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## STUDENT HANDBOOK →

**Name:**

**Class:**

**Student ID#:**

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# Welcome to your new career!

Dear Student

A career in the Aviation, Travel and Tourism industries can offer you all kinds of great opportunities, and as it's a worldwide industry, who knows where it will take you! We are pleased you have chosen to embark on this new career by enrolling at The International Travel College of New Zealand, and are confident that when you graduate, you will have the many new skills and qualifications you need for employment or for further tertiary studies if you choose.

We have extensive experience of the industry, having enjoyed successful careers in the industry ourselves. We know very well the demands, expectations, and requirements needed to stand out at interview, and to succeed once you're working. This experience will be invaluable to you during your time with us, and I hope you will grasp every opportunity to learn from our experience both during class and at social events held at the College.

We are here to support you and to help you reach the goals you have set yourself. Your Home Tutor will meet with you to establish clear goals, and weekly meetings take place to discuss your progress. The Student Services Team are on hand daily to provide information and support. Please let us know if you need assistance or additional help.

On completion of your course there will be a Graduation event, at which you will be provided with your Academic Record. Together with your College Certificate/Diploma and these will provide a clear record of your achievements during the course.

The College has an enviable record of providing quality industry training, and high achievement and job success with our students. Towards the end of your course we will help you make the transition from studying to working - in either travel, tourism, airline or hospitality organisations.

Meanwhile, please read through this Student Handbook which outlines daily life within the College and provides you with useful information for today, and for later in the course. If you have any questions, please feel free to ask.

As you go through your course, keep in mind your final goal – and take advantage of every opportunity that presents itself. You will not regret it.

The management team at the College is available to discuss any course, financial or private concerns you may have, and to hear how you are getting on. Our goals are very similar – we want you to do well here, to achieve your qualification, and to get a job in the industry we love!

We look forward to helping you towards gaining qualifications and employment that will ensure **you** join our growing Roll of Honour and wish you every success during your time here at ITC.

Claire Huxley  
**Chief Executive**

## About us

We have been working in Aviation, Travel and Tourism all our working lives! We have loved the industries, and the exciting opportunities they offered us. We welcome the opportunity to share our skills and knowledge with our students, so that you too can access these opportunities and achieve your own success.

**Our vision** is to establish Aviation, Travel and Tourism as a first-choice career and to provide industry recognised training programmes based on international standards to help these industries bridge current and future skill and knowledge gaps.

**Our major aim** is to create a learning environment that will bring out the best in our students, helping them to develop the practical and theoretical skills required by industry, thereby giving them the employment edge. By carefully combining the technical subjects required by industry with business, personal and employment skills, we ensure that each student can achieve personal success.

## College values

The College respects the individual qualities of every student, and all activities of the College must be in accordance with our philosophy and goals.

All learning, teaching, social, cultural and recreational activities must reflect the spirit of our aims to:

- provide high quality courses
- build initiative and independence
- communicate in a positive and supportive way
- engender a spirit of equality regardless of race, colour, ethnicity, employment status, family status, sexual orientation, marital status, political opinion, nationality, gender, religion, disability or age
- provide a safe, supportive and respectful environment in which learning will flourish

We will provide an environment in which communications will be open, fair, and sensitive to the needs of individuals. We operate in a respectful and courteous way and use appropriate language and behaviour. In return we expect courteous, respectful and co-operative behaviour from all our students.

## College Links with Industry

We have close links with industry and our course curriculum, content and policies are regularly updated as a result of industry feedback and input. We actively network with the industry at meetings, workshops, conferences and expos – bringing the College the latest news and developments across industry.

The College Advisory Group membership includes Airline, Travel, Tourism, Hospitality, Education and Personal Development industry representation.

Our industry partners are involved with the College on an ongoing basis, visiting the College as guest speakers, seeking new staff, setting up joint work-experience projects, and you will have the opportunity to meet with industry at regular intervals during your course. It is important that your personal presentation and behaviour whilst at the College should reflect the professional business environment we provide for you, and these standards are outlined in this Handbook.

## Student loans and allowances and Fees Free

The Student Services Team will assist you in the completion of applications for government loans and assistance to ensure that they can be processed quickly.

Student loans are administered by STUDYLINK. If you have any queries regarding your loan, or in the event of STUDYLINK requesting additional information, please check with Student Services who will be tracking the progress of your loan.

STUDYLINK also administer student allowances, and the Student Services team are available to help with queries and progress reports. Please ensure that all queries regarding allowances are directed through the Student Services Team. Appointments can be made at reception.

**FEES FREE** Eligible domestic students. Fees Free cover the final year of study or training for the **first provider-based qualification** or work-based programme an eligible learner completes.

**Fees Free now applies after a student completes their first eligible qualification or programme.**

- Covers the cost of the first qualification up to \$12,000
- Can only be used once
- Is applied for and paid after successful completion of your course
- 

### **What this means for students**

Students must pay their fees upfront when they enrol. Most will use an interest-free Student Loan through StudyLink. To be eligible for the Fees Free refund, students must be NZ Citizens OR have held a Residents Visa and lived in New Zealand for at least 3yrs.

Once they complete their first eligible qualification (e.g. our Level 3 qualifications), they can apply the next year to Inland Revenue for their Fees Free refund.

The payment will either:

- Reduce their student loan balance **or**
- Be paid to them directly if they don't have a student loan.

The policy aims to motivate and reward learners for completing their qualification or programme and reduce the overall cost of their study and training. Visit <https://www.feesfree.govt.nz/final-year/> for further information on eligibility.

**Compulsory Student Services Fee (CSSF)** also referred to as the Compulsory Student Services Levy, is a fee to help fund key services to assist student success and overall wellbeing while studying at the International Travel College of NZ. The CSSF is set in consultation with students via Student Representatives through Student Council and through student feedback through student survey.

The Compulsory Student Services Fee funds key services to assist student success and enhance the campus experience offered at ITC. There are set non-academic areas that student services fees can be used in, these categories are set by government and can be chosen from (not all areas have to be used). Institutions must report on how fees are charged and spent annually to government and to students.

## Recognition of prior credits

Enrolling students, already credited with NZQA unit standards included in their course, are invited to present their NZQA Record of Achievement (or alternative awarding body) to the Academic and Quality Coordinator (AQC). We will review the documentation and, on provision of clear evidence of existing credit, the unit(s) will be transferred directly to the student's College Academic Record and a file copy of the evidence maintained.

The College philosophy is that regardless of previous experience/study, each student will benefit by full participation in the College curriculum. Students given credit transfers are asked to participate in class activities

to refine and consolidate learning, update skills and build confidence, speed and accuracy. They are exempt, however, from assessment activities though encouraged to fully participate in all group assessment activities.

## Competence developed through other training and work experience

If you have studied elsewhere, but not gained units matching the College curriculum, you can meet with the Academic and Quality Coordinator (AQC). A non-refundable RCC application fee of \$150 will apply per student application. One application can be for more than one unit. The form is available from the AQC. At that meeting you have a chance to produce evidence of your course of study.

The evidence often includes some type of certificate, record of learning, course outline and topic contents, and/or academic record from a previous training provider.

This evidence is then matched with the unit standard to see if there are any direct similarities between your studies and the unit standard. If there are direct similarities, you will be invited to put together a portfolio of evidence, which is then assessed by a College assessor.

If competence is awarded in either the unit standard or individual elements of a unit, the information is recorded and the portfolio filed as evidence. In the event of competence not being demonstrated/proven, you may be invited to undertake further assessment or submit additional evidence, depending which is more appropriate.

In all cases you should discuss your recognition of prior learning needs with the AQC so that a personal plan can be agreed with you.

## Medical Assistance

Please advise the Student Services Team if you suffer from any condition illness or allergies so we may provide the best care should an emergency arise. If you have any condition or disability that may impact on your learning please discuss this with one of the Student Services Team at the start of your course so that we may provide assistance where possible. A basic first aid kit is kept in reception and is taken on all field trips. Please report all medical emergencies/accidents as soon as possible to reception.

## Your voice at the College

### **Class Meetings**

Class meetings are held weekly with your Home Tutor. These meetings provide a communication forum between students and the College, focussing on achievement and progress, class issues, course content, assessments, events and College activities.

### **Student Council**

Student Representatives are elected by each class to meet as a Student Council on a regular basis. The Student Representative needs to be aware of issues in order to put forward comments on a wide range of subjects including: administration, course content, class/tutor issues, resources, and class meetings. The Council has a permanent College staff member who attends and takes minutes at these meetings.

### **Student Feedback**

We value feedback from our students on any aspect of your time here. You will be given opportunities to provide this feedback on completion of subjects through 'Subject Evaluation Sheets', and on course completion there will be a Course Completion Evaluation. This is an excellent opportunity to appraise the whole course and to evaluate your experience of the College. Along the way we would love to hear from you at any time and your meetings with your Home Tutor will provide time to give informal feedback on a range of issues. If you have concerns, you would like to discuss privately please arrange to see any of the College Management team.

The Student Services team at Reception keep the appointment diary for the Student Services and Management team. Appointments to see members of the Tutorial team can be made directly with the tutor concerned.

## Regular progress reviews

During Orientation you will be encouraged to set personal goals for your time here at the College. We will work with you to keep track of your progress towards these goals, and of your academic progress. Progress review sessions take place with the Campus Manager midway through your course. They will look at how you are doing academically and will discuss your plans for the remainder of the course. These sessions are held in college time, and you will be notified of dates and times as they approach.

In addition, you will be given regular updates on your academic progress through Home Tutor meetings. If you have any concerns or queries regarding your progress during the course, please make an appointment to meet with the Academic Quality Manager or Campus Manager.

You can request a copy of your Academic Record from your Tutor, the Academic & Quality Coordinator, or via Reception, at any time during your course, and your Home Tutor will monitor your progress during your studies.

## Keeping up to date

Ours is a fast changing and fast paced industry, and it's important to keep up with the play! We encourage you to keep up to date with online industry related papers and publications. They provide valuable information on changes, new services and current events in the Aviation, Travel, and Tourism industries. Check the College notice boards for news on events, timetable information and general updates.

ITC also offers free wireless internet access on level 3 and level 4.

## What are the basic 'house rules'?

The College operates a busy, safe and respectful environment for all our students, staff and visitors. Quite simply, the rules are that everyone behaves as they would in an employment situation. We require you to demonstrate attitudes, dress standards and behaviours in keeping with the expectations of the Airline, Travel and Tourism industries and these standards are outlined here:

### **Business dress standards are required**

As a Business College training you for a career in the airline, travel and tourism industries, we operate an office dress standard which always requires that students dress in black and white business wear when attending the College. Casual wear, such as jeans, denim jackets or pants, track pants, shorts and jandals are not appropriate office dress. Industry employers visit the College on a frequent and regular basis, and it is important for your future career prospects that you, and the College, project travel industry professionalism at all times.

Please note that students are required to always wear footwear whilst at the College. Headwear must be removed while inside the building, unless worn for religious reasons.

Any student inappropriately dressed will be asked to return home to change. If you are in any doubt about appropriate clothing please speak with a tutor or student services team member. They will be able to advise you on this.

### **No Smoking or Vaping**

We comply with current no-smoking legislation, and ITC House is a non-smoking/non-vaping facility. Please do not smoke directly outside the building, and do not leave cigarette litter outside the lobby or building. Please do not vape on the premises.

## **Eating and drinking**

Eating and drinking within the College is restricted to the Student lounge. No food or drinks are allowed in the classrooms, public areas, lifts or reception area at any time, with the exception of water in sipper bottles.

Kitchen facilities include a microwave and a fridge. These facilities are provided by the College. Chilled, filtered water is available in the kitchen on level 3.

The local area is full of cafés, food halls, lunch-bars and food outlets for every taste and budget. If you plan to stay in the College for lunch please use the fridge and microwave in the student kitchen, and wash and clear away your dishes before returning to class. Please be aware that we cannot leave unwashed dishes for any length of time as this causes hygiene problems, and unwashed dishes/food will be disposed of at the end of the day.

## **Training room behaviour**

Training rooms are intended for learning! Please keep the environment safe and clean by not eating and drinking in these rooms and keeping your training room litter free. Note that water in sipper bottles is permitted in training rooms. Cell phones are to be switched off in class.

Your tutor is the manager of the learning environment and has the final say on training room behaviour, activities and protocols.

## **Taking care of equipment**

The College staff work hard to provide a good learning environment. Please respect furniture and equipment by treating it with care and report any broken equipment to your tutor.

In the interests of all students and staff, please respect our workplace and do not sleep, lounge, lie down or put your feet on chairs or sofas. Prospective employers are frequently in the College and it is important that everyone looks businesslike and alert. Please do not sit or lean on tables as this is considered disrespectful.

The building is air conditioned. Please do not touch or adjust any air conditioning controls at any time as this may disrupt the system.

## **Be on time!**

Classes start at **9am and finish at 2.30pm Monday – Thursday**. There is a 10-minute refreshment break & 30 minute lunch break, your course tutor will brief you on what time break is as this may vary depending on the subject you are studying.

As in the workplace, **timekeeping at College is of prime importance.** It is one way that you can demonstrate to everyone that you have a genuine interest in achieving your goals. Punctuality and attendance are recorded daily. Employers place high importance in this area. Please note that if you arrive late for class on a regular basis you may be excluded from the class until the next break in order not to disrupt the lesson in progress.

## **The Front Entrance and Common Areas**

We share this building with the owners of the building and other businesses. Please do not smoke/vape or eat food in the lobby or front door area at any time.

Out of respect and courtesy to our neighbours, please ensure that litter is disposed of tidily. Bicycles may not be left in the lobby of the building and skateboards/scooters are not permitted in the College.

## **Change of address**

Please note that international students **must** inform the College immediately of any change of address from that which you had at the time of enrolment. This is an important requirement for all students in New Zealand on a student visa.

## Serious Misconduct

Taking alcohol and the use, possession or transfer of illegal substances within the College or prior to College classes is prohibited. Any student found to be in breach of this rule will be suspended pending investigation leading to dis-enrolment from the College. In the case of illegal substances, appropriate law enforcement bodies will be notified.

## Sexual or Racial Harassment

ITC students and staff have the right to study and work in an environment free from any form of sexual or racial harassment. An established complaints procedure is in place to deal with any issues of harassment. Any student who has received unwelcome or offensive advances, either physical or verbal, from any other person involved in the College should not hesitate to make a complaint. Students may approach any staff member for confidential help in this matter.

## Computing and Internet Access

The College provides high quality, software and peripherals for student use.

The College computing networks are integral to the operation of the whole College and form part of the essential learning tools for all our students.

Any of the following actions will lead to the implementation of the College Disciplinary Procedures outlined in this Student Handbook:

- Deliberate downloading of software or \*.exe files from the Internet.
- Browsing, downloading or distributing material from adult sites of any kind.
- Creating or introducing any type of virus or malicious file.
- Changing, altering, moving or deleting any file or setting in the operating system or network.
- Accessing other students' files held on the computer.
- Mistreating, mis-using, abusing or otherwise damaging chairs, computers or equipment
- Engaging in trade, taking part in 'auction' site or gambling activity using College computers or computer access.
- Using the College name, e mail address or identity in any way that could damage the reputation of the College.
- The removal of any equipment from its' location.

Please note that users accessing the Internet do so at their own risk and ITC is not responsible for material viewed or downloaded by users. Users of email facilities should have no expectation of privacy in anything they create, store, send or receive using the College equipment or networks.

Please note that ITC has an internal monitoring system in place where we are able to see if people are making illegal downloads or abusing the system as per above. We are able to block users and take further action re the College Disciplinary Procedure if required.

Paper is provided for printing out documents where necessary during class. For any additional printing (such as internet research, articles, assignments) there are some restrictions (including copyright issues) and you may need to purchase paper from reception. You may not use your own paper for printing within the College.

## Attendance

The College is an adult learning environment preparing you for a future in the travel and tourism industry. Attendance in class is treated the same as attendance in the workplace and is regarded by potential employers as a key employability factor.

In our experience there is a direct link between excellent attendance and success on the course, and to your employment prospects on graduation! (Employers ALWAYS ask about punctuality and attendance when seeking student references)

If you fail to attend:

- You miss class.
- You also miss valuable teaching, notes/hand-outs, group work and learning exercises.
- You risk falling behind and not achieving your goals!
- You risk not achieving the College Award, as 90% attendance is required for Certification.
- You may also jeopardise your ongoing eligibility to student loan & allowance entitlements.

***If you are studying in New Zealand on a Student Visa you risk losing your Student Visa status. The College notifies the Department of Immigration of any attendance issues with overseas students.***

Student absences are noted in SELMA (Online Student Management System) and recorded on your College Academic Record on completion of your course.

***If personal or health problems prevent you from attending regularly, please have a talk with the Academic & Quality Coordinator. Please note if you intend to travel overseas for an extended period during your studies you must discuss and agree this in advance with the Academic & Quality Coordinator/Course Advisor and you will be asked to sign a contract confirming your travel arrangements. Failure to do this may result in your dis-enrolment from your course.***

## Security & ID

College access is restricted to enrolled students, staff, and prospective students and their families. If you arrange to meet friends or family at the College they should wait in the lobby area on the ground floor.

Level 3 can only be accessed with security swipe-cards. You will be issued with your security card on your first day at College. If your card is lost or not returned at the end of your course, you will incur a **replacement charge of \$30.00**. These cards are for your personal use only and should not be lent to others. Your card must be kept with you at all times as you will need it to access the College from the stairwells and toilets.

During your first week the Student Services Team will arrange to take your photo for your Student ID card. The cost of this is \$20.00. You will be provided with a lanyard which you should wear with your security card and Student ID card, as these will provide ready identification while you are within the College premises.

Please note that whilst the College works hard to ensure that all students' and staff property is safe we cannot be held responsible for lost or missing personal possessions. Please ensure that you keep valuables with you when moving around the College.

## Field Trips/Visits

A number of field trips will take place during your course. Details will be provided in advance by your course tutor and there may be a cost for transport or entrance fees to an attraction. **During your course these costs may be around \$200 in total.**

These field trips are key components of your course and provide you with the opportunity to evaluate travel and tourism products and suppliers which have been discussed during your course.

Further information on these trips will be provided by your tutor during your course

## Book List Level 5 Diploma

### Recommended Book List for NZ Diploma in Tourism & Travel Level 5 programme

Please note there is a **compulsory** and recommended reading list for the NZ Diploma in Tourism & Travel Level 5 programme. This is an additional cost to your course fees and the list will be presented and discussed in your induction period. The compulsory textbooks can be new or 2<sup>nd</sup> hand – **new books are approximately \$550.00 total for all four books.** The remainder of the texts on the level 5 list are recommended and have an estimated cost of \$500.00. **Please note that most textbooks can be purchased as eBooks.**

## Famil Trips

As part of the **NZ Certificate in Travel Level 4** eligible students will take part in several College escorted day industry famil trips. Student's must have **90% attendance** and be **up to date academically** to take part in the famil trip. If you are not eligible the time will be used to catch up on course work. Further details of this will be discussed during your course.

As part of the **NZ Diploma in Tourism & Travel Level 5** eligible students will take part in several College escorted day industry famil trips. Student's must have **90% attendance** and be **up to date academically** to take part in the famil trip. If you are not eligible the time will be used to catch up on course work. Further details of this will be discussed during your course.

## Pathway to further studies

**Students who are enjoying their studies and making good academic progress have the option of extending to a higher-level qualification. The Student Services Team can provide you with advice and loan information on further study options.**

Please note that course places may be limited so make sure you reserve your place once you have made the decision to apply for a further course of study and been offered a place.

If you would like to continue your studies with another tertiary provider (i.e. University or Polytechnic) we can provide you with interim Academic Reports and Performance Statements to assist in your application. Contact the Academic Quality Coordinator for help in this area.

## Additional qualifications

ITC students are offered the opportunity to gain additional qualifications that may not be included in your course of study. These include ITC Cabin Crew Online and ITC Cruise Ship Online qualifications. For further information speak to student services or the AQC.

## Assessment Policy & Procedures

Students are assessed against unit standards, learning outcomes and assessment criteria throughout their course.

Unit Standards and learning outcomes are made up of outcomes and performance criteria. To gain credit for a subject, students must achieve all performance criteria in that subject.

There are a variety of assessment methods in use within the College, including:

- Written assessment tasks (exam type)
- Projects or assignments
- Role-plays, presentations, demonstrations, simulations or observations
- Portfolios of evidence

Your tutor will give a clear outline of assessment requirements at the commencement of the period of teaching for a unit. **Please note that in order to be eligible to sit an assessment you must have attended at least 80% of allocated class time for that unit.** If you have not met these attendance criteria you must sit the assessment as a resit.

All students will be afforded the opportunity to resit any uncompleted or unsuccessful assessments. Each week throughout your course there will be two 'resit hours' where each class will have a tutor to be available for invigilation and assessment grading. This will take place immediately after class on Wednesday from 2.30 – 3.30pm and Thursday from 2.30 – 3.30pm.

## Assessment Guidelines

In accordance with NZQA and the Quality Management Systems of the College, students must observe the following assessment guidelines when undertaking any formal assessment task.

- All bags are to be placed at the front of the classroom prior to the assessment.
- Cell phones are to be switched off and in your bag prior to assessment.
- The only items permitted on desks are writing materials, approved dictionaries and calculators. No pencil cases are permitted on desks.
- In an open book assessment, students are permitted to have their text book/s and other approved reference material on the desks. Paper for jottings will be provided by the supervising tutor and collected at the completion of the assessment.
- The first ten minutes of every assessment is allocated as reading time. Questions relating to the paper may only be asked during this time. No questions will be answered once this reading time has expired.

- Students are not permitted to speak, communicate with one another or share information in any other way during the assessment.
- If a student has to leave the room e.g. for a toilet break, only one student is permitted at a time.
- Once a student has completed their assessment they are to leave the room quietly and may not re-enter while the assessment is in progress.

## Copying, Plagiarism and Referencing

Please note that copying other students' work, either in a formal assessment or from a project assignment, is unacceptable at any time. Students found copying or attempting to obtain an advantage in an unfair way during assessments may be suspended from their studies pending investigation.

Copying or using other students' work as your own is considered a serious disciplinary issue and may ultimately lead to dis-enrolment from the course, with no refund of fees paid.

Students are expected to produce work that is their own work, and where not, credit must be given to the source/reference.

Please note that all assignment work is subject to the Copyright Act, in that:

- No more than 3% of any published work may be copied
- You may not copy any work within 14 days of its publication.
- All work copied from published materials must be attributed to the original publication.

## Project Assessments

A number of assessments feature project or group-based assignments which may be completed both within and outside of class time. It is important that the submitted work is the work of the WHOLE group and that the work is original and not copied in any way from the work of others. All projects that contain images or words copied from either text books or the internet must be referenced to the author or publication.

## Non-Compliance with assessment guidelines

Failure to comply with these guidelines will result in the assessment paper becoming invalid. The College must be satisfied that students' assessment work is their own, and students are asked to attest/pledge to that on the coversheet of each assignment.

Any student who is believed to be in breach of the assessment conditions will be asked to meet with the Academic and Quality Manager/Campus Manager and disciplinary action may result. This disciplinary action may involve suspension leading to dis-enrolment from the course with no fees refunded.

## Project Assessments Level 5

A number of assessments feature project or group-based assignments which may be completed both within and outside of class time. It is important that the submitted work is the work of the WHOLE group and that the work is original and not copied in any way from the work of others. All projects that contain images or words copied from either text books or the internet must be referenced to the author or publication.

## Project/Submission Box

A project/assignment submission box is located outside the tutor office on Level 3, and students must deposit work in this box for marking and fill in the project register on top of the project box. This box is cleared daily and a record of all received work is maintained.

## Results and Paper viewing

Results of role-play or observation assessment will be given to you at the time of that assessment. We try to complete marking of projects and assessments within three weeks. Results are issued at weekly home tutor meetings.

Supervised paper viewing sessions will be arranged by your subject tutor. There is no charge to see your marked assessment papers, but you may not take them out of the room or write down any questions. Brief notes are allowed at the discretion of your tutor.

## Recognising Excellence Level 3 & 4

The International Travel College operates a Recognition of Excellence scheme, under which students who have demonstrated outstanding achievement may have that recognised. This recognition is based on students receiving a grade for each assessment.

The grades are calculated as follows:

- 'A' Pass =** Achieved all credits for all subjects having passed the majority of the subject assessments without any resits. All projects/assignments were completed and handed in on time.
- 'B' Pass =** Achieved all credits for all subjects having passed half of the Assessments with a "B" or better. Includes Class Resits
- 'C' Pass =** Achieved competency in all assessments included in the individual subject. Includes Full Resits

## Recognising Excellence Level 5

Each assessment will be graded for achievement, achievement with merit and achievement with excellence, on a 0-100% percentage scale. Scores below 50% will require resubmission.

The International Travel College operates a Recognition of Excellence scheme, under which students who have demonstrated outstanding achievement may have that recognised. This recognition is based on students receiving a grade for each assessment.

The grades are calculated as follows:

Grading Scale			
A+	90-100%	C+	60-64%
A	85-89%	C	55-59%
A-	80-84%	C-	50-54%
B+	75-79%	D	40-49%
B	70-74%	E	0-39%
B-	65-69%		

## Late Submission of an assessment Level 5

Where a student does not submit an assessment on or before the scheduled date without prior arrangement or explanation, the assessment will be regarded as late. When the assessment is submitted the percentage score for the assessment will be reduced by 10%.

If there are extenuating circumstances that prevent the submission of an assessment prior to the established deadline (such as illness or family bereavement) then an extension of the due date may be arranged with your tutor with the provision of suitable documentation (such as a medical certificate or bereavement notice).

## Re-assessment Level 5

**If you do not achieve a passing grade (50-100%) on an assessment, you will have one opportunity to resubmit changes to the assessment. You will receive a revised percentage score based on the re-submitted changes and if the revised total is 50-100% then you will be deemed to have passed the assessment with a C- grade.**

In cases where an assessment score is 0-49% **after** the one resubmission attempt then the student will be deemed to have failed the assessment. They will be given the option to re-enrol in the unit in future to attend classes to re-study the course material before attempting the assessment. This is at a cost of \$250 per unit. Please note that availability to do this depends on timetabling and course numbers.

The Tutor feedback section in your assessment will clearly indicate what parts/sections require alteration. Once those changes have been made, resubmit the original project/assignment with the modified sections attached.

### Re-sits after a Course finishes

**Students may resit outstanding assessments for a period not exceeding two months after the completion of their course. Approval for an extension beyond two months, must be approved and notes entered into the student's event log in ITC's SMS (SELMA) by the Campus Manager or Academic & Quality Manager. After this period the student must attend class and re-study the unit prior to a new**

**assessment event. This is at a cost of \$250 per unit. Please note that availability to do this depends on timetabling and course numbers.**

## Non-attendance at an assessment

Where a student does not sit an assessment on the scheduled date without prior arrangement or explanation, the assessment will be regarded as a first attempt. The assessment must be re-arranged and a medical certificate supplied where non-attendance was due to illness.

## Re-assessment Level 3 & 4

**If you do not achieve competency at your first attempt at an assessment, you can apply to be re-assessed. A total of three opportunities per unit/subject are provided to ITC students during their course. You only have to resit the outcome(s) or performance criteria you didn't achieve the first time. (Please note that a student can't keep re-sitting a unit endlessly. The subject tutor can recommend that a student re-study the unit prior to a new assessment. This is at a cost of \$250 per unit. Availability to do this depends on timetabling and course numbers).**

In cases where a very minor mistake has been made or an answer isn't clear, your tutor may give you the opportunity to provide further evidence (FER).

Your result coversheet will clearly indicate what parts of the assessment require re-assessing, what methods of re-assessment are open to you, and a date the resit must be completed.

Please note the following rules:

### **Re-assessment, Project/Assignments**

If you are required to resubmit an assignment/project you will need to make necessary adjustments to the parts/sections as outlined by the tutor on the results coversheet. Then resubmit the original project/assignment with the modified sections attached.

### **Re-assessment, Role-plays/Observations**

Re-sit role-plays have to be conducted from the beginning, although you will only be re-assessed on the elements or performance criteria that have not yet been achieved. You will be advised in advance of a re-sit date for role-plays, which may take place outside normal class hours.

### **Re-sits after a Course finishes**

**Students may resit outstanding assessments for a period not exceeding two months after the completion of their course. Approval for an extension beyond two months, must be approved and notes entered into the student's event log in ITC's SMS (SELMA) by the Campus Manager or Academic & Quality Manager. After this period the student must attend class and re-study the unit prior to a new assessment event. This is at a cost of \$250 per unit. Please note that availability to do this depends on timetabling and course numbers.**

## What you need to achieve your College Award

To achieve your College Qualification, students must meet the following criteria:

- Attend not less than 90% of their classes
- Attempt all subjects
- Achieve 100% of the unit credits & learning outcomes available in the course or provide evidence of prior achievement.
- Have paid all tuition fees.

### Credits required for ITC qualification:

NZ Certificate in Tourism (level 3) with a strand in Tourism & Travel	61 credits
NZ Certificate in Travel (level 4)	63 credits
NZ Certificate in Tourism (level 3) with a strand in Aviation	60 credits
NZ Diploma in Tourism & Travel – Level 5	125 credits
Diploma in International Tourism & Travel Management (2 year integrated programme)	269 credits

The College policy of recognising excellence enables students who demonstrate outstanding achievement to be awarded the following Awards, presented at Graduation:

#### **ITC Awards with Merit**

*Students receiving this award will have achieved **100% academic achievement with minimum 90% attendance.***

*SFH merit 100% academic achievement within the recommended time*

#### **ITC Awards with Distinction**

*Students receiving this award will have achieved **100% academic achievement with minimum 95% attendance and majority of 'A' passes.***

*SFH distinction 100% completion within the recommended time majority of 'A' passes.*

Please note that College Merit and Distinction awards remain at the discretion of the Campus Manager. Consistent lateness and attitude issues will affect your eligibility for these awards.

## New Zealand Certificates and Diplomas (NZQA)

### **New Zealand Certificates are approved by the New Zealand Qualifications Authority.**

New Zealand Certificates and Diplomas will be awarded on completion of 100% of your course by the International Travel College of New Zealand.

## Graduation

Celebrating your success is a highlight – a time to recognise your achievement and to share this with your classmates and ITC staff.

Further information on graduation events will be shared during your course.

## Introduction to prospective employers

Towards the latter part of your course a team of tutors and our employment consultant will work with you and your class in preparing you for the transition from study into employment. You will be given assistance in the updating of CV's, employment applications and interview preparation.

## Change of Personal Details

Please keep the Student Services team up to date with any changes in your contact details, and/or changes to your name. We will continue to keep you up to date with college events, job news etc during your course and after graduation.

**Important note:** The name you provide to us on enrolment as your "preferred name" is the name that will be used on all your college documentation, including your Certificates/Diplomas. If this is not the name that you would like to be used, or if you change your name subsequently, please ensure that we are notified prior to Certificates being issued. Changes after Certification will incur a \$10 charge for each new Certificate.

# Grievance & Complaints Procedure

## Policy

The International Travel College of New Zealand believes that we have a responsibility to provide you with a study environment which is physically safe, free from harassment of any kind, and conducive to the achievement of good learning outcomes. While we are sympathetic with any situation which causes you distress, the main areas this policy is intended to deal with relate to the following:

- Inappropriate application of College policies and procedures.
- Failure to act in accordance with our policies and procedures.
- Actions by staff or students which cause upset to others

## Procedure

“If you have a complaint, or wish to lodge an appeal, this is what you do:

1. Talk to the tutor informally first or your Home Tutor. Explain, ask questions, seek a solution with the tutor and, if a solution is not reached, you and/or the tutor may consult the CM.
2. If your tutor and the CM cannot resolve the issue informally, the concern should be submitted in writing to the Student Appeals Department within 14 days of the occurrence. A Student Complaints/Appeals Form is available to help you in this process, available from reception, and is also posted on the College website.
3. The Student Appeals Committee will consider your complaint and will contact you by letter with their response.

If you are not satisfied by the outcome of your education providers complaints process, you may be able to raise your concerns externally. The New Zealand Qualifications Authority's [website](#) provides useful information about the avenues available to you.

They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next. If you need more information on the complaints process, contact NZQA on 0800 697 296.

Domestic tertiary and international learners with a financial or contractual dispute against an education provider should contact [Study Complaints| Ngā amuamu tauira](http://studycomplaints.org.nz) - studycomplaints.org.nz. There is no cost to you for this service Fairway is an independent service, with experience in helping people to resolve disputes. You can also contact them on 0800 00 66 75.

Please see the Summary Code of Practice for the Pastoral Care of Tertiary and International learners on page 21 of this handbook for further information on the complaint process and additional information for International students.

## Disciplinary Procedures

***Students at the International Travel College of New Zealand are expected to behave responsibly and accept the discipline and authority of the College. We expect students to behave with courtesy and respect towards each other, towards members of the College staff, and towards visiting guest speakers and others. This policy extends to student interactions with others when engaged in field visits related to their course of study.***

The College aims to provide respect and safety for all its staff and students. Use of inappropriate language, damage or destruction of property, cultural insensitivity or lack of respect for the tutors and staff are regarded as serious issues and will be dealt with as they arise. All such issues are directed to the Chief Executive who may suspend the student pending investigation.

Section 224 (12) of the Education Act allows powers to the management of a tertiary education institution to refuse or cancel an enrolment on the ground that the person has been guilty of misconduct or breach of discipline.

Matters leading to disciplinary procedures include breaches of the rules regarding use of drugs/alcohol, lack of adherence to Computer Lab Laws, breaches of assessment rules, and the use of violence or abusive language or behaviour towards college staff or fellow students.

### **The Disciplinary Procedure is:**

1. A first verbal warning is issued in cases of inappropriate behaviour, misconduct or breaches of college protocol as outlined in this handbook. The verbal warning is documented by the tutor or appropriate staff member and kept on the student's file.
2. A second verbal warning is issued for offences where a student has previously been warned verbally, and is documented by the tutor and/or CM.
3. A written (final) warning is issued in cases of persistent inappropriate behaviour where the student has been warned verbally twice for breaches of policies and procedures or misconduct.
4. In the case of serious misconduct where instant dismissal is not warranted but no further warnings will be issued, a written (final) warning may be issued.

All written warnings shall be fully documented and placed on the student's file.

5. Dismissal may follow if a student fails to comply with any written warning.
6. Serious misconduct including wilful abuse of students, staff or property; theft; being under the influence of or in the possession of alcohol or illegal drugs; or bringing the College into disrepute, may result in instant dismissal without notice.

Students are advised that dismissal/dis-enrolment from their course of study may have implications for their entitlement to student loans/allowances and/or continued Student Visa eligibility.

**No refunds of fees paid are made in the event of any dis-enrolment as a result of disciplinary procedures.**

## Pastoral Care of Tertiary and International Learners Code of Practice 2021

The Code of Practice for the Pastoral Care of Tertiary and International Learners came into effect on 01/01/2022. Under the Education and Training Act 2020, the purpose of the Code is to require providers to:

- take all reasonable steps to maintain the wellbeing of domestic tertiary students and to protect international students
- ensure as far as possible that domestic tertiary students and all international students have a positive experience that supports their educational achievement.

To ensure, so far as is practicable, that tertiary students can succeed academically in a safe, healthy and supportive learning environment. Where they are accepted and respected and receive an education that values their identity, language and culture and those of their family and whanau.

The cornerstones of the Code cover Wellbeing and Safety, Te Tiriti O Waitangi and Learner voice.

The code is available in other languages including Te Reo Maori

A fully copy of the code can be viewed at <https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/>

## Summary Code of Practice for the Pastoral Care of Tertiary and International Learners

In addition to the information provided above all our international students are reminded that as a condition of enrolment in a course of study in New Zealand you must have adequate health insurance to cover your stay here. If you have not provided the Student Services team with the name and details of your insurance policy please contact them as soon as possible to provide that information. If you have any queries or questions regarding this requirement, or any other concerns, please speak with **the Course Advisor or Campus Manager**, the pastoral support persons at ITC. If they are not available, any other member of the Student Services team will be able to assist you. The Student Services team are located on Level 4 of the College.

They must have a complaint process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

### Who does the Code apply to?

The Code sets out the outcomes and requirements that all tertiary education providers must meet for the wellbeing and safety of their domestic and international tertiary students. As a signatory to the Code ITC has agreed to observe and be bound by the Education Code of Practice 2021.

### What is an “international student”?

An “international student” is a foreign student studying in New Zealand.

### How can I get a copy of the Code?

The code is available online from <https://www.nzqa.govt.nz>. The code is available in other languages and you are encouraged to read the code.

### Which education providers are signatories to the Code of Practice?

NZQA maintains a [list of all education providers that are approved signatories](#) to the Code of Practice.

### What to do if you have a complaint?

When you come to New Zealand as an international student or study as a domestic student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here.

If you have a complaint, it is important that you go through the right steps.

Here is what you need to do.

**Ask your education provider to resolve your complaint**

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses.

**If your complaint is not resolved – contact NZQA**

If you are not satisfied by the outcome of your education providers complaints process, you may be able to raise your concerns externally. The New Zealand Qualifications Authority's [website](#) provides useful information about the avenues available to you.

They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next. If you need more information on the complaints process, contact NZQA on 0800 697 296.

Domestic tertiary and international learners with a financial or contractual dispute against an education provider should contact [Study Complaints| Ngā amuamu tauira](#) - [studycomplaints.org.nz](#). There is no cost to you for this service Fairway is an independent service, with experience in helping people to resolve disputes. You can also contact them on 0800 00 66 75 or [help@studycomplaints.org.nz](mailto:help@studycomplaints.org.nz) for information about the Disputes Resolution Scheme.

**New Zealand's quality standards**

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Code of Practice.

This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board.

In general, as an international student you can expect that:

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

## Important Fee Information

In accordance with Ministry of Education guidelines, the following important information regarding your fees is included with this Student Handbook.

### **Student Fee Protection**

In accordance with government regulations, your fees are protected from the unlikely event of our institution having to close. Your fees will be held and protected in a New Zealand Government Guaranteed Student Fee Trust Account, managed by the Public Trust.

At enrolment, you will have signed an application to set up your Student Fee Trust Account. All your fees will be paid directly into that and will be paid to ITC progressively after you have commenced your course. No fees are transferred to The International Travel College of New Zealand trading account until eight days after you have started the course. This ensures that the funds are available for refund should you withdraw from the course within those eight days.

After the first eight days, and in the unlikely event of The College going into receivership or voluntary liquidation, the following strategies are in place to protect your fees:

**Fees paid:** The International Travel College of New Zealand operates a progressive payment scheme from the Public Trust Account which ensures your fees are paid to the College progressively during your course in accordance with a schedule approved by the New Zealand Qualifications Authority.

**Credit Transfer:** Most courses offered by The International Travel College of New Zealand are based on unit standards and New Zealand Certificates. As you progress through the course you gain credit for each unit standard you complete and this is recorded with NZQA.

Other providers offering similar Framework based courses are obliged to recognise this Record of Learning and you will be able to purchase aspects of your training course not yet completed.

## Withdrawal and Refund Policies and Procedures

### **If you withdraw before the course commences**

Tuition or course fees paid will be refunded in full, less \$500.00 or 10% of the course fees, whichever is the lesser amount, provided you notify The International Travel College of New Zealand of your withdrawal *before* the commencement of the programme.

### **If you withdraw from the course within the first eight days of the course**

If you formally withdraw from the course within the first eight days you will receive a full refund of all course fees paid by you less a processing and administration fee of \$500.00, or 10% of the course cost, whichever is the lesser amount.

### **If you withdraw after eight days from the start of the course**

No refunds are provided after the first eight days of the course.

### **For International Students**

For courses longer than 3 months in duration, the following refund policy applies for International students:

Once confirmed on your course if you wish to withdraw you must put this in writing and either post it or hand it into the office. The cancellation fees are as follows:

### **If you withdraw before the course commences**

Tuition or course fees paid will be refunded in full, less 10% of the course fees, provided you notify The International Travel College of New Zealand of your withdrawal *before* the commencement of the programme.

### **If you withdraw from the course within the first ten days of the course**

If you formally withdraw from the course within the first ten days you will receive a full refund of all course fees paid by you less 10% of the course fees plus any additional costs incurred to the International Travel College for the following items:

- Tuition fees, including amounts for the export education levy, recruitment, marketing, agents, commission, and overhead costs
- Course related payments, including examination fees, and the costs of books and uniforms
- Administration fees, or registration fees or both
- ESOL (English for Speakers of Other Languages) support/testing
- Student service fees
- Airport pick up
- Insurance
- Accommodation

**NOTE:** The Private Training Establishment (PTE) must be able to demonstrate and provide evidence for any additional costs incurred (from those areas shown above) that they are deducting from the course fees. They also need to be able to show that those costs add up to the amount (equal or more than) the amount they are seeking to retain. The maximum amount that the PTE can deduct from the course fees in this case is 25%.

### **If you withdraw after 10 days from the start of the course**

No refunds are applicable, full course fees will be retained by the International Travel College of NZ after the first ten days of the course.

### **For Domestic & International Students If you are withdrawn due to non-attendance**

If your attendance falls below the 90% requirement, you will be reminded, counselled and warned that you may be withdrawn due to non-attendance. In such cases, no refunds are provided and where appropriate, Student Loans (STUDYLINK) or New Zealand Immigration Service (NZIS) is advised of the withdrawal. This may result in suspension/cancellation of any allowance or loan, or suspension of Student Visa entitlement.

## **Cancellation of training by The International Travel College of New Zealand**

The International Travel College of New Zealand reserves 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 of all fees paid.

## **Course Changes**

The International Travel College of New Zealand reserves the right to change course details/content if required by operational conditions or circumstances beyond our control.

***Please note that where students elect to not participate in any aspect of the curriculum, they are not eligible for partial refunds.***

## **Counselling**

If there are any issues affecting your study at the College, please feel free to discuss these confidentially with any Tutor, the Student Services team, the Academic Quality Manager, or a Senior Manager.

The College has access to several service organisations that provide both specialised and general counselling and support. If you require assistance with counselling please advise a tutor, or a Senior Manager. The College will help arrange and pay for your first counselling session if required.

If you are an international student and have language difficulties, we can call on translators to help with discussions on important issues. There is no cost to our students for this service. Please see a Senior Manager on level 4 to arrange this.

## **Student Support**

The college maintains a file of resources available to students who require assistance with a variety of issues.

This file includes information and contacts concerning:

- Medical Services
- Counselling Services
- Mental Health Services
- Your rights as a tenant
- Driving in New Zealand
- Alcohol Laws
- Recreational bylaws and safety

This file is available for student reference and is held in the Course Advisors office on level 4. You are welcome to copy details from this file to use. The Course Advisors keeps the master copy of this file and is responsible for maintaining and updating it as required.

## **College Support**

The College offers a supportive environment. If you have been absent from classes, due to personal or medical reasons, the College will offer assistance and guidance to ensure you are able to catch up.

Please keep your Home Tutor informed of any planned or unexpected absences, particularly if you will be absent for more than a week. You should advise your Home Tutor or Subject Tutor upon return to the College.

## Useful Organisations

<p><b>Doctor or Urgent Health Care</b> Auckland City Doctors Ph 280 3555 E: reception@akcitydoc.co.nz 415-427 Queen Street, Auckland</p>	<p><b>Dentist</b> <i>10% Student Discount on presentation of Student ID</i> Lumino The Dentist 85 Albert Street, Auckland, Ph: 0800 776 831</p>								
<p><b>Family Planning</b> <i>For all types of contraception and advice</i> Level 2 Newpark Centre 5 Short Street Newmarket, Auckland 1023 Ph: 524 3341</p>	<p><b>Sexual Health Centre</b> Ph: 0800 739 432 The Sexual Health Centre provides a free, confidential, medical counselling and education service for anyone worried about AIDS or any other sexually transmitted diseases. The clinic, linked with Auckland Hospital, is open Mon, Thur &amp; Fri from 9am – 5pm, Tues from 1pm – 8pm and Wed from 9am – 12pm.</p>								
<p><b>Lifeline</b> 24hr counselling service Ph: 522 2999</p>	<p><b>Youthline</b> 24hr Youth counselling service Ph: 0800 376 633</p>								
<p><b>Citizens Advice Bureau</b> For a wide range of information Level 1 Auckland Central City Library 44-46 Lorne Street Auckland 1010 Ph: 0800 367222</p>	<p><b>Childcare</b> Barnardos Child and Family Services Provide childcare in homes by approved Barnardos child caregivers. Ph: 625 0560</p>								
<p><b>Insight Counselling Services</b> Offering a wide range of counselling services at student rates - see their website <a href="http://www.insightcounselling.co.nz">www.insightcounselling.co.nz</a> or Ph: 846 8887</p>									
<p><b>Bus Services</b> Most areas in Auckland are on a bus route. The buses are reliable and regular, with the service finishing 10.00 -11.00pm. Information on bus timetables and costs can be accessed via the ATHop journey planner <a href="https://at.govt.nz/">https://at.govt.nz/</a></p>									
<p><b>Parking</b> There are plenty of drop-off and pick-up areas outside the College, and a range of parking available within easy walking distance from the College. Some popular options are provided here (all prices are per day):</p> <table border="0" data-bbox="145 1464 1461 1581"> <tr> <td>Mercury Lane, early bird before 9.30am from</td> <td>\$15.00</td> </tr> <tr> <td>Wilson Car park City Rd early bird in before 10.00am from</td> <td>\$22.00</td> </tr> <tr> <td>Wilson Car Park Liverpool St (off K'Rd) Early bird from</td> <td>\$22.00</td> </tr> <tr> <td>Wilson Car Park St Benedict's (off Symonds Street) Early bird from</td> <td>\$22.00</td> </tr> </table>		Mercury Lane, early bird before 9.30am from	\$15.00	Wilson Car park City Rd early bird in before 10.00am from	\$22.00	Wilson Car Park Liverpool St (off K'Rd) Early bird from	\$22.00	Wilson Car Park St Benedict's (off Symonds Street) Early bird from	\$22.00
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Wilson Car Park Liverpool St (off K'Rd) Early bird from	\$22.00								
Wilson Car Park St Benedict's (off Symonds Street) Early bird from	\$22.00								
<p><b>Budget Advice</b> It is advisable within the first week to make a budget for your weekly living expenses, and stick to it! It is very easy to overspend in the first few weeks! This leaves you very little to live on later and can be extremely stressful.</p> <p>Central Districts Budget Service offers a free budgeting service.</p> <p>Ph: 423 7123</p>	<p><b>Banking</b> The nearest money machine are Kiwi Bank and ANZ on Karangahape Road &amp; Symonds St, 5 minute walk from the College.</p>								

## Health and Safety

We have a genuine interest in everyone's health and safety. We are committed to a Health and Safety policy designed to ensure a safe work and study environment for staff and students. Although we take all possible care accidents can happen. To assist in this process some guidelines have been established and support details listed below.

### **ITC Health and Safety Policy**

The International Travel College of New Zealand recognises its responsibility to provide a safe work and study environment for all staff and students of the College, and others who visit or work here. The Chief Executive, as the employer, will take all reasonably practicable steps to manage health and safety at The International Travel College, and will comply with the requirements of the Health and Safety at Work Act 2015.

### **PURPOSE**

The Chief Executive is committed to providing and maintaining a safe and healthy workplace for all workers, students, visitors and contractors and other people in the workplace by complying with relevant health and safety legislation, regulations, New Zealand standards and approved codes of practice. We will achieve this through:

- *Making health and safety a key part of our role*
- *Working with our staff to improve the health and safety system at ITC*
- *Doing everything reasonably possible to minimise or reduce and assess the risk of injury or illness*
- *Making sure all incidents, injuries and near misses are recorded in the appropriate place*
- *Investigating incidents, near misses and reducing the likelihood of them happening again*
- *Having emergency plans and procedures in place*
- *Training staff and others about hazards and risks so everyone can work safely*
- *Providing appropriate induction, training and supervision for all new and existing staff*
- *Helping staff who are injured or ill return to work safely*
- *Making sure contractors and sub-contractors working at ITC operate in a safe manner*

### **Workers**

All workers are encouraged to play a vital and responsible role in maintaining a safe and healthy workplace through:

- *Being involved in improving health and safety systems at work*
- *Following all instructions, rules, procedures and safe ways of working*
- *Reporting any pain or discomfort as soon as possible*
- *Reporting all injuries, incidents and near misses*
- *Helping new staff members and visitors to the workplace understand the safety procedures and why they exist*
- *Reporting any health and safety concerns through the College reporting system*
- *Keeping the workplace tidy to minimise the risk of any trips and falls*

### **Others in the workplace (students)**

All others in the workplace including students and visitors are encouraged to:

- *Follow all instructions, rules and procedures while on ITC premises*
- *Report all injuries, incidents and near misses to their tutor or other staff members*

*Students are provided with basic health and safety rules in the induction at the beginning of their course, information and training and are encouraged to engage in positive health and safety practices. Health and safety is everyone's responsibility.*

## **ROLES AND RESPONSIBILITIES**

### **Health and Safety Officer - CE**

The Chief Executive is ITC's Health and Safety Officer. As part of the Chief Executive's commitment to promote and maintain a safe and healthy working environment, the Chief Executive acknowledges that health and safety training will be included for all workers.

#### **DUTIES**

- The CE must ensure that strategies, systems, resources and procedures are in place to provide for the implementation of any policies involving health and safety
- Communicating to staff all policies and procedures in respect of managing risk to health and safety
- Taking reasonably practicable steps to eliminate hazards and risks, and where this is not possible, taking all reasonable, practicable steps to minimise the risks and hazards
- Ensuring that unsafe acts and unsafe conditions are appropriately addressed
- Delegating, in her absence, actions considered necessary to manage risks to individuals and/or the College community is passed to the senior management team

### **Operational Management Team – CMC and CMB**

#### **DUTIES**

- Actively promote positive health and safety and adhere to their responsibilities
- Provide all workers with the opportunity to participate in health and safety
- Conduct health and safety inspections/audits as part of the annual procedure review and or as necessary and taking steps to remedy any deficiencies as recommended
- Ensure that all staff members receive appropriate training and are involved in the improvement of systems and practices where relevant

### **Health and Safety Representatives (HSRs)**

A Health and Safety Committee operates within the College and ensures that staff and students comply with policies and procedures as they relate to health and safety issues.

The committee is made up of the CMC and CMB, and 3 elected staff members from different areas of the College. The committee meets on a regular basis to review policy and make any necessary decisions, to ensure that protocols are followed should there be an incident that requires reporting.

All meetings are minuted and circulated to the Health and Safety Officer (Chief Executive) and to all staff members.

The CMB or CMC calls for nominations for the HSR positions at the beginning of each year – all workers in the workgroup have the opportunity to nominate/volunteer their HSR representative. Nominations or volunteers for HSRs are held annually, or as required in the event of a HSR vacating their role. Any member of the ITC staff can attend the committee meetings if they wish to.

#### **DUTIES**

The functions and powers of the health and safety reps are to:

- represent the workers in the work group in matters relating to health and safety
- investigate complaints from workers in the work group regarding health and safety
- if requested by a worker, to represent the worker in relation to a matter relating to health and safety in the work group (including a complaint)
- monitor the measures taken by the PCBU that are relevant to health and safety
- inquire into anything that appears to be a risk to the health and safety of workers in the work group arising from the conduct of the business or undertaking
- make recommendations relating to work health and safety
- provide feedback about whether the requirements of the Health and Safety at Work Act 2015 and Regulations are being complied with

- provide support to the Health and Safety Officers (HSO's) – CMC and CMB, in the provision of health and safety information
- facilitate increased involvement by employees and their representatives in health and safety matters

### **Health and Safety Integrated at ITC**

All formal ITC meetings featured health and safety as a standard agenda item. This ensures that matters relating to health and safety are top of mind company wide and allows input and feedback from all staff and students.

ITC take seriously its duty of care for staff welfare and wellbeing please refer to other ITC policies in relation to this.

### **Accidents**

Please report all accidents to a staff member so they can notify a Senior Manager immediately. All campuses have a Health and Safety plan in place which is reviewed annually by the Health and Safety Committee. Any accidents that occur need to be reported to a Health and Safety Officer (Michelle Chatfield or Andrew Houston) and logged in the accident register. An investigation will occur to identify all hazards concerned so that the issue can be minimised and or eliminated. Should you notice any potential hazards please advise a tutor or student services immediately.

### **Hazard Identification & Reporting**

Please assist us in keeping our College safe for everyone by reporting any potential hazards immediately to the Student Services Team at Reception at the Campus you are at. Potential hazards could include slippery floors, Dangling leads, damaged power cables etc.

You will be asked to complete a Hazard Identification form.

The Student Services team is responsible for taking action necessary to remove the hazard.

## Emergency Evacuation Procedure

### If you discover a fire

- 1 Raise the alarm immediately by operating the nearest fire alarm. Familiarise yourself with alarm sites and exits
- 2 Call the Fire Brigade on **Telephone Number - 111**

### On hearing the alarm/siren:

- 3 ALL students and staff must leave the premises immediately.
  - Use the nearest exit available
  - Take nothing with you
  - Go **LEFT** as you exit the building and assemble across the road on the path near the Cordis Hotel.
- 4 Move quickly and quietly - **Do Not Run**
  - a. Do **not** collect personal belongings from any part of the premises.
  - b. **No** person is to re-enter the building until instructed to do so.
- 5 Fire wardens will report to the Fire Control Officer when satisfied that everyone has been evacuated.

Once the “all clear” has been declared by the Fire Department, the College fire warden will advise you when you can re-enter the building.

## Lockdown Procedure

### Overview

A ‘lockdown’ is initiated anytime staff and students need to be contained and protected inside College buildings, e.g. a chemical spill, an intruder or under police advisement. The prime objective is to ensure the safety of all students and staff when a threat to the premises or people inside is identified.

1. A ‘lockdown’ will be signalled by communication from the most senior staff member present or other designated person who is alerted to an emergency or threat. This will be done via telephones, texts, in person or whichever is the quickest method at the campus site.
2. The communication will be **‘Staff please go into ‘lockdown’**. This will be repeated several times.
3. The most senior staff member present will immediately contact police and continue to liaise with them as required.
4. Fire alarms are **not to** be activated.

## Procedure

### On receiving the Lockdown Instruction, staff must do the following in this order:

1. Staff or students who are in a public space (stairwell, toilet, reception, hallways etc) should move to the closest confined room immediately as quietly as possible.
2. Close and lock all doors
3. Close and lock windows
4. Turn off lights
5. Turn off any equipment emitting noise or lights. e.g. projector, speaker, computer.
6. All staff and students must sit on the floor under or close to desks and tables out of sight of windows. Silence is to be maintained and no one is to leave the room.
7. All staff and students must remain in this position until the 'all clear' is given.
8. The all clear will be communicated verbally in person by the Senior Manager on site (or the most senior staff member present or other designated person).
9. The communication will be **"The 'lockdown' has now ended."**
10. Once 'lockdown' has been lifted all staff and students should assemble in the largest area within your campus (e.g. largest classroom, reception, common room) for a debriefing.
11. Staff and students will not be allowed to leave the premises until deemed safe by the most senior staff member present or another designated person. This may be under advisement from the police.
12. When deemed appropriate by the most senior staff member on site, and under advice from police if they are on site, students will be allowed to leave the premises as normal.
13. If staff or students are unsettled by the incident they should be encouraged to stay on site until they feel ready to leave.
14. The CE will, if deemed necessary and depending on the incident, will engage with the Ministry of Education Trauma Incident Team for support and advice for staff and students.

### Notes:

- Make sure you are aware of the location of first aid kits in your campus as part of your Induction process.
- Student and staff emergency contact details may be used to inform people about the lockdown status once the immediate danger is passed.
- The CE or designated spokesperson will liaise with the media if deemed necessary.
- On advice from the police the CE will consider whether to temporarily close the premises.
- The well-being of the staff and students will continue to be monitored by the CE and senior management teams.