

Domestic Student Handbook

2019



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01 INTRODUCTION

KIA ORA - WELCOME

Ignite Colleges extends a very warm welcome to you and looks forward to providing you with quality education and training in a friendly and supportive environment.

This handbook includes the policies, procedures, rules and regulations of Ignite as well as information to assist you to settle into studying at Ignite. Additional information may be found on the Ignite website at <http://ignitecolleges.ac.nz/>.

Who we are:

Ignite is based in south Auckland, New Zealand and was registered by the New Zealand Qualifications Authority (NZQA) as an education provider in 2002. All the programmes we offer are approved and accredited by NZQA. We offer a range of programmes to domestic (NZ) and International students.

Ignite Colleges is ranked as a Category 1 provider by NZQA which means that NZQA is highly confident in our educational delivery, performance and continuous improvement. The NZQA report can be viewed at:

<https://www.nzqa.govt.nz/providers/details.do?providerId=750247001&site=1>

All Ignite Colleges' academic staff have relevant qualifications in their programme areas and have experience in providing education and training.

Our Vision

To develop the highest performing, inspirational tertiary college, offering programmes of study that lead to strong employment opportunities and a brighter and fulfilling future for our students and their families.

At Ignite Colleges, we dream big. And we're here to help you dream big too! We want you to be the best you can be, and we'll support and encourage you every step of the way.

- Our personal touch and family feel will put you at ease so you can unlock your potential
- Our first-class facilities mean you'll have everything you need to master practical, hands-on skills
- Our inspiring tutors come direct from industry - they know what it takes to succeed and will switch your mind onto learning
- We're connected with New Zealand's fastest growing industries and employers are lining up for our graduates

Together, we'll ignite your career!

Location

Our cutting edge facilities and student cafeteria provide a friendly and welcoming atmosphere in a convenient central location that makes Ignite Colleges the ideal place to train for your new career. We are right by public transport so you don't even need a car!

We are located at [98 Kerrs Road, Manukau, Auckland](#).



Life at Ignite Colleges

Life as an Ignite Colleges' student is fun and fulfilling. Our vibrant campus is equipped with all the latest facilities, including state-of-the-art training kitchens, a bar, barista room, and student-run café. You will be studying alongside students from New Zealand and around the world, in an environment that is welcoming, inclusive and supportive.

At Ignite Colleges, life on campus means much more than just study. Thanks to our regular line up of events and activities, you'll have plenty of opportunities to make friends, build industry networks, and make the most of all that life in New Zealand offers.

02 PASTORAL CARE

Student Support

Students' wellbeing is of utmost importance to us and we are keen to support you with any academic or personal challenges that you face whilst studying with us. Please speak to your tutor or the Student Services team if you require support.

We are able to access support from WINZ, Friendship House, Lifeline, Youth line, Youth Services and Raukura Hauroa O Tainui.

Individual Learning Plan and Literacy/Numeracy support

You will create an individual learning plan (ILP) at the start of your programme. This plan helps us to work with you to help you achieve your goals. We will work with you to develop your goals, ability, attendance and work ready skills.

We use the TEC's Literacy and Numeracy for Adults Assessment Tool (LNAAT) to find out your literacy and numeracy skills so that we can provide additional support if necessary.

You will be well supported by our friendly team at Student Support. They will help you settle in and provide advice on managing your studies and making the most of it.

Transport

The Auckland bus and train service provides an adequate means to get to and from Ignite from where you are living, and around Auckland. Ignite Student Support can advise you on the best means of transport and timetables. Bus and train services later in the night and on weekends are less frequent or sometimes not available.

As a student, you are entitled to a public transport fare discount through the AT Hop card. You can purchase the Hop card and register yourself on the AT website. A student identity card with a valid tertiary student sticker is required to get the discount. We will provide you more information on transport when you arrive.

03 NEW ZEALAND LAWS

Keep up-to-date with the latest policy changes. We've taken care to ensure these summaries are accurate, but please contact the Student Support team or the relevant organisation directly for the most up-to-date information.

Human Rights Act

The Human Rights Act prohibits discrimination against people or differential treatment based on a person's race, ethnic origin, sex/gender, sexual orientation, age, religion, political views, marital status or disabilities. Ignite Colleges upholds the Human Rights Act by providing equal opportunities to all students and staff. For more information contact the Human Rights Commission or talk to Student Services.

Harassment

Any kind of harassment, including sexual, racial or general harassment is unacceptable at Ignite Colleges. Examples may include physical or verbal harassment, offensive remarks, or inappropriate and unwanted contact. If you feel you have been harassed, speak to the Student Support team or any staff member for confidential support.

Sexuality and Age of Consent

The minimum legal age an individual can consent to participate in sexual activity is 16 years old. Individuals aged 15 or younger are not legally able to consent to sexual activity, and thus such activity may result in prosecution. It is also illegal to engage in sexual activity with a person that is unable to consent, for example a person that is too intoxicated by alcohol and/or drugs. You should never feel pressured into participating in any sexual activity. If you have concerns, please speak to the Student Support team or any staff member for confidential support. In New Zealand, anyone of any age has the right to access sexual health services, information and advice including contraception, testing or treatment for sexually transmissible infections, pregnancy and abortion, and all of these services are confidential.

Workplace Rights

In New Zealand your workplace rights include having a right to a healthy and safe work environment (Health and Safety at Work Act). You have employment rights, rights to wages and pay (Minimum Wage Act, Wages Protection Act, Equal Pay Act), holiday and leave (Holidays Act). For more information please visit <https://www.newzealandnow.govt.nz/work-in-nz/employment-rights>

Privacy Act

The Privacy Act relates to the accuracy, collection, storage, security, use and disclosure of personal information, as well as requests for access and correction of personal information. Ignite Colleges upholds the Privacy Act by not disclosing your information to a third party without your informed consent. Government authorities such as New Zealand Qualifications Authority, TEC, The Ministry of Education or StudyLink may require your information with consent.

Alcohol and Tobacco

In New Zealand, anyone aged 18 years or older and shows an approved ID can purchase alcohol or enter licensed premises. Approved ID may include a current passport, current NZ driver license or an 18+ Hospitality NZ card. It is an offence to supply alcohol to a person aged 17 years or younger. If you are driving, there is a zero alcohol limit if you are under 20 years. If you are 20 years or older, the legal alcohol limit is 250 mcg of alcohol per litre of breath or 50 mg of alcohol per 100 ml of blood. For more information please visit <http://www.police.govt.nz/>

Similarly, anyone aged 18 years or older and shows an approved ID can purchase cigarettes and tobacco products. It is an offence to supply these to persons aged 17 years or younger. The New Zealand Government is committed to a goal of New Zealand becoming smokefree by 2025, and smoking is prohibited in most indoor workplaces including restaurants, bars, public transportation and outdoor school areas with limited exceptions.

Medicine and Drugs

It is illegal to buy, use, possess, cultivate, sell or traffic certain drugs. These offences may result in fines and/or imprisonment. For example, methamphetamine and ecstasy are illegal drugs (Misuse of Drugs Act) and have severe penalties. If you are involved in illegal drug activities, your enrolment at Ignite Colleges will be terminated and StudyLink will be notified. For more information please visit <http://www.police.govt.nz/>

04 STUDYING AT IGNITE COLLEGES

What can I expect on my first day? Induction

Your journey with Ignite Colleges begins with an Induction programme.

You are required to attend the Induction programme on the date advised at the time of enrolment. Attendance is mandatory as it will help you to settle in well, meet staff, prepare for your study and make new friends.

You will be able to complete the final step of the enrolment process by signing a 'Declaration' after attending the induction programme. Two weeks after completing the declaration you will receive your Student ID card which will provide access to a range of services and student discounts.

Staff will be available to assist you with any questions you may have during and after induction.

Topics covered during Induction will include:

- Tour of Campus
- Introduction to your tutor, programme leader, Student Services Team and General Manager
- Building evacuation in case of emergency
- Programme overview
- Dates for campus social events
- Meet and greet other students in your programme

Breakfast and lunch will be provided on Induction day.

Student ID card

Upon payment of fees and commencement of your study, Ignite Colleges will take your photo for your student ID card. You will receive your student ID card within two weeks of starting your study. You can use your student ID card to get discounted travel on certain bus and train services (please speak to your tutor or reception for more information).

Attendance Policy

Notify your tutor if you need to be absent by calling 0800 200 345 or emailing Ignite at info@ignitecolleges.ac.nz.

Please treat your attendance here as you would at a workplace. Our strict attendance policy is put in place to maximise the effectiveness of your training and learning and to support you on your path to success.

You are required to attend every lesson for the full duration of your programme. Unless granted exemption by the General Manager, you are required to attend all classes. You must attend for the full period, except for scheduled breaks. Any absenteeism must be supported by a valid reason and documentation.

Students are required to be punctual. Arriving late or needing to leave early without a valid reason will affect your attendance as you will be marked absent during those times. If you are sick or unable to attend class due to unforeseen circumstances, it is your responsibility to inform Ignite Colleges and present a valid medical certificate.

Unexplained absences will result in the termination of your enrolment at Ignite Colleges and any allowances you receive. StudyLink will be notified. Non-completion of your study will also jeopardise other study you intend to undertake in future.

StudyLink, NZQA and Ignite Colleges require students to abide by attendance requirements at all times.

The following actions will be taken if the attendance policy above is not adhered to:

1. If attendance falls to 88%, the student will receive a first warning letter notifying them of this and requiring them to improve and attend class regularly.
2. If no improvement is seen within two weeks, a second warning letter will be issued. The student will once again have two weeks to improve.
3. Failure to improve after the second warning letter will lead to termination of enrolment and expulsion from Ignite Colleges.

Students must attend classes regularly to successfully complete their qualification. Students are also required to complete a set number of self-directed learning hours as part of their enrolment on the programme.

Student-free days

From time to time Ignite Colleges may schedule student free days to accommodate various operational requirements. On such days, your tutor will plan specific learning activities for you to complete at home.

Student Fees and Refund Policy

Payment of fees

You can apply to StudyLink for a loan once you receive an Offer of Place and invoice from us.

Fees must be paid in full prior to the start of your studies. Domestic students awaiting payment by student loan must provide confirmation of the student loan application prior to course commencement.

1. Withdrawal from courses of 13 weeks or more:

1.1 Withdrawal within the first 8 working days after and including the course start date:

If a student withdraws within 8 working days after and including the scheduled start date of their course, all tuition fees less \$500 will be refunded.

1.2 Withdrawal on day 9 or later of the course:

If a student withdraws from their course of study before the completion date, they would only be eligible for a refund of tuition fees in exceptional circumstances. This will be at the discretion of the General Manager and will be considered on a case by case basis. Students should provide documentation to support any such application which must be made within one month of the last day of attendance.

2. On day 9 or later, Ignite Colleges will make no refund where:

2.1 A student has been expelled.

2.2 Where a student wishes to transfer to another school.

2.3 Where the enrolment application is found to be inaccurate in any way and the contract is terminated.

No refund of fees paid by a Student Loan will be made payable direct to a student.

These course fee refunds will be paid directly to StudyLink to be deducted from the balance of the appropriate Student Loan Account.

3. Written request to withdraw from programme:

Before processing a refund of fees, Ignite Colleges will require a student to submit a written request of the withdrawal. For students under 18 years old, this will need to be written by the student's parent or guardian.

4. Discontinuation of a programme:

If Ignite Colleges decides, for any reason, to discontinue a programme of study, before the planned start date, all paid tuition fees will be fully refunded. Other than the student being entitled to such a refund, they will have no other claim against Ignite Colleges.

5. If a refund is appropriate pursuant to the Ignite Colleges Refund Policy:

5.1 If Ignite Colleges receives student fees via an Education Consultant or directly from a member of a student's family, Ignite Colleges will endeavour to refund fees to the party that paid the fees to Ignite Colleges; or

5.2 If Ignite Colleges is aware that a student has obtained a bank loan for the purpose of attending Ignite Colleges, Ignite Colleges will endeavour to refund fees to the relevant lending bank unless otherwise instructed by that bank.

Full time courses are accredited by NZQA and subsidised for local students, by the Tertiary Education Commission (TEC) in the form of Student Loans and Allowances for New Zealand students. To access this funding please visit StudyLink at www.studylink.ac.nz.

Student Services Levy

All domestic fee paying students must pay a compulsory student services fee of \$200 (GST inclusive). Students can borrow the amount as part of their student loan.

The levy funds key services for students to assist their success, retention and overall well-being while studying at Ignite Colleges. A key component of these services is the pastoral care provided for students during their period of study.

Student Fee Protection

New Zealand law requires all private training establishments (PTEs) registered with the New Zealand Qualifications Authority (NZQA) to offer protection for student fees paid and other course-related costs. Ignite Colleges has selected Public Trust to act as independent trustee.

The following mechanisms will ensure the protection of students' investment in their education:

- Fees paid by students are banked directly into a Trust Account administered by Public Trust.
- Fees paid through a student loan are directly paid from StudyLink to Public Trust for the student's account.
- The fees are only released to Ignite Colleges from the Public Trust Account after the eighth day from the start of the course ("confirmation date").

In the unlikely event that Ignite Colleges is unable to complete the course (due to closure, insolvency or course cancellation), Public Trust will refund any fees owed to the student or, in the case of a loan, pay the refund directly to StudyLink.

For more information about Fee Protect from Public Trust, visit

<http://www.publictrust.co.nz/fee-protect/information-for-students> or phone Public Trust on 0800 494 733.

Credit Transfer and Recognition of Prior Learning

Students who have undertaken a formal course of study at a tertiary institution other than Ignite Colleges, and successfully completed all or part of that course, may apply to be awarded appropriate credit towards their programme at Ignite Colleges. Credit transfer is only awarded when the learning outcomes of the course completed match the learning outcomes for the programme of study.

Students seeking "Recognition of Prior Learning" should provide a portfolio of evidence of a match between their skills and knowledge or competence and the learning outcomes of the Ignite Colleges programme.

Evacuation

All evacuation procedures are displayed in your class. At all times please stay calm and follow the instructions of staff. There will be random drills throughout the year.

Health and Safety

Students will be expected to be aware of and adhere to the Health and Safety Policies not only of Ignite Colleges but also of each site that the student visits / works in.

Students must declare on their Enrolment form any medical conditions or injury which may affect them and any medication that they are required to take.

Students participating in off campus activities must abide by Ignite Colleges' student rules and the Health and Safety Regulations of the place they are visiting.

Sickness

If you are sick, please provide us with a valid Medical Certificate from a registered New Zealand medical practitioner.

Ignite Colleges reserves the right to verify a medical certificate or to require students to see a specified doctor. Medical certificates must be from a New Zealand registered doctor -this excludes homeopathy or international doctors.

If you are sick or injured while at Ignite Colleges, inform your tutor or come to reception where First Aid Kits are available. It is the policy of Ignite Colleges not to dispense any oral medication.

For non-emergency daytime medical attention, we are close to the following medical centres:

Cavendish Doctors 175 Cavendish Drive, Manukau, Auckland 2104; 09-869 9963

Southpoint Family Doctors 652 Great South Road, Manukau, Auckland 2104; 09-2620072

Wiri Family Doctors 10/792 Great South Rd, Wiri, Auckland 2104; 09-263 6622

You can also search for other hospitals, medical centres and dentists on the internet.

General practitioners (family doctors) in New Zealand work in local medical centres or clinics, not hospitals. You should make an appointment (call the clinic) to see a doctor if you become sick. You can request a male or a female doctor for the appointment; you can also request a support person or other professional to accompany you for your appointments. For medical assistance outside clinic hours, you can go to the nearest after-hours medical centre without an appointment. **Only in the case of an emergency should you go directly to the hospital.**

Going to Hospital

Middlemore Hospital, which is located at 100 Hospital Rd, Otahuhu, Auckland (09-276 0044), is a 15-minute drive from Ignite Colleges. A visit to this hospital is restricted to emergency care or specialist treatment. In the event of accident or serious injury, call 111 for emergency services or visit the hospital Accident & Emergency department.

Injury or Accident

The Accident Compensation Corporation (ACC) provides 24-hour personal injury or accident cover for everyone in New Zealand. For more information, call free phone 0800 101 996 or check online at www.acc.co.nz.

Resolving Issues/ Complaints Process

We want you to be happy at Ignite. However, there may be times when things do not go as smoothly or as well as we may like. If you do have a problem, please ask for help while it is still a little problem. Do not wait for it to become a big problem.

The below gives you an idea of what to do if you have a problem. At all these meetings, notes will be taken of your concerns and of the solutions put in place. Please feel free to bring a friend or support person with you when you meet with Ignite staff to assist with language if necessary, or simply to support you. We are here to help.

Problems with friends, landlord or other people outside of Ignite:

Take the time to talk to a tutor, Programme Leader, the Student Services team or any other staff member in confidence about your concern in order to receive advice and assistance.

Problems related to staff, other student(s) or experience at Ignite Colleges:

Make a time to talk to a tutor, Programme Leader or Student Support staff in confidence about your concern. All our staff are very professional and welcome feedback and are only too willing to listen to your concerns. They will do their best to resolve the issue with you.

If you do not think the problem has been solved, please approach the General Manager. If still unresolved, please talk to the Academic Director.

If, after you have tried the above, you still feel that your problem has not been resolved, you may contact NZQA as below:

The Complaints Officer
Quality Assurance Division
PO Box 160
Wellington 6140

You can also email a scanned copy of the complaint form (available from the NZQA website) to qadrisk@nzqa.govt.nz

For more information on the complaints process, contact NZQA on 0800 697 296.

Note: You must be able to show NZQA that you have used Ignite's internal procedures before you contact them. They will consult Ignite Colleges to see if anything can be done to help you.

The flowchart in Appendix B summarises the process for resolving issues.

Assessment Assessment Preparation

Students complete a period of training prior to assessment. The programme tutor may also require students to satisfactorily complete formative assessments or exercises in preparation for assessment. Self and peer assessment may be used to support students' learning.

The use of formative assessments is encouraged as they support student learning.

Students are fully informed of what is required to achieve competence in a given assessment. This includes:

- the timing of assessments
- unit standard/module learning outcomes
- methods of assessment
- achievement criteria
- verbal reminder of task requirements prior to assessment
- timeframe for completion and submission
- resit process
- requirements of practical assessments

Equal Opportunities and Fair Access to Assessments

All students will have equal opportunity to access assessments. Ignite Colleges will recognise achievement in a way that is fair to every learner.

'Fair assessment' refers to the fair treatment of all students so that they are afforded the best opportunity to demonstrate their competence on an assessment. Students with an identified need will be neither advantaged nor disadvantaged in comparison to students who do not share that need.

Assessors:

- carry out all assessment process in a fair and objective manner
- operate an effective and inclusive appeals procedure

Workplace Training

Where workplace training is a part of the programme, Ignite Colleges will work with the student to find a suitable work placement.

Tutors support the students in the workplace and liaise with the organisation to ensure that the placement is meeting the needs of both student and workplace. The Tutor, Programme Leader or General Manager will remove the student from the workplace if it is not meeting the needs of either party.

Early Completion

All programmes offered at Ignite Colleges are approved and accredited by NZQA.

NZQA prescribes 10 notional hours of study and training for each credit delivered. Notional hours cover the total number of hours required to complete the programme and includes class time as well as self-directed study, assessment and research time.

All students must attend class for the full programme duration stated on their letter of offer.

Exceptions to programme durations are only permitted under extenuating circumstances and must have the approval of the Academic Manager or General Manager. Where such exceptions are approved, the student is required to attend additional hours of study over a set period to cover the shortened duration to meet NZQA's programme approval requirement.

Academic honesty

All work completed by the student must be original work that has not been plagiarised.

Plagiarism (copying) is:

- Work that is copied or closely paraphrased from other sources (such as workbooks, reference books, Ignite materials and websites) without referencing the source.
- Submitting another person's work as your own.
- Allowing your work to be copied or handed in by others.
- False declaration of authenticity

How can I make sure I am not copying?

- Practice writing in your own words and paraphrasing to gain confidence.
- If you feel more confident talking than writing, then talk to the topic first before writing.
- Allocate time for your coursework. Go through videos and resources provided by your tutor.
- Your tutor knows all course materials and your individual style. Plagiarism is detectable.
- The declaration you sign is to confirm that your work is your own and remind you of plagiarism consequences.

When there is evidence of plagiarism:

- You will be notified that plagiarism has been detected.
- The remainder of your work will not be marked.
- You will be required to re-do the work in your own words and resubmit authentic work.
- The academic fraud incident will be recorded on your file.

If plagiarism is repeated:

- A meeting will be arranged between the student and General Manager.
- A plagiarism warning letter will be issued to the student.
- The student may be expelled from Ignite Colleges. Following expulsion, Immigration New Zealand will be notified, resulting in cancellation of student visa.

How this affects a student:

- The assessment will not be marked as soon as plagiarism is detected.
- You will be required to re-do the assessment.
- This will extend assessment completion time.
- This extends the time taken to achieve the qualification.
- As this is recorded on your personal file, this can impact your enrolment on other programmes you wish to enrol on.

Assessment deadlines and extensions

You must submit assessment tasks according to the scheduled dates.

A late submission that has not been approved by the tutor is recorded as NA (Not Achieved).

An extension may be granted by the tutor or General Manager if:

- The extension is applied for in writing at least two days before the due date
- The application for extension is approved by the tutor and General Manager

Assessment Appeal

The written appeal must be lodged on the Ignite Colleges Assessment Appeal Form. In the first instance appeals should be directed to the tutor concerned; if the outcome is unsatisfactory the appeal is escalated to the Academic Manager and then to the Academic Director.

The Director will arrange a meeting of all concerned and provide a final outcome.

Resits

Students are entitled to a maximum of TWO assessment resits.

Should a student not be completely successful following the first resit, they are given an opportunity to resubmit specific parts of the assessment.

The tutor provides support, teaching and clarification before the student attempts the second resit.

Where a student is unsuccessful after both resits, they can apply to re-enrol into the unit or module that they have yet to achieve competence on. A fee is applied in this instance.

Reporting of Results

The programme components that are successfully completed are reported to NZQA. This achievement, together with the title of the qualification awarded, appear on the student's NZQA Record of Achievement.

Student Progress

Students receive progress reports every three months during a meeting with the programme tutor.

Replacement Qualification Certificates

If you reapply for a certificate because you have misplaced your previous copy, you will be charged \$20 for this.

Evaluation of Programmes

All students will be asked to evaluate their programmes of study. It is important that you complete the evaluation honestly as it assists Ignite Colleges to improve the programme.

Industry and other providers will also have regular opportunities to evaluate the programme.

Rules and Code of Conduct

1. Students will meet Ignite's attendance requirements. If you are unable to attend class or are going to be late you must contact Ignite prior to your class start time. You must provide a doctor's certificate if you are absent due to illness. Failure to comply may result in termination of study and StudyLink will be notified.
2. Mobile phones are not to be used during class time unless this is used as a teaching tool by the class tutor.
3. No chewing gum is allowed on the premises.
4. Consumption and possession of alcohol or any non-prescription drugs on the premises are grounds for dismissal from the programme. Additionally, arriving to class under the influence of alcohol or drugs is not permitted at any time.
5. Under the Sale and Supply of Alcohol Act 2012, persons under the age of 18 years are prohibited from consuming alcohol on any occasion. This includes any student under the age of 18 years enrolled on programmes that involve alcoholic beverages. Students under 18 are not allowed to swallow any alcoholic beverages even if tasting them is part of your training.
6. Smoking is only permitted in the designated 'smoking only' area.
7. No food or beverages are to be consumed in the classroom except for water.
8. During work experience and other off-site activities, you must abide by all guidelines and policies of the place you are visiting.
9. You will not disrupt the activities of Ignite Colleges, its staff or students, or any organisation they are visiting or working in as part of their course, or any guest of Ignite Colleges.
10. You shall not behave in an abusive (verbal, emotional or physical) manner to another student, staff member and campus guests
11. All coursework must be completed by the required date. Extensions will only be allowed if approved by the class tutor and General Manager
12. All work must be presented in a professional manner.
13. If your programme requires you to wear a uniform, you are expected to wear this on campus as well as on off-site visits. Your personal presentation reflects your work readiness and must keep with industry standards.

14. Skirts must be at least knee-length.
15. Dressing must be smart, tidy and appropriate at all times on campus as well as off-site visits or work experience.
16. Wearing hats/caps, sunglasses or personal headphones is not permitted in class.
17. Offensive language or behaviour is not acceptable.
18. Accessing any offensive material on Ignite College's equipment or software is not acceptable and will lead to termination of enrolment.
19. You will not damage or remove any property belonging to Ignite Colleges from the premises without the approval of Ignite staff.
20. You must not wilfully create a nuisance or act in a manner that can, in the opinion of Management, create a safety hazard, damage the reputation of Ignite Colleges or the goodwill of the public.
21. No children are allowed on campus. Children can accompany their parents to Ignite prior to enrolment, but are not permitted to be in class or any of the Ignite training areas.
22. Your experience and views are important to us and we encourage you to provide feedback to your tutor or other Ignite staff. This can be done verbally or in writing.
23. Any changes to your address or contact details must be brought to the attention of your tutor as soon as possible.
24. You must abide by all New Zealand laws.

Disciplinary Procedure

Where there is a breach of any of the rules or code of conduct, the following disciplinary procedure will apply, depending on the nature of the breach.

Notice in writing will be given to the student advising of the breach, with an invitation for the student to meet with the General Manager to discuss this from both the student and Ignite's perspectives. The student will be invited to bring a support person to the meeting. The notice will include the possible penalties for the alleged breach up to or including the final stage of expulsion from the programme.

Depending on the nature and seriousness of the breach, the student may be suspended while an investigation is conducted.

Discipline issues will be handled in accordance with one of the stages below, depending on the nature of the breach:

- The first stage is a formal verbal warning from the General Manager. This warning will be recorded on the student's confidential file and the student will be requested to sign an acknowledgement that the warning has been given.
- The second stage is a formal written warning. This warning will also be recorded on the student's confidential file and the student will be requested to sign an acknowledgement that the warning has been given.
- The third stage is the final written warning. This warning will be recorded on the student's confidential file and the student will be requested to sign an acknowledgement that the warning has been given.
- The final stage is the student's expulsion and termination of their enrolment.

If the student is unable to be handed a warning due to non-attendance, the warning is considered to have been received by the student if this is sent by mail or email to the last known address or email address provided to Ignite.

The General Manager or Executive member may go straight to a final written warning, or immediately expel a student, where breaches are considered to be of a very serious nature.

The Executive may, at its discretion, dismiss a student who does not demonstrate a willingness to learn by the end of the second week of the course. This step is taken only after consultation with the student and tutors concerned.

Expelled students are not entitled to a refund of their tuition fees.

Suspension of Enrolment

A student's enrolment may be suspended before termination. The reasons for this include the following:

- Failure to pay outstanding fees by the final due date
- Extended absences

The list above is not exhaustive and other situations may also result in suspension if the Academic Director and General Manager agree that this is the most appropriate action.

What happens after the student receives the suspension notice?

No further notice will be given by Ignite after a suspension notice is issued. Students are not permitted to continue their study at Ignite until the student takes immediate action to remedy the situation.

Failure to act will result in a termination of the student's enrolment and StudyLink will be notified.

05 LEARNER CONTRACT AND AGREEMENT – IGNITE

COLLEGES COPY

All sections pertaining to Ignite Colleges' general requirements and my chosen programme have been explained to me. I acknowledge that by signing below, I agree to be bound by the conditions, rules and regulations of Ignite Colleges, as outlined in the Student Handbook.

(INITIAL HERE)

I have read and understood all sections including Resolving Issues, Refund Policy, Student Fee Protection, Rules and Regulations, Disciplinary Process and Ignite Colleges' Policy on Cheating

(INITIAL HERE)

Details of course costs have been provided to me and the fee for my chosen course is \$_____.

(INITIAL HERE)

I will not under any circumstances seek to hold Ignite Colleges responsible, accountable and/or liable for any loss, injury or damage (including in each case direct, indirect and/or consequential loss, injury or damage and howsoever arising) whether to myself, to others or to property arising from or related to participation in off-site activities. I will at all times obey the instructions of Ignite Colleges staff and/or the person responsible for the venue and/or activities and will, whether requested to or not, make full disclosure of any medical condition or other information which may be relevant to participation in offsite activities.

(INITIAL HERE)

I authorise and give my consent, under the Privacy Act, to Ignite Colleges providing details of my Student and Academic Records to the New Zealand Qualifications Authority, the Ministry of Education, TEC, StudyLink and any Government department or agency which has funded my training at Ignite Colleges or its training divisions.

(INITIAL HERE)

STUDENT NAME	
STUDENT SIGNATURE	
STAFF SIGNATURE	
DATE	

06 LEARNER CONTRACT AND AGREEMENT – STUDENT COPY

All sections pertaining to Ignite Colleges’ general requirements and my chosen programme have been explained to me. I acknowledge that by signing below, I agree to be bound by the conditions, rules and regulations of Ignite Colleges, as outlined in the Student Handbook.

(INITIAL HERE)

I have read and understood all sections including Resolving Issues, Refund Policy, Student Fee Protection, Rules and Regulations, Disciplinary Process and Ignite Colleges’ Policy on Cheating

(INITIAL HERE)

Details of course costs have been provided to me and the fee for my chosen course is \$_____.

(INITIAL HERE)

I will not under any circumstances seek to hold Ignite Colleges responsible, accountable and/or liable for any loss, injury or damage (including in each case direct, indirect and/or consequential loss, injury or damage and howsoever arising) whether to myself, to others or to property arising from or related to participation in off-site activities. I will at all times obey the instructions of Ignite Colleges staff and/or the person responsible for the venue and/or activities and will, whether requested to or not, make full disclosure of any medical condition or other information which may be relevant to participation in offsite activities.

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(INITIAL HERE)

STUDENT NAME	
STUDENT SIGNATURE	
STAFF SIGNATURE	
DATE	

07 APPENDICES

Appendix A – External Support Services

Police/Fire Service/Ambulance: Dial 111 for emergency

<p>New Zealand Police Help with crime, sexual harassment, drugs, intimidation, racism, or any other problems Phone: (09) 302 6400 In an emergency, call 111.</p>	<p>Family Planning Association Advice on contraception, STIs, the body, relationships, pregnancy, abortion, diverse sexual gender identities, and more. Phone: 09 524 3341 www.familyplanning.org.nz</p>
<p>Lifeline Counselling Services Phone: 09 522 2999 or 0800 543 354 (24/7 helpline) http://www.lifeline.org.nz/</p>	<p>Youthline Email: talk@youthline.co.nz www.youthline.co.nz Phone: 0800 376 633 + Free txt 234</p>
<p>Suicide Crisis Helpline: Phone: 0508 828 865</p>	<p>Citizens Advice Bureau (CAB) http://www.cab.org.nz Phone: 0800 367 222</p>
<p>Immigration NZ www.immigration.govt.nz Phone: 09 914 4100</p>	<p>Alcohol Drug Helpline 0800 787 797</p>
<p>Quitline Quitline offers treatment for addiction and behaviour change/issues including treatment for tobacco or alcohol addiction. Call 0800 778 778 or text 4006</p>	<p>Banks ANZ 0800 269 296 ASB 0800 803 804 BNZ 0800 800 468 Westpac 0800 400 600 Kiwibank 0800 113 355</p>
<p>Shakti Migrant Services Trust Women's development, empowerment and domestic/ family violence intervention, prevention and awareness Phone: 0800742584 http://shakti-international.org</p>	<p>Disabled Citizens' Society http://www.dcsinc.org.nz/ Phone: 09 638 8153</p>
<p>Help with domestic violence situations http://www.2shine.org.nz/ Phone: 0508 744 633</p>	<p>Middlemore Hospital https://www.healthpoint.co.nz/middlemore-hospital/ Phone: (09) 276 0000</p>
<p>Auckland City Mission 140 Hobson Street, http://www.aucklandcitymission.org.nz/ 140 Hobson Street, Auckland Central Phone: 09 303 9200 Email: info@aucklandcitymission.org.nz</p>	<p>NZ Aids Foundation Get HIV/AIDS tested Phone: 0800802437 Email: contact@nzaf.org.nz https://www.nzaf.org.nz/getting-tested/book-a-test/#!</p>
<p>Auckland Sexual Health Service http://www.ashs.org.nz/ Phone: 0800 739432</p>	<p>HELP- Support for Sexual Abuse Survivors (09) 623 1700 (24 hour confidential phone line) Email: info@helpauckland.org.nz</p>
<p>Mental Health Foundation of New Zealand www.mentalhealth.org.nz Email: info@mentalhealth.org.nz Phone: 09 623 4812</p>	

Appendix B – Resolving Problems

RESOLVING ISSUES

Do you have a problem relating to staff, other students or your experience at Ignite Colleges?

