



Tauira handbook

2023

Te Wānanga  
o Aotearoa



# Ngā hua o roto

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## He kupu whakataki nā Te Kaiwhakatere

### Welcome from Te Kaiwhakatere (CEO)

*Piki mai taku manu  
Kake mai taku manu  
Ki te taha o te Wainui  
ki Te taha o te Wairoa  
Ka tū te rupe ki tai  
Ka whakakikī  
Ka whakakaka  
Nau mai, piki mai, tau mai.*



Mihia te wāhi ngaro i āna tini manaakitanga mai ki a tātau, tatū atu hoki ki a Kīngi Tuheitia, te mauri o te motu. Kei te rau o tītapu, te iwi hokinga kore ki muri nei, nā roimata koutou i tuku, heoi, mā ngākau koutou hei pupuri mai hei maharatanga ake, okioki atu rā.

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

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

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

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

Welcome aboard our waka of higher learning for 2023. We are pleased to have you choose us, Te Wānanga o Aotearoa, for your journey.

Our vision and our mission have you, our tauira (student), at our heart. These are our guiding lights by which we navigate.

#### Our Vision is:

*He takapau mātauranga, he whānau huarewa*  
Whānau transformation through education.

#### Our Mission is:

*Kia angitu te tauira*  
Tauira success.

During your journey with us, you'll learn much more than just your chosen programme of study. As you become part of our wānanga community, you'll learn about who we are, why we believe in what we do and how we strive to provide an education of the highest standard, that is rich in mātauranga Māori. We want you to learn and grow, and make a difference in your whānau, hapū, iwi and community.

It's important to us that you feel welcome, supported, and inspired during your learning journey, so we aim to ensure you have what you need. Inside this handbook – Te Manu – you'll find everything you need to know, including your rights and responsibilities and details about the range of support services we offer to help you navigate your way. You'll quickly learn that your kaiako (tutor) or kaitiaki (support person for home-based learners) is a great source of help, support, and inspiration; encouraging your success. If they can't help you, they'll connect you with someone who can.

We are pleased to have you with us, and wish you all the success as you paddle towards your goals.

Ngā mihi,

**Nepia Winiata**  
**Kaiwhakatere (Chief Executive Officer)**

## Whakataukī Proverb

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

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

### What is Te Manu?

Te Manu is your taura (student) handbook; a resource to guide you on your journey as our taura. Its contents are laid out in the seven steps of our taura footprint: first connection, pre-enrolment, enrolment, induction, learning experience, course completion, stay connected.

### Why is it called Te Manu?

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



## Mahere-ā-tau 2023 Important dates

<b>Kohi-tātea   January</b> 1 New Year's Day 2 New Year Holiday 3 New Year Holiday 23 Wellington Anniversary Day 30 Auckland, Northland, & Nelson Anniversary Day 30 School term 1 starts *	<b>Hōngongoi   July</b> 11 TWoA break starts 2 4 TWoA break ends 14 Matariki Holiday 17 School term 3 starts * 25 TWoA semester B starts **
<b>Hui-tanguru   February</b> 6 Waitangi Day	<b>Here-turi-kōkā   August</b> 18-21 Koroneihana
<b>Poutū-te-rangi   March</b> 6 TWoA semester A starts ** 13 Taranaki Anniversary Day 20 Otago Anniversary Day	<b>Mahuru   September</b> 25 Daylight saving starts 22 School term 3 ends * 25 South Canterbury Anniversary Day
<b>Paenga-whāwhā   April</b> 2 Daylight saving ends 6 School term 1 ends * 7 Good Friday 10 Easter Monday 11 Southland Anniversary Day 24 School term 2 starts * 25 ANZAC Day 26 O-Tāwhao Marae opened (1985)	<b>Whiringa-ā-nuku   October</b> 9 School term 4 starts * 20 Hawkes Bay Anniversary Day 23 Labour Day 28 Declaration of the Independence of New Zealand signed at Waitangi (1835) 30 Marlborough Anniversary Day
<b>Haratua   May</b>	<b>Whiringa-ā-rangi   November</b> 17 Canterbury Anniversary Day 27 TWoA semester A&B ends ** 27 Chatham Is. Anniversary Day
<b>Pipiri   June</b> 5 King's Birthday 12 Waipā Kōkiri Centre - Officially opened (1987) 24 Matariki (public holiday) 30 School term 2 ends *	<b>Hakihea   December</b> 4 Westland Anniversary Day 15 All TWoA campuses and sites close for the year. 20 School term 4 ends * 25 Kirihimete   Christmas Day 26 Boxing Day

\* School terms can vary across the regions.

\*\* Individual programme start and end dates may vary.

## First connection

### Our mission, vision, values

#### Ko te uaratanga – our mission:

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

#### Ko te whakakitenga – our vision:

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

#### Ko ngā uara – our values:

Our values of te aroha, te whakapono, ngā ture and kotahitanga are embedded in, and woven through, the actions we take to achieve successful outcomes for our taura.

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

## Kaupapa wānanga

Kaupapa wānanga is a way of describing our unique way of being and doing and has been born from our mission and philosophy.

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

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

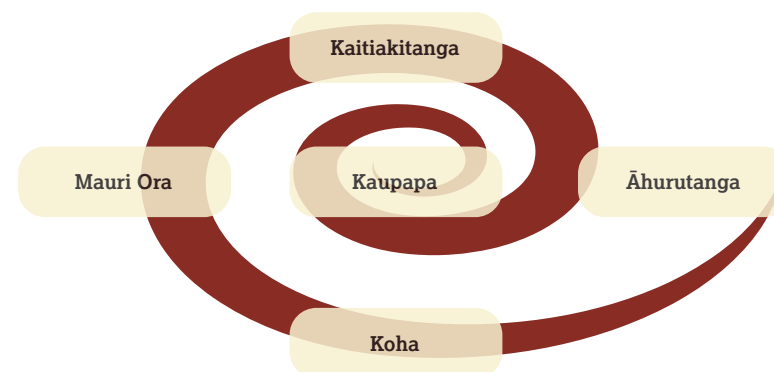
Kaupapa wānanga encourages us to strive to achieve balance (a state of mauri ora) within our lives and working relationships. It also encourages us to contribute towards mauri ora through institution-wide endeavours and in our many external stakeholder relationships. In accordance with the principles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

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

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

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

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



## Ako Wānanga

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

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

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

The framework consists of four primary huanga (attributes):

- › Ako – living, learning, teaching
- › Aro – reflective practice
- › Te Hiringa – Passion, motivation and spirit
- › Whanaungatanga – respectful relationships and connections.

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

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

Ako wānanga is new. While there have been many key contributors in the evolution that is ako wānanga the intent has been constant. Aro and ako have been our hoa haere (partner); continuous quality improvements have been and will continue to be made.

### Te kaupapa matua o Te Wānanga o Aotearoa

<b>Ko te whakakitenga (vision)</b>	Future direction
<b>Ko te uaratanga (mission)</b>	What we will undertake to support
<b>Ko te kaupapa (philosophy)</b>	Our fundamental nature
<b>Ko te uara (ngā uara - values)</b>	How we will conduct ourselves to achieve successful outcomes
<b>Ko te Kaupapa Wānanga (ngā takepū - principles)</b>	How we will approach situations to strive for constant acknowledgement
<b>Ko te ako wānanga (ngā huanga - attributes)</b>	How we will apply the practice of excellence to foster continuous improvement for quality reflection, teaching & learning.

## Pre-enrolment

### Programme entry criteria and eligibility

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

We can then determine your eligibility or suitability for entry and/or selection. Entry requirements often relate to the professional requirements of a sector such as teaching or social work. **Ask your kaiako** (tutor) /**kaitiaki** (support person for home-based learners) for details of the programme (e.g. structure, delivery method and duration) or [refer to our website](#).

### Programme delivery methods

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

- › noho/noho marae
- › wānanga
- › kura whakaako
- › classes
- › tutorials.

Throughout your programme you will also be expected to complete learning activities outside of class. These may be referred to as ‘**activity directed learning**’.



## Activity directed learning (ADL)

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

- › workbook activities
- › pre-recorded resources e.g. DVDs, YouTube, CDs
- › homework and home play activities
- › study as requested by your kaiako
- › TWoA online activities e.g. Akorau and iAkoranga (see below).

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

TWoA online platforms are:

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

- › complete a range of fun, interactive activities related to what you have been doing in class.
- › communicate with kaiako and other akongā (learners), for example, participating in online class forums and discussions, or complete learning journals to reflect on your own learning.
- › access resources, for example, kupu hōu (new words), readings, and audio/video resources.
- › download activities that you can do offline even when you don't have access to the internet.

The Akorau digital platform supports the TWoA Te Ara Reo Māori programmes (levels 1 – 4).

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

## Enrolment

### Terms and conditions of enrolment

When you enrol with us you agree to the following:

### Privacy information

In agreeing to the terms and conditions on the application and enrolment forms, you authorise the use and release of information as may be required. TWoA collects, uses, stores and discloses personal information in accordance with the Privacy Act 2020, the Education Act 1989 and other relevant legislation. This information is used to manage the business of TWoA, comply with legislative requirements for records and public funding, and to supply information to government agencies and organisations. Staff and contractors may have access to this information for use in these processes.

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

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

### Proof of identity

To qualify as a domestic student and to be entitled to the government tuition subsidy, you must be a citizen of New Zealand (including students from the Cook Islands, Tokelau or Niue), or you must prove that you are a permanent resident of New Zealand, or a citizen or permanent resident of Australia residing in New Zealand for the required period.

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

- › Birth Certificate with place of birth in New Zealand, Cook Islands, Tokelau or Niue
- › New Zealand or Australian passport
- › An active and verified NSI (National Student Index) number
- › Statement of whakapapa, including date of birth, signed by a Kaumatua if you're over 60 years old
- › Certificate of Citizenship
- › Overseas passport with permanent residence visa
- › MOE Early Leaving exemption (ELX) for Under 16 years

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

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

### **Certified copies of documents**

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

### **Under 18 years of age**

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

### **Our Disability Services**

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

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

### **Eligibility for Student Loans and Allowances**

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

### **Course fees**

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

TWoA reserves the right to withhold acceptance of your enrolment for failure to pay course fees. We are able to enforce our policy of paying course fees, or withhold a refund for a withdrawal, at the discretion of TWoA. For more information visit [www.twoa.ac.nz/tauirastudents/regulations](http://www.twoa.ac.nz/tauirastudents/regulations).



## Change of enrolment, late enrolment, withdrawals

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

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

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

### Late enrolment

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

### Withdrawals

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

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

- › you will be refunded any fee you have paid in accordance with our regulations for refunds.
- › you will not have academic records created or achievement results recorded.
- › your results for NZQA units will not be reported to NZQA.

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

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

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

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

Length of programme	Cut-off date for early withdrawal
18 weeks	10 working days after the start date
20 weeks	10 working days after the start date
36 weeks	20 working days after the start date
38 weeks	20 working days after the start date
40 weeks	20 working days after the start date
42 weeks	20 working days after the start date
48 weeks	20 working days after the start date
52 weeks	26 working days after the start date

### Credit Recognition

Credit Recognition is a process where your prior learning, either formal or non-formal, can be considered for recognition to gain entry into a programme and/or have credit granted towards kōnae ako or units. This can be done in three ways:

**Cross credit** is when you have successfully completed an identical NZQA unit standard with TWoA or elsewhere. Cross credits will be automatically credited by Student Registry and do not need to be applied for. You will need to submit your Record of Learning during enrolment so that cross credits can be processed.

**Credit Transfer** is when you have successfully completed an identical TWoA kōnae ako or a sufficiently comparable kōnae ako/unit standard.

**Recognition of Prior Learning** is where you have relevant and current knowledge and skills gained through prior learning that meets the learning outcomes for particular kōnae ako/unit standard(s) of a programme.

You will need to apply for Credit Transfer or Recognition of Prior Learning by completing and submitting an application form with supporting evidence. Please talk to your kaiako or tauira support advisor for more information and an application form.

## Fees

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

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

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

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

### Are you eligible for fees-free study?

We've been providing fees-free study for the majority of our programmes for more than 30 years. To find out whether you are eligible for fees-free study for our fee-paying programmes visit [www.feesfree.govt.nz](http://www.feesfree.govt.nz).

## Refund of fees

To be eligible for a refund you must withdraw before the 10% cut-off date for early withdrawal i.e. 10% of the full length of your programme. E.g. for a 36 week programme the cut-off date is three and a half weeks (3.5 weeks) after the programme start date (see 'Withdrawals' section on page 13). You can then receive a refund but will not have academic results entered on your academic record. If your fees have been paid by a student loan these funds will be forwarded directly to StudyLink and credited to your student loan, account. Your results will be entered on your academic record and NZQA units recorded.

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

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

**Important note:** The person who paid your programme fee will receive the refund. If your fee was paid by a student loan, the money will go back to StudyLink.

## Induction

### Ngā uara (values), expectations of behaviour

Ngā uara: te aroha; te whakapono, ngā ture, and kotahitanga inform our expectations of the behaviour of our kaimahi and taura. When these values guide our behaviour, we act with integrity and respect for all people.

### Behaviour inconsistent with ngā uara

Examples of inconsistent behaviour include, but are not limited to:

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

### Expectations of behaviour procedure

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

### Assessment misconduct

Assessment misconduct involves any behaviour to obtain credit without complying with the requirements of that assessment and may include but is not limited to:

- › plagiarism (e.g., copying text, ideas, concepts, images, etc., without providing accurate acknowledgment of the source of the information);
- › dishonest practices (e.g., working with others when it is not permitted, using or stealing aromatawai or work which belong to another taura); and/or
- › non-compliance with aromatawai instructions (e.g., using unauthorised notes or materials in aromatawai).

If assessment misconduct is suspected, an investigation will be undertaken to determine whether assessment misconduct has occurred or not. If assessment misconduct has occurred appropriate action will be taken which may include a reduction in marks, disallowing an aromatawai, taura not being able to complete the kōnae ako / unit standard, and/or other disciplinary action under Taura Expectations of Behaviour. Serious instances of assessment misconduct can result in the cancellation of enrolment, and withdrawal from the programme.

## **Copyright FAQs for taura**

### **1. Why do I need to learn about copyright?**

Copyright is important because it protects the content you use and create while you are studying. Your course materials such as textbooks, reading lists, images, lectures, and examination questions are all protected as well as any written content and assignments you produce and generate.

### **2. Do I have copyright?**

Unless otherwise agreed, you own the copyright in anything original that you create – anything you write, draw, video, compose, etc, all by yourself. Your copyright happens automatically. You don't need to register your work or use the © copyright symbol. Anyone wishing to use your work must ask you for permission to copy, perform, or exhibit your work e.g. putting your essay in a newsletter, on a website or playing or recording your original music.

### **3. What happens where TWoA and/or a kaimahi have made significant contributions to my work?**

If TWoA and/or kaimahi have made significant contributions to your work, or your work incorporates TWoA Intellectual Property that is over and above TWoA standard property offerings then TWoA will share ownership rights with you and will record that ownership in a written agreement.

### **4. Can I use the © copyright symbol?**

Yes, if you want to. It helps remind people that you own the copyright of the creative work you've put it on. Acknowledge everyone else's material that you've used. Add the year you created the work next to your © symbol so others know what year your copyright began.

### **5. What can I do to protect my work?**

The best way to protect a work you have created is to ensure you have evidence that you created it. Keep dated notes, drafts, manuscripts and recordings used to produce your work. Also use the © symbol.

### **6. Can I copy course materials provided by the Wananga and lecturers?**

Yes. The course materials provided for your learning are copied under the copyright license paid by TWoA. You can download and print a copy for yourself but you cannot: make extra copies, share it with others or post this material on social-media platforms – even it is for studying purposes.

### **7. Who owns recordings of kaiako teaching sessions?**

Kaiako own the copyright of their teaching sessions. You must not record kaiako sessions without their permission. You must not share recordings or post them on the internet or social media without their permission. If, however, kaiako granted permission, it is best to have a written agreement to avoid copyright infringement in the future.

### **8. Can I copy material to include in my coursework, essays and assignments?**

Just because it's legal to copy material for an assignment or coursework, it doesn't mean it's a good idea to do so. However, you may do so without breaching copyright as long as you: (1) do not make it publicly available unless a public exhibition or performance is part of your assessment and falls under an examination exception and (2) adhere to the principles of academic integrity and properly reference anything you use following the APA 7th Edition Reference Guide.

### **9. Are there any exceptions to restrictions around copying course materials?**

There may be some instances where you may share course materials if they aren't covered by copyright.

### **10. Academic Conduct**

The copyright rules grant you use of materials for your study during your stay at TWoA. If you go beyond the limits of what is allowed, you may jeopardize your personal integrity and the TWoA brand. Such actions may result in Assessment Misconduct (Tikanga Ako Teaching and Learning, Section 9) or you may face legal action for copyright infringement

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

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



## Using computers and the internet at TWoA

### Please ensure you:

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

Any illegal downloading of material such as music, movies, TV shows etc. on TWoA networks is an extremely serious matter – see copyright information above.

## Safety and wellness

### How am I kept safe and well?

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

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

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

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

## Reporting - accident, incident and security events (AIS)

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

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

Where the incident is a significant event or needs internal escalation or external regulatory notification follow a 4-step process. This process also allows for the scene to be isolated (if necessary).

### The 4-step process for managing incidents is as follows:

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

## First aid

Provision of first aiders and first aid facilities

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

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

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

### **Tamariki (children) onsite**

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

#### **For tamariki visiting onsite, please note the following:**

- › Parent/caregiver must not routinely bring tamariki into the work or learning environment. They must also take care that the work of other kaimahi and taura is not adversely affected by the presence of their tamariki.
- › Do not bring tamariki on-site if they are unwell.
- › Tamariki must be supervised at all times while on-site.
- › Where the tamariki will be on-site, then a TM12b form must be completed by parent/caregiver.
- › The parent/caregiver must also enter the tamariki name into the manuhiri register.
- › Tamariki will not be permitted to enter restricted sites or areas. These areas are as follows:
  - › workshop areas - e.g. whakairo, forestry, carpentry, waka ama, maintenance areas,
  - › computer suites,
  - › gymnasium,
  - › any other area that contains significant hazards which have the potential to cause serious injury or illness.

#### **For tamariki attending noho and Off-site activities please note the following:**

- › Parent/caregiver must not routinely bring tamariki to on-site (or) off-site noho and activities.
- › Parent/caregiver must obtain prior approval from both Kaiwhakahaere Ako (MED) and Kaiarataki Ako (LED) for all instances of tamariki attending Off-site activities and noho (includes noho held on-site).
- › The approval process must include the completion of the TM12b tamariki on site authorisation form, which must be included in documents submitted for noho approval.
- › Do not bring tamariki on-site or to off-site activities if they are unwell.
- › If approved to attend on-site or off-site noho, tamariki must be actively supervised by the parent or caregiver at all times.
- › Tamariki must not stay overnight at noho marae.

### **Safety procedures**

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

Some of our programmes are classified as posing a high (safety) risk due to exposure to the following:

- › body of water i.e. waka ama programme
- › machinery and equipment i.e. carpentry, whakairo & some toi programmes
- › hazardous substances i.e. carpentry, whakairo & some toi programmes

#### **Safety manual – programme specific safety manual and/or guidelines**

Waka ama, carpentry and, forestry have safety manuals which must be read, understood and safety instructions practised throughout the duration of the programme. There are NO exceptions.

**Machinery and equipment** – safety guidelines – see your kaiako/takiwā advisor – Environment, Safety and Wellness.

**Hazardous substances** – safety guidelines – see your kaiako/takiwā advisor – Environment, Safety and Wellness.

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

- › safety manual
- › machinery and equipment guidelines
- › hazardous substances guidelines
- › protective clothing and equipment (e.g. steel cap boots, helmets, protective eyewear, gloves, earmuffs, lifejackets etc).

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

## Emergency preparedness

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

we have taken the following approach:

- › Prevention - in many cases knowing what could cause a particular situation to arise, and having arrangements in place to prevent it is the start point, e.g. prevent fires by keeping flammable materials away from sources of ignition.  
We ask that you:
  - Identify what could cause that situation
  - Determine controls
  - Make it happen (i.e, implement controls and check)
- › Containment - when the incident has happened, prompt action can contain a situation and prevent it from escalating to something far worse than it needed to be (e.g, preventing spilled chemicals entering drains by using spill kits).
- › Action - the quicker people act in an emergency, (e.g, use of spill kit to prevent substance entering drains) the less severe the consequences.
- › Recovery - when the emergency is over, we may need to undertake specific checks before allowing people to return to the area or restart an activity, (e.g, flooding may require an electrician to confirm that electrics are safe to use).
- › Your kaiako will liaise with the Takiwā Advisor – Environment, Safety and Wellness to ensure that planning and preparedness for emergency situations is available to you via emergency response plans (ERP).

Emergency Response Plans (ERP) information contains the following:

- the type of emergency situation
- immediate action to be taken in the event of a particular situation occurring
- who is responsible for what
- lists of relevant equipment and any specific training that will be provided
- required notification or escalations (internal/external).

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

NOTE: Certain regulations require detailed and specific emergency response plans, e.g, Hazardous Substances and New Organisms (HSNO) regulations.

If you are unsure if you need a detailed emergency response plan contact your Takiwā Advisor – Environment, Safety and Wellness or Te Marupainga directly at [temarupainga@twoa.ac.nz](mailto:temarupainga@twoa.ac.nz).

## COVID-19 General Information

If you are feeling unwell it is important that you please stay home and do not return to campus until you are symptom-free for 24 hours.

While on campus, remember to always do the following to keep yourself and others safe:

- › Wash your hands or use hand sanitiser regularly.
- › Cough or sneeze into your elbow.
- › Sign-in and sign-out using TWoA kiosk.
- › Be considerate of others experiences – whatever they're feeling is okay! Be kind to yourself and to others.

If you test positive for COVID-19 please notify your kaiako who will support you through the notification process with Te Marupainga.

Mask wearing is supported among kaimahi, tauira, and manuhiri who feel more comfortable doing so.



## Smoke-free environment

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

## Te uru taiao | Sustainable environment

As part of our waste minimisation project we have recycling units to help us minimise our negative waste footprint. The overall goal of our waste minimisation project is to seek innovative ways to create a positive, regenerative footprint working towards zero waste, closed loop systems and regenerating Ranginui (sky father) and Papatūānuku (mother earth).

We encourage you to participate by reducing the amount of waste you bring onto our campus and recycling your waste correctly. For more information contact the Te Marupainga team via the TWoA Contact Centre on **0800 355 553** or by email at [temarupainga@twoa.ac.nz](mailto:temarupainga@twoa.ac.nz).

### The resource efficiency pyramid or waste hierarchy



## Security

Our campus security team ensure you are safe and protected. They can assist you with personal security and our 24-hour on-call security communications centre can dispatch security patrols immediately.

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

You should call the security communications centre to:

- › report suspicious persons on site
- › report an assault
- › report willful damage
- › advise of a potential risk.

If there's a life-threatening emergency, dial 111 for

- › Ambulance
- › Fire Service
- › Police

Remember these safety tips – especially at night:

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

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

## Education Code of Practice 2021

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

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

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

- › **Code of Practice | English** [https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA\\_Pastoral-Care-Code-of-Practice\\_English.pdf](https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_English.pdf)
- › **Code of Practice | Māori** [https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA\\_Pastoral-Care-Code-of-Practice\\_Maori.pdf](https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/Tertiary-and-International-Learners-Code-2021/NZQA_Pastoral-Care-Code-of-Practice_Maori.pdf)

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

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

## Taura Services

### Student ID cards

Te Wānanga o Aotearoa provide enrolled taura with student ID cards. Your ID card helps you access our library and other services and provides evidence of your enrolment. Your card also entitles you to a range of discounts e.g. public transport, movies, retail shops etc. Ask your Taura Support Advisor for details. Once your enrolment is finalised and your fees (if any) are paid, you'll be eligible to get a student ID card.

### 101 student information service system

This data base allows you to:

- › update your personal details
- › view your progress on your programme

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



#### Step 1: Register

Go to [101.twoa.ac.nz](https://101.twoa.ac.nz)

Click on “Register now”

Enter the required information. NOTE:

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

#### Step 2: Log in

Enter your username (this is your STUDENT ID number)

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

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

For help, try the “help” button at the top of the screen, email us at [101@twoa.ac.nz](mailto:101@twoa.ac.nz) or call 0800 355 553.

## Change of personal details

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

To update your personal details:

- › visit a student registry office to get a "change of personal details" form. Fill out the form, send it back to us, and we'll update your details, or
- › ring our Contact Centre, on **0800 355 553** and provide us with the updated information, or
- › log-in to 101 Student Information Service System on the previous page.

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

## Tauira services | Tauira Support

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

My local Tauira Support Advisors: .....

Email: .....

Phone: .....



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

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

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

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

**Login to Te Matakā**

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

Once you log into Te Matakā you get access to:

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

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

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



## **Services offered by Tauira Support Advisors:**

### **Enrolment support**

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

### **Financial assistance**

Advisors can help you access financial support from:

- › Work and Income
- › Studylink
- › budgeting services
- › scholarships

### **Learning support**

Advisors can help you develop study skills including:

- › understanding the assignment process
- › essay writing
- › critical thinking
- › referencing
- › time management and goal setting

### **Disability support**

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

These include:

- › readers and writers
- › learning assessments, eye and hearing tests
- › special equipment and resources

### **Health and wellbeing**

Advisors can help connect you with:

- › counselling
- › drug and alcohol support
- › health services
- › spiritual guidance

### **Careers guidance**

Advisors can help you reach your career goals through:

- › career planning
- › developing your CV and cover letters
- › work search skills and access to the student job search agency

For further information: [www.twoa.ac.nz/StudentSupport](http://www.twoa.ac.nz/StudentSupport), contact your local Tauira Support Advisor or the National Tauira Services team in Hamilton via the TWoA Contact Centre, on **0800 355 553**.

## **Te Pātaka Māramatanga – Library**

Our six networked libraries, located throughout Aotearoa, will help you find the information you need. Our libraries provide access to a vast collection of information both in print and digitally (online or electronic). Our friendly and knowledgeable librarians are available to help you find the information you need and will assist you in developing your research skills.

You can access our online resources 24/7 via our Library page on Te Matakā, and, we welcome you into any of our physical libraries during our open hours (addresses and open hours available from the library page on Te Matakā).

Some of the key services we provide are:

- › free courier delivery of physical items from us to you and back home to the library – see more about this below
- › assistance in using our online resources including our online catalogue KITEA, e-books, full-text journal articles, streaming videos, and more
- › instructional ‘how-to’ tutorials/workshops both online and in-class about using our services and resources
- › borrowing items we don’t have from other NZ libraries via the NZ inter-library loans scheme
- › assistance with finding the information you need via our Reference Service
- › and, much more.

Our collections contain information that relate specifically to the programmes TWoA delivers. So, no matter what programme you’re enrolled in – we have information that will meet your needs.

All library services are FREE for tauira currently enrolled with TWoA.

### **Free, door-to-door service**

At your request, we will send physical resources (books, journals, CDs, DVDs) to you via a free courier delivery service direct to your door. A self-addressed, return courier bag will be included so you can send the items back to the library once you’ve finished.

## Visit your local TWoA library

Our library spaces are designed specifically for you. You'll be able to browse the physical collections, use devices (PCs & printers), and utilise areas to sit, read, study or just chill. The friendly and professional librarians look forward to welcoming you into YOUR library and helping you in any way we can.

You can visit our libraries at these campuses:

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

To know more about Te Pātaka Māramatanga – Library scan the QR code below to go to the Library page on Te Matakā.



Contact us:

- › Email: [library@twoa.ac.nz](mailto:library@twoa.ac.nz)
- › Phone: 0800 355 553

## Tauira representatives

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

My tauira representative: .....

Email:.....

Phone:.....

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

For further information about Tauira Representatives contact your local Tauira Support Advisor. The Tauira Representative handbook is accessed via our tauira platform - Te Matakā.

## Concerns and complaints

If you have a concern or complaint about any aspect of your learning experience\* at TWoA we encourage you to talk to the staff involved to try and resolve the problem. They may be genuinely unaware of the issue that has led to your concern and will appreciate you bringing it to their attention. You can also talk to your local Tauira Support Advisor. Please note: if your concern relates to educational regulations, these are considered through the Education Review process (see Educational Review and Appeals in Te Manu on page 41).

If this informal approach doesn't achieve the outcome you're looking for - or you would prefer to go directly to a formal process - you can make a formal tauira complaint. You can do this by completing and submitting the official tauira complaints form. More information, including guidelines for making a complaint and the complaints form can be found via our tauira platform - Te Matakā.

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

Your responsibilities when making a complaint are to:

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

Our responsibilities when receiving your complaint are to ensure it will:

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

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

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

<https://akongatwoaac.sharepoint.com/sites/temataka/SitePages/Complaints.aspx>

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

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

## Learning experience

### Kaiako and kaitiaki (tutors and assessors)

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

My kaiako / kaitiaki is:.....

Email:.....

Phone:.....

### Attendance

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

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

### Appointments with Home Based Learning (HBL) kaitiaki

If you're a tauira in an HBL programme you should always keep your appointments with your kaitiaki. These meetings are important to your learning progress and can help you gain a better understanding of your assessments. We know circumstances can change and an appointment may need to be rescheduled. If you need to reschedule an appointment, please call/text your kaitiaki or call free **0800 355 553** and ask to be connected to your kaitiaki.

Missing too many appointments with your kaitiaki may affect your ability to successfully complete your HBL programme.

## Aromatawai (Assessments)

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

- › assessment methods
- › assessment requirements specific to the programme (if any, details will be in your programme handbook)
- › deadlines for submitting assignments
- › criteria
- › marking schedules.

### Assessment results – non-degree programmes (and placement/practicum for some degree programmes)

<b>A – Achieved</b>	Tauira has successfully achieved the evidence requirements / performance criteria of the assessment.
<b>YTA – Yet to achieve</b>	Tauira has yet to achieve the evidence requirements / performance criteria of the assessment.
<b>CC – Cross Credit</b>	Tauira has completed an identical NZQA unit standard at TWoA or elsewhere.
<b>CT – Credit Transfer</b>	Tauira has been granted credit for completing an identical TWoA kōnae ako or a sufficiently comparable kōnae ako/unit standard.
<b>RPL – Recognition of Prior Learning</b>	Tauira has been granted credit through prior learning that meets the learning outcomes for particular kōnae ako/unit standards.

## Assessment results: degree programmes

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

### ‘Yet to achieve’ (YTA) result

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

### Assessments and taura responsibilities – you will:

- › submit assessments and reassessments by the due date, as directed by your kaiako
- › keep a copy of all of your assessments.

### Assessments and kaiako responsibilities – they will:

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

### Assessments in te reo Māori

We welcome and encourage you to complete assessments in te reo Māori if this is your preference. Tau ke! If you do wish to complete your assessments in te reo Māori, please advise your kaiako/kaitiaki at least three weeks before the assessment

due date (or preferably at enrolment if you plan to complete all assessments in te reo Māori) so that assessors can be arranged if your kaitiaki/kaitiaki is not fluent in te reo Māori.

### Extensions

If you are struggling to complete an assessment by the due date, you can apply for an extension from your kaiako where the extension date falls within the programme completion date. You must complete and submit an extension to assessment application form to your kaiako at least one week before the assessment due date.

If you are wanting to apply for an extension where the extension date falls after the programme completion date you must submit an extension to assessment application form to your kaiako at least two weeks before the programme completion date for the takiwā academic committee to consider and approve. An extension date that falls outside of 10% of the programme length after the programme completion date will not be considered. For approved extension applications that fall outside of the programme completion date, student allowances cannot be extended.

### Home-based learning taura

If you've not completed all the assessments for your programme you may be able to get an extension. Talk to your kaitiaki well before your programme end date about this option or call **0800 355 553** and ask for your HBL manager.

### Resubmission/reassessments

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

### Compassionate consideration

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

To apply, you will need to complete a compassionate consideration application form. Your kaiako or Taura Support Advisor will be able to provide this. You will also need to:



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

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

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

### Storage and return of original assessments

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

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

## Educational reviews and appeals

### Education reviews

If you're unhappy with a decision made on an education matter relating to your studies you may request a review of that decision by completing an application for an education review form: [www.twoa.ac.nz/taura-students/te-puna-manaaki-student-support/complaints-process](http://www.twoa.ac.nz/taura-students/te-puna-manaaki-student-support/complaints-process).

### Education matters include:

- › admission to programmes
- › cross credits
- › credit awards
- › recognition of prior learning
- › assessment results
- › award of qualifications
- › compassionate consideration applications
- › alleged educational dishonesty or other breach of behaviour expectations; and
- › any other decision that is included in Tikanga Ako (educational regulations).

### Education appeals

You may appeal (challenge) an education review decision by completing an application

for an education appeal form: [www.twoa.ac.nz/taura-students/te-puna-manaaki-student-support/complaints-process](http://www.twoa.ac.nz/taura-students/te-puna-manaaki-student-support/complaints-process).

### Education appeal deadline

An education appeal form must be received by TWoA within 10 working days of the date of notification of the education review decision.

## Course Completion

### Notification of programme completion

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

### Graduation ceremonies

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

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

### Receiving certificate without attending graduation

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

### Outstanding fees, debts and unreturned items

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

### Stay Connected

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



## Te Wānanga o Aotearoa

Contact us:

Tatau Pounamu | Contact centre

0800 355 553

Taupārongo | IT support

0800 808 789

Te Matakā | Student portal

<https://tauiru.twoa.ac.nz>

Te Pātaka Māramatanga | Library services

[www.twoa.ac.nz/library](http://www.twoa.ac.nz/library)