ĀMUA AO!



**Te Kāwanatanga
o Aotearoa**
New Zealand Government



IPU NEW ZEALAND CONTACT DETAILS

STREET ADDRESS

IPU New Zealand
57 Aokautere Drive,
Fitzherbert,
Palmerston North 4410,
New Zealand

POSTAL ADDRESS

IPU New Zealand
Private Bag 11021,
Manawatu Mail Centre,
Palmerston North 4442,
New Zealand

PHONE NUMBERS

Main phone number: 06 354 0922

Extension numbers on campus:

Hall 1 881 / 891	Hall 7 887 / 897
Hall 2 882 / 892	Hall 8 888 / 898
Hall 3 883 / 893	Hall 9 812 / 847
Hall 4 884 / 894	Hall 10 834 / 833
Hall 5 885 / 895		
Hall 6 886 / 896		

To make an outside call, you need to dial (1) first.

My Hall Phone number is:

My Hall Leader is: **Room No.**

WEEKEND ON-CALL STAFF

Phone Ext 871 from a campus phone during the weekends to contact Student Support Staff.

ON-SITE SECURITY GUARD

The phone number for the on-site Security Guard during the period 6.00pm – 4.00am or 5.00am is: 0800 355 050.

After these hours your call will be answered by the call centre, who will alert Security.

POLICE/AMBULANCE/FIRE EMERGENCY PHONE NUMBER

from campus landline **DIAL 1** (outside line) **then 111**

IPU NEW ZEALAND EMERGENCY CONTACT NUMBER

PHONE 0800 355 050



IPU
NEW ZEALAND
TERTIARY INSTITUTE

Discover more at www.ipu.ac.nz



[ipu.ac.nz](http://www.ipu.ac.nz)

✉ info@ipu.ac.nz ☎ 0800 367 472 / +64 6 354 0922

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