

# **STUDENT HANDBOOK**

For 2009

## **OUR MISSION STATEMENT**

“To provide excellence in Tourism and Travel education and training with emphasis on current and future commercial market needs”

## **SIR GEORGE SEYMOUR COLLEGE A NATIONWIDE ORGANISATION**

The Sir George Seymour National College of Airline, Travel and Tourism is a multi site organisation with five campuses based in Auckland, Hamilton, Wellington, Christchurch and Dunedin.

## **GOVERNANCE**

The College CEO is Nicole Domett, The Chief Financial Officer is Guy Domett and the General Manager is Rosanne Matheson, all based in Hamilton.

## **COLLEGE / STUDENT RULES AND GUIDELINES**

The primary reason for your course at the Sir George Seymour College is to provide you with the necessary skills for you to obtain employment. To achieve this, we need a commitment from you.

The College is a place where good work attitudes, practical skills and knowledge are gained in a work-like situation. In any place of work there are disciplines and social rules. In the same way, we require you to work within the rules laid down at the College.

Your decision to enrol here was a voluntary one - we respect that, however, failure to comply with the rules and guidelines, bringing your colleagues or the College into disrepute, may result in your dismissal from the course.

## **COLLEGE HOURS**

Students have free access to the College from 8.00am - 5.00pm - Monday to Friday. Classes operate from 9.00am - 4.00pm, with an hour for lunch.

## **STUDENT COMMON ROOM**

Eating on the campus is restricted to the Student Common Room only. Free tea and coffee is provided, with access to a microwave and fridge.

A roster system is developed at each campus indicating, who will be responsible for the tidiness of the Student Common Room. Please make sure you know when your class is rostered.

Students may take bottled water into classes.

## SMOKING

The Sir George Seymour National College of Tourism & Travel is a **NON-SMOKING** College. Please do not smoke or leave smoking litter on the stairs and areas surrounding the entrance to the College.

Smoking is permitted in designated areas **outside** the building.

## CELLPHONES

Out of respect for others in your class, no texting or cell phone use of any sort during class times. Cellphones must be left off and can be confiscated for the duration of the class if used.

## CHANGE OF ADDRESS OR PHONE NUMBERS

It is your responsibility to advise the college of any changes to your address, phone numbers or email details during or up to six months after the course has finished. We may need to contact you regarding situations vacant or so any additional certificates, graduation invitations etc. can be sent to the correct address.

It is a requirement that International Students must advise the Campus Manager of any change of address, accommodation type or contact numbers immediately.

## COURSE FEES

The direct cost of the course for you is as per the Dates and Costs page in the brochure pack. For New Zealand citizens or permanent residents the Ministry of Education subsidises part of your course fee.

### Course Cost includes:

GST (Government Goods and Services Tax)

NZQA registration and credit fees

All tuition, workbooks, manuals, and resources

All outside visits, and some assistance towards the cost of domestic field trips

### Course Cost excludes:

General

- Personal stationery
- NZQA and IATA/UFTAA certificates. NZQA certificates cost \$15.00 per certificate (maximum of three) IATA/UFTA Foundation Diploma costs \$290.00 per certificate (maximum of one).
- Resit fee for IATA Unit Std 18218 - \$30.00 per resit
- Second resit fees and late fees: \$30.00
- Lost, destroyed or stolen workbooks: \$10.00 per workbook.

### Domestic Educational

The cost of this educational is included in your course fees and covers transport to and from a local tourist town/city by coach, with one nights accommodation and depending on cost possibly entrance to one or two attractions. It does not cover:

- Transportation from home to the airport/transport station
- Any meals and drinks and items of a personal nature
- Visits to some of the attractions (on and above those included)

- The cost of transportation to a destination further away than 1 - 2 hours by coach

### **Optional International field trip on Advanced Travel Courses, Level 4, Conference & Events, Tour Guiding or International Flight Attending**

The educational includes flights ex Auckland, Wellington, or Christchurch, accommodation, airport transfers, hotel inspections, and possible sightseeing depending on destination. Estimated cost is \$750.00 for 3 - 4 days for Australia or a South Pacific Island. This estimate excludes departure taxes, meals, insurance and domestic fares if flights are ex Auckland.

Due to Government regulations any overseas field trip cannot be paid for using a student loan or allowance. Students will need to raise finance for these trips themselves.

The cost for any educational depends on where you go and the activities you experience. We would recommend you have at least NZD50.00 - NZD100.00 per day for your expenses.

### **Passports and Visas**

It is your responsibility to ensure you have the correct documentation such as a valid passport, visa and re-entry visa etc. for the international educational. Some countries require that your passport is valid for six months after departure, and so you will need to check to ensure you have the correct documentation. Failure to have this will result in your non-participation on the educational during your course.

New Zealand Passport forms are available from reception. To avoid additional expense, please do not leave this process until the last minute.

## **COLLEGE REFUND AND CANCELLATION POLICY**

THE FOLLOWING WITHDRAWAL AND REFUND POLICY APPLIES TO YOUR COURSE FEES PAID AS PER THE EDUCATION AMENDMENT ACT (NO.4) 1991.

Students enrolled for a course of study may withdraw from that course at any time within seven days after the first day of the course for which attendance of students at the College is required. If withdrawal from that course also constitutes withdrawal from the College as a whole, the student is entitled to a refund of all payments made, less \$500 or 10% of any amount paid, whichever is the lesser amount.

If the student withdraws from one course and transfers to another course at either the same or an alternative campus an Administration Fee of up to \$250.00 may be charged. Notices of withdrawal from a course must be made to the College in writing.

No refunds will be considered after the first seven days of course commencement. We reserve the right to cancel training courses due to insufficient demand, unavailability of suitable training staff or facilities or similar major problems. In all cases if you are enrolled on the cancelled course you will be offered alternative training dates or a full refund.



## WITHDRAWAL OF SERVICES

In the unlikely event that Sir George Seymour ceases operating for any reason students may contact the holders of the Sir George Seymour Trust Account to apply for any applicable refund of fees.

Address: Student Fee Trust Account  
Public Trust  
PO Box 31543  
Lower Hutt  
Ph 0800 494 733

## COURSE CONTENT

Sir George Seymour reserves the right to alter a course if deemed necessary and is not liable to any student if contracted services cannot be provided for any reason such as withdrawal of agreement from airlines, political unrest in a country, strikes, price increases from suppliers etc. There is no refund for any part of the course not provided or undertaken for whatever reason. Certain criteria must be reached before students can go on the field trips, undertake work experience, and complete Level 4. Failure to reach these criteria will result in students being unable to participate with no refund owing. If students are absent from class a medical certificate is required in order for you to make up the class with another group. Joining another group will not be possible however, if you are absent when your educational is on or if you had failed to meet the criteria.

The daily and weekly programme can be subject to change without notice.

The International Flight Attendant Qualification has changed in that the CAA Certificate has been upgraded to a Travel Careers & Training/Airline Training Solutions Certificate containing both written exams and also practical demonstrations which will take place in the 737 cabin trainer. This certificate will replace the one outlined in the prospectus for flight attending.

## ORIENTATION PROGRAMME

On the first day of your course you will be given a tour of the premises. The first day will also involve going through this booklet to discuss any of the points. You will be introduced to your course tutor who will be your liaison for the duration of the course.

## OUR EXPECTATIONS

While you are here we expect you to behave as a tourism professional. The Travel and Tourism industry needs people who are friendly, courteous, and sensitive towards others, have a positive outlook, and who enjoy interacting with others in one to one and group situations. Please respect the other students in the course, look after, encourage and help one another if you can. Arrive on time, give the tutors 100% and try to relax and enjoy the classes.

Swearing or any type of harassment is not regarded as appropriate to the travel and tourism industry. This includes while in class, the lunchroom, on visits, and on educational. Continued poor behaviour could lead to expulsion from the course.

### ABSENTEEISM

The College treats absenteeism in the same way as your employer would. If you are unable to come to class, you are asked to contact the College and let them know. You are permitted 5 days sick from the course without a Medical Certificate. If you are sick for a period of three days or longer, a Medical Certificate is required. Any absenteeism due to ill health, outside the permitted days, must be approved by the Campus Manager, or will be marked as "Absent" against your records.

All absences during your course are recorded and under the terms of the Education Act, information may be forwarded to the Student Loan and Allowances division of WINZ.

The College records attendance in half days and are stated as a percentage in the end of course student assessment.

**Minimum attendance of 90%** is required to receive the Sir George Seymour qualifications, which are highly recognised by industry. No exceptions to the criteria will be made.

If you have not attended class for a period of one week without advising us we will write to you. You will be informed that if we have not heard from you by the date stated, we will assume that you have withdrawn from the course and Immigration/Studylink will be advised if applicable.

### PUNCTUALITY

As in the workplace, punctuality is of prime importance. It shows respect and common courtesy to others.

As you would in a working environment, you are asked to contact the College if you are going to be late. It is one way that you can demonstrate to everyone that you have a genuine interest in achieving your goals. You need to phone prior to 8.45am.

Lateness will be recorded in the College Attendance roll and is stated in the mid and end of course student assessment as a rating - excellent, very good, good and fair.

## DRESS CODE

The College has close contacts with the travel and tourism industry. Industry personnel who can be potential employers regularly visit the College. For this reason, it is vital we project a positive image which includes your personal presentation. Therefore, we require students to dress tidily at all times. This means no jandals, untidy jeans, shorts or singlets. A more specific dress code is available at the campus for which you attend.

## STUDENT LOAN AND ALLOWANCES

The Sales & Marketing Team is very willing to help students with the completion of all applications for these government assistance schemes to ensure that they can be processed quickly and you receive your entitled amount.

## PHOTOCOPYING / BINDING / LAMINATING

These services are available for students at reception. A small charge is made for these services as follows:

• Photocopying - per copy	10c
• Binding: include clear front cover and back cover - per document	\$2.00c
• Laminating - per sheet	\$1.00c
• Quality Paper for final copy of Curriculum Vitae's - per sheet	20 - 50c

## STUDENT GUIDANCE / COUNSELLING

If there are any issues that impact on your ability to study at the College, it is important that you seek help. If you require assistance in dealing with a personal matter, please feel free to contact your class tutor in the first instance. If however you would prefer, you may go direct to the Head of Studies or the Campus Manager.

## STUDENT REPRESENTATION

The College encourages student participation in our quality management system. We place a high degree of importance on encouraging student feedback and suggestions for ongoing improvements including course delivery and College facilities.

We achieve this through managing the campuses in an 'open door' format, regular and structured meetings, and suggestion boxes.

## CLASS MEETINGS

Class meetings are held in each campus once a week. This is a compulsory meeting as it is vital to your success at the College that you attend. A tutor is allocated to each class, to whom any issues can be addressed. This can include new ideas, memos, notices, guest speakers, industry visits etc. The Tutor will also monitor and follow up on your results.

## STUDENT REPRESENTATIVE MEETINGS

Student Representatives are democratically elected by each class to meet with the College staff and representatives from concurrent classes on a monthly basis. The Student Representative is to be aware of issues and to bring to the meeting any comments on a wide range of subjects including, administration, course delivery, resources and class meetings.

## STUDENT ID

All students are given the opportunity to have an individual student ID. The cost of these are \$10.00

## HANDY HINTS

Showing respect for property and people can go a long way....so here are some handy hints...

If you open it	CLOSE IT AFTER YOU
If you turn it on	TURN IT OFF
If you unlock it	LOCK IT
If you break it	FIX IT
If you can't fix it	TELL SOMEONE WHO CAN
If you borrow it	RETURN IT
If you use it	TAKE CARE OF IT
If you make a mess	CLEAN IT UP
If you move it	PUT IT BACK
If it belongs to someone else	GET PERMISSION TO USE IT
If you don't know how to operate it	LEAVE IT ALONE

## HEALTH & SAFETY

The College has a genuine interest in everyone's health and safety. Although we take all possible care, accidents can happen. To assist in this process some guidelines have been established and support details listed below.

## MEDICAL EMERGENCY

The receptionist in each campus holds a First Aid Kit, for use in an emergency.

If you have any medical conditions (eg. epilepsy, diabetes) that you feel the College should be aware of, please let us know. This information will be accessed only by those who need to know and could be vital in an emergency situation.

## EMERGENCY PROCEDURES

Should an emergency arise please follow the instructions of the appointed floor warden. Emergency procedure notices are posted in the building. Please take a moment to read these and familiarise yourself with evacuation routes and assembly areas.

## ACCIDENTS

Please report any accidents to a staff member so they can notify the Manager immediately. Sir George Seymour have a Health and Safety plan in place which is reviewed twice annually by the Campus Manager. Any accident that occurs needs to be reported to the Health and Safety Officer (Campus Manager) and logged in the accident register. An investigation will occur to identify all hazards concerned so that the issue can be minimised/eliminated. Should you notice a potential hazard, please advise a tutor or the Campus Manager immediately.

## PANDEMIC INFLUENZA

The College in compliance with the Ministry of Education, The Ministry of Economic Development and the Ministry of Health, have a Pandemic Plan in place. Should we be advised by the Ministry of Health to enforce this plan, all students will be advised of the process.

As part of our Pandemic plan, we are required to put into action some basic hygiene practices as a preventative measure, and to provide you, the student, with some information from the Ministry of Health. This will be placed where appropriate in the campus such as the common room.

If you require any further information concerning influenza planning, you can refer to the Ministry of Health's Website [www.moh.govt.nz/pandemicinfluenza](http://www.moh.govt.nz/pandemicinfluenza)

## SUPPORT AGENCIES

### TENANCY SERVICES

If you are seeking information on Tenancy bonds, disputes or information contact: Ministry of Housing - Tenancy Services, **Phone 0800 836 262**, website: [www.tenancy.govt.nz](http://www.tenancy.govt.nz).

### CITIZENS ADVICE BUREAU

Citizens Advice Bureau provide free, confidential information and advice to anyone with any query or problem. Whether you're about to be thrown out of your flat, want information on local services or advice on how to deal with a neighbour, their trained volunteers are there to help. They'll discuss your options with you and give you contact details for any services or organisations that might be able to assist you further. **Phone 0800 367 222**

### WORK AND INCOME

Work and Income provide assistance for individuals including the payment of benefits such as sickness, unemployment and superannuation. They provide extra help with accommodation, childcare, and disability related costs, or to meet special, unusual, emergency, or immediate needs.

**Phone 0800 559 009.**

## INTERNAL SUPPORT SERVICES

Your internal support service is in the first instance your Course Tutor who will be able to lend support to your academic learning, and also refer you to other support services if required.

If you need extra tutoring assistance please see a tutor to discuss the matter. There may be an opportunity before or after class to receive some extra tutoring.

For International Students the pastoral (general welfare) support person is the Head of Studies and Campus Manager

There is a resource of information on the student notice board in the Common Room for international students.

## TIMETABLE / RESOURCES

The most current timetable schedule will be posted on the noticeboard, weekly. We recommend that you allow twelve hours of self directed study time per week to enable you to comfortably complete the requirements of your course.

### COMPUTERS

The computer rooms are available for students to work on projects or other course-related activities outside normal class hours i.e.; in the mornings before class, lunchtimes, and until 5pm after classes in the afternoon.

### INTERNET

Use and protocol of Internet and E-mail is part of our qualification. Industry has indicated that this is necessary as part of our training. Each student is required to complete an Internet Protocol and Use form to ensure there is no misuse of the facility. Each student will have a quota of 120 MB per week. There are certain restricted sites that you will be advised of. Any student going on to these sites or accessing them via proxy sites will have computer access removed for one week or more.

## REGIONAL INDUSTRY ADVISORY GROUP

Each campus has a Regional Advisory group made up of local industry representatives. Each group meets a minimum of twice a year to advise staff of issues relating to course content and developments in the industry.

## JOB PLACEMENT

We know that your aim is to obtain employment in your chosen career at the end of your course, but please remember, we are not here to find you that job. **It is your responsibility** - it is after all your job you are finding! However, we will do everything we can to help you.

Included in your course is a series of sessions that relate specifically to finding employment. These sessions include the development of your curriculum vitae, interview techniques and strategies for employment.

Should you be successful in gaining employment prior to finishing the course you will not be entitled to a refund however we will work with you to try and complete your qualification.

The following options are available to you at no additional charge.

- Join another Day Class
- Complete units by Distance Learning (A selection of Level 3 and 4 units are available)
- Workplace assessment

Please note, these options are subject to availability

## **WORK EXPERIENCE**

Students are encouraged to gain work experience in the industry during their course - even one evening a week or a couple of hours in a weekend is a valuable time to add to a CV.

## **STUDENT CONTACT WITH INDUSTRY**

A number of course units require students to ask for information from the travel and tourism industry, either by fax or letter. As these letters and faxes are going out under the Sir George Seymour College name, we require the following procedures to be followed:

### **BY FACSIMILE (FAX)**

Faxes must be typed on student College fax forms and taken to the Head of Studies or Campus Manager for checking. The Head of Studies or Campus Manager, once checked and approved, will sign the bottom of the form, which will be given to the Receptionist to be faxed. A template can be provided on request.

### **BY LETTER**

Letters must be typed in draft form and taken to the Head of Studies or Campus Manager for checking. When correct the draft copy will be signed by the Head of Studies or Campus Manager.

Once approved, Reception will provide a sheet of letterhead for you to print on. The student must pay any postage cost.

**NO FAX OR LETTER IS TO BE SENT WITHOUT APPROVAL FROM AN AUTHORISED PERSON.  
YOU WILL BE LIABLE FOR ANY MISREPRESENTATION OF THE COLLEGE.**

### **BY EMAIL**

Under no circumstances is any correspondence to industry to take place via e-mail.

# STUDENT FAMILIARISATION / EDUCATIONAL

## CRITERIA FOR FAMILS

To maximise your learning on this trip and to ensure industry needs are met, the following criteria must be met as a pre-requisite to going on the famil.

- Be fully competent on all unit standards to date
- Attendance level to meet the College's criteria of 90%
- Resits are up to date, and all assignments/projects completed.
- All outstanding fees (including late project fees) are paid in full
- You must have a positive and motivated attitude.

If you accept a position in the airline, travel or tourism industry before you complete your course you may still participate in the famil with your group if your employer agrees. There is no refund for not going on the famil or for the units you have not completed.

NOTE: Students studying the Certificate in Travel & Tourism (Cabin Crew Preparation) are not eligible for this Student Familiarisation / Educational trip as an alternative option is offered and will be discussed with you.

## BEHAVIOUR ON FAMILS

The group should stay together as much as possible. No one should ever go off alone unless it has been specifically agreed by the tutor.

At night the group should also stay together or in larger groups. The tutor should set a recommended time for everyone to have returned to the accommodation. If anyone is missing please do not leave your door unlocked for them. Under no circumstances are visitors that are not part of the group permitted in any of the rooms unless this has been cleared with the tutor beforehand. Otherwise students could be putting themselves at risk. Any problems with this should be communicated to the tutor immediately.

Professional behaviour is expected of everyone at all times.

Corporate dress is compulsory for flights and for hotel inspections, and at any other time the tutor deems suitable.

Your tutor will give you details about what should be included in your educational report and the date for handing in the report.

## REPRESENTING THE COLLEGE

You will be representing the College and meeting with potential employers. For this reason, you will be expected to behave in a professional manner. Misconduct can lead to serious consequences.

## REMAINING FOCUSED

Please note, the familiarisation / educational is a key part of your learning experience, to ensure you are work ready. Please ensure you remain focused. If you require any assistance at any time throughout your course, please talk to the Head of Studies or Campus Manager for assistance.

## MID COURSE INTERVIEWS & EVALUATION

Half way through your course, the College staff will conduct a mid course interview on an individual basis. This interview is designed to assist with your progress and ensure you are keeping up with your subjects, assessments and projects. This is also a valuable time for you to advise any concerns or issues you may have regarding the course and your progress.

## COLLEGE EVALUATION

We value your input and the College consistently looks for ways to improve what we do. At the end of each course, the College asks for your assistance in carrying out an evaluation of the course you have just completed, the tutors, the administration staff and the College as a whole. Your comments are kept completely confidential, but the results are collated and acted on to make improvements where these are needed.

Please be honest in your feedback...your help to improve what we do is welcomed.

## GRADUATION

**This is the event of the year not to be missed!**

Our annual graduation ceremony is held in December and you will be advised of the details closer to the date of the event. Graduation is a time to celebrate your achievements with other members of your class, family and friends, and College staff and tutors.

As soon as you know the date, make sure you enter it in your diary!

## AWARDS AND QUALIFICATIONS

In addition to being eligible for the internal (Sir George Seymour) certificates each student is offered the opportunity to gain national (NZQA) qualifications. The awards can be gained on completion of each course, subject to the specific criteria being met. The criteria are:

Sir George Seymour Qualification is awarded to students who have achieved the National Certificates (or 100% of the units) for the qualification for which they enrolled and achieved and a minimum of 90% attendance. National Certificates are issued by NZQA - 100% of total credits achieved

The Certificate in International Flight Attending is issued by Travel Careers & Training and awarded to students who have achieved 100% of the units that make up the qualification and have a minimum of

90% attendance. Students enrolled in this qualification can gain a further Aviation Certificate issued by Travel Careers & Training and Airline Training Solutions through sitting additional written and practical exams that are closed book and require an 80% pass in each. Students can only have one resit in total over all these exam papers and practicals and must have had no more than 5 days absence (these must be supported by a medical certificate).

There is also the **Student of the Year Award** which is decided on by the Campus team. We are looking for students who go that extra mile, have a great attitude, make a valuable contribution to campus as well as academic achievement and excellent attendance.

### **“AWARD WITH DISTINCTION”**

The College presents an award that acknowledges students whose performance is excellent. The “Award with Distinction” recognises those students who not only achieve all the competencies and meet the criteria for the national and internal awards, but have gained a thorough understanding of the Industry with the ability to put their learning into practice in a “real” work situation.

Every student is eligible to try for an “Award with Distinction”, at completion of the Travel Level 3 qualification, but to qualify a student must meet the following criteria:

- achieved not less than 95% attendance during the course
- achieved excellent punctuality during the course
- achieved all unit standards and “In House” modules on completion of the course

At the end of your course, on achievement of these criteria, you are able to sit a Distinction Assessment. This will involve a written assessment and role-play which puts many of the things you have learned during the course into practice. *Guidelines for the Assessment are available on request.*

The Sir George Seymour College “Award with Distinction” will be presented to you at the annual Graduation Ceremony.

## **RECOGNITION OF PRIOR LEARNING/CREDIT TRANSFERS**

Sir George Seymour recognises those students who have gained NQF units prior to the course or who have prior learning. Credit transfers can be obtained by either producing evidence of achievement of the required unit standard or if you believe to have prior learning then you can request to sit the assessment prior to the learning taking place.

Satisfactory evidence must be presented to your Course Tutor within seven (7) days of the course start date. If this is not possible, you will be expected to attend the class and complete the assessment. If you do not attend you will be marked absent.

Sir George Seymour have a procedure for this and a form can be requested. This will be processed within one week of receipt, for no additional cost

Alternative study options may be available for students who have previously achieved unit standards.

## ASSESSMENT PROCEDURES

- These are undertaken at the time and date given by the subject tutor.
- They may be open or closed book, and take place in a classroom. No talking is allowed. A supervisor or tutor will be in the room at all times.
- You may have with you applicable workbooks, a pen and a calculator (if required).
- The supervisor will hand out blank paper if required. You may not use your own blank paper or pads.
- No red pens, pencils or twink / white out are allowed.
- No cell phones are permitted.
- If a student is more than 10 minutes late for a formal assessment task, he/she will not be admitted into the assessment room.
- Some assessments may be marked immediately and where possible resits completed on the same day.

## RE-ASSESSMENT POLICY

If a student does not achieve a Unit Standard and wishes to be re-assessed, it is only necessary to resit the Element(s) or Performance Criteria that were not achieved. It is not necessary to resit the whole assessment again.

Where possible resits will be done in the same day as the assessment. A resit afternoon will be held each week and every student is expected to attend if they have any resits to complete.

- IATA/UFTAA resits, incur a resit fee of \$30.00\*

\*IATA assessments are marked externally. Please note that the College has no control over the resit fees charged by IATA, and that they are subject to change without notice at any time.

- Flight Attendant Course: In addition to NZQA unit standard assessments you will also be required to complete written and practical exams, similar to the ones you would complete once employed by an airline as a flight attendant. These will be closed book exams and an 80% pass mark is required for each exam to be eligible for the certificate. One resit is permitted in total. This is the same criteria as airlines have.

## PROJECT / ASSIGNMENTS

- All projects / assignments must be completed and handed in to the designated place on the date specified by the tutor by 5.00pm unless an extension has been approved by the Head of Studies.

- If an assignment is late and no extension has been negotiated, a fee of \$20.00 will be charged.
- If a student hands in an incomplete project / assignment, the same \$20 fee applies.

## **APPEALING RESULTS**

If a student wishes to query the marking of an assessment, this must be done **within three weeks** of receiving back the assessment, with the Head of Studies. Students may appeal assessment decisions they consider are unfair or inaccurate. In the first instance the matter should be raised with the Head of Studies, who may discuss the issue with the tutor concerned. Should this not resolve the matter, the student may then appeal to Campus Manager, or if still concerned about the outcome, formally to the General Manager.

## **PROVISIONS FOR DEALING WITH INSTANCES OF IMPAIRED PERFORMANCE**

The College has a policy of making allowances for the assessment to be sat at a suitable time should you be unable to attend for medical reasons or reasons of bereavement. If there are other circumstances for impaired performance that may have affected your assessment, please bring these to the attention of the Head of Studies, and each case will be judged on its merit.

## **ROLE-PLAYS / OBSERVATIONS**

If a student does not achieve all the tasks required in a role play, the tasks that were not achieved will have to be re done. The student would need to re-do as much of the role play that would enable the tutor to be confident that all of the tasks of the role play had been achieved. Students must arrange the re-assessment date with their tutor. All paper records for incomplete assessments will be destroyed two years after the end of the course.

## **POST COURSE ASSESSMENTS**

Incomplete assessments will be held on file in the campus for up to **three months** after the course completion date. Up until then, students may apply to the College to resit those aspects of the assessment or course in which they were unsuccessful. After this period a fee from \$250.00 per Unit Standard will apply. All paper records for incomplete assessments will be destroyed two years after the end of the course.

## **RE-ATTENDING CLASSES**

After a course has finished, a student may wish to attend classes that she/he has missed or needs to redo to gain the credits for the Unit Standard. A fee of \$250.00 per Unit Standard may be charged for this privilege. Attendance at these classes and the fee charged are at the discretion of the Campus Manager, who will take into account a student's personal situation, which may include illness.

## RE-ASSESSMENT PROCEDURE

At the weekly Class Meeting, students will be given all their outstanding assessments (including projects) to view. Compulsory Class Tutorials are scheduled for students who have resits and these provide the student with extra tuition to help them to complete their assessments. If a Class Tutorial is held, the student will then need to carry out the resit for that subject at the next Resit session.

## ASSESSMENT COMPLIANCE PROCEDURE

The College has an Assessment Compliance Procedure in place which clearly outlines a series of steps to take when an Assessor has good reason to suspect that a student has not followed assessment conditions.

A breach of the assessment conditions (cheating) may include:

- Copying part or all of another student's work
- Presenting someone else's work as if it was your own
- Bringing inappropriate support material or equipment into an assessment
- Joint solution of a problem when you have been instructed that it is an individual assignment

Sir George Seymour College staff regard cheating very seriously, and the Campus Manager will deal with any instances immediately. If cheating occurs, the student(s) run the risk of having the incident recorded on their personal file, forfeiting their right to a Sir George Seymour College qualification and possible suspension or expulsion from the course. Students who provide material that permits another student to cheat, will also face the same disciplinary procedures.

A copy of the complete Assessment Compliance procedure is available upon request.

## COMPLAINTS PROCEDURE

If a student has a formal complaint about the College, then it is important that we know about it so that wherever possible the problem can be quickly resolved. The following steps are part of the Sir George Seymour College Quality Management System and it is important that all students are aware of the procedures that they should follow if they wish to make a formal complaint.

1. Any student who considers that he or she has grounds for a concern should submit the complaint in writing to a tutor or the Head of Studies.
2. If the matter cannot be settled by the tutor or Head of Studies, the written complaint may then be submitted to the Campus Manager either via the student representative, or privately.
3. If the matter cannot be settled by the Campus Manager, a written complaint may then be submitted to the GM at National Office.

General Manager

Sir George Seymour College

766 River Road  
Hamilton 3210

4. The Campus Manager must be informed at the time by the complainant of his/her decision to take the complaint further.
5. If, when ALL the internal processes have been worked through, the issue has still not been resolved, it may be taken to NZQA. The contact address is:

The General Manager  
Quality Assurance Services  
NZQA  
PO Box 160, WELLINGTON

The International Education Appeal Authority  
C/- Ministry of Education  
Private Bag 47 911  
Ponsonby  
Auckland

Ph: (09) 374 5481  
Fax: (09) 374 5403  
Email: [info.ieaa@minedu.govt.nz](mailto:info.ieaa@minedu.govt.nz)

Learners may lodge a complaint using the 'Complaints Kit for Formal Complaints about Providers' if the provider's internal procedures do not result in a satisfactory resolution of concerns. Information on this kit can be found at the following web address:

<http://www.nzqa.govt.nz/for-learners/rights/complaints.html>

# HARASSMENT

The College has clear policies and procedures for dealing with any form of harassment with which staff and students are expected to comply.

The College defines harassment generally as actions or statements which interfere with or inhibit the staff member or students' ability to work or study in a positive and successful manner; and/or which fails to respect the dignity of an individual or group. This includes harassment based on age, ethnicity, nationality, marital status, religious or political belief, sexual orientation, or disability.

## SEXUAL

The College defines sexual harassment as any form of unwanted sexual attention, action or statement.

Sexual harassment grievance procedures :

- Any student who feels they have been sexually harassed by a staff member or student should complain to the Campus Manager.
- The Campus Manager (or GM) investigates the complaint.
- Where the Campus Manager (or GM) determines that there is evidence that sexual harassment has occurred they may:
  - give the student a warning, and/or
  - inform the student that the harassment must cease, and detail what behaviour is expected.
  - withdraw the student

## OTHER FORMS OF HARASSMENT

1. Any student who feels they have been harassed in any way by a staff member or student should complain to the Campus Manager.
2. The Campus Manager (or GM) investigates the complaint.
3. Where the person investigating determines that there is evidence that harassment of some form has occurred they may:
  - inform the student that the harassment must cease, and detail what behaviour is expected and/or
  - give the student a warning, indicating that they may be dismissed from the College

Where such harassment persists, the Campus Manager (or GM) may withdraw a student.

## DISCIPLINARY PROCEDURE

Disciplinary procedures could occur for inappropriate behaviour. The following is a guideline on different situations:

**Minor behaviour** - e.g Absenteeism, dress, no-show for resits etc

Discussions will be held with yourself and the tutor concerned. Notes on this discussion will go on your file. If it continues, it could affect your participation in work experience, industry visits, educational and us assisting you with employment.

**Concerning behaviour** - Attitude, not participating in class, respect etc

A discussion will be held between yourself and notes will be written on your file. It could affect your participation in work experience, industry visits, educational and us assisting you with employment. If it continues, you will have a meeting with the Campus Manager to discuss whether you want and are able to continue with the course.

**Major / Expulsion behaviour**

The following actions are examples of the type of situations which will be viewed seriously by Sir George Seymour and may result in instant expulsion, or in the circumstances where Sir George Seymour does not consider that expulsion is appropriate, a final warning will be issued even if no other warnings have been issued previously. The items listed are examples only and the list is not intended to be exhaustive:

- Wilful abuse of or damage to property of Sir George Seymour or their suppliers
- Drunkenness or being under the influence of or in the possession of, or misuse of illegal drugs
- Inappropriate or offensive sexual behaviour or sexual misconduct
- Assault or abusive behaviour towards another student, staff member or supplier
- Repeated harassment of a staff member or another student
- Plagiarism