



2021 Student Handbook



Tena Koutou and Welcome

A big and warm welcome to you from the entire team at Aspire2.

We feel privileged to have you join our organisation - and will do everything in our power to ensure your time with us is both productive and enjoyable.

Our sole reason for being is to provide you the best possible employment opportunities – so getting you developing your workplace skills and job opportunities is our overarching focus.

Our handbook is designed to help you navigate your way around, and we've tried to put everything you need in one place.

If there's any more information you need please let us know as we are here to provide you the best possible care and service.

We'd also like to extend an open invitation to you to come visit us in New Plymouth to meet our team.

All the best for a successful programme. My door is always open and my phone always on if you need to contact me.



Kindest regards,

A handwritten signature in blue ink that reads "Sussan T." with a period at the end.

Sussan Turner

Chief Executive – Aspire2 Group Limited

Naturopathic College of New Zealand is a NZQA registered Private Training Establishment part of the Aspire2 group.

Please read and understand the information in this handbook thoroughly. Should you have any questions at all please do not hesitate to talk to with your tutor, this will ensure that you are fully aware of your obligations, including the rules and regulations as applicable to all our programmes.

You will also have access to a programme handbook detailing information regarding your chosen programme. You will find these handbooks in the Student Resource page in Canvas.

Please also ensure that you have read or had explained to you the enrolment form fine print.

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About Aspire2

Vision

People from Aspire2 have more of their goals come true.

Purpose

Preparing people for successful employment.

Mission

Aspire2 means employability.

Our People

We are committed to the development of our team.

Ours is a strong culture of innovation, courage, excellence, support and enjoyment.

Our Approach



Everyone matters



We aim high



We do what we say we'll do

About NCNZ 'Our Story'

Our Mission

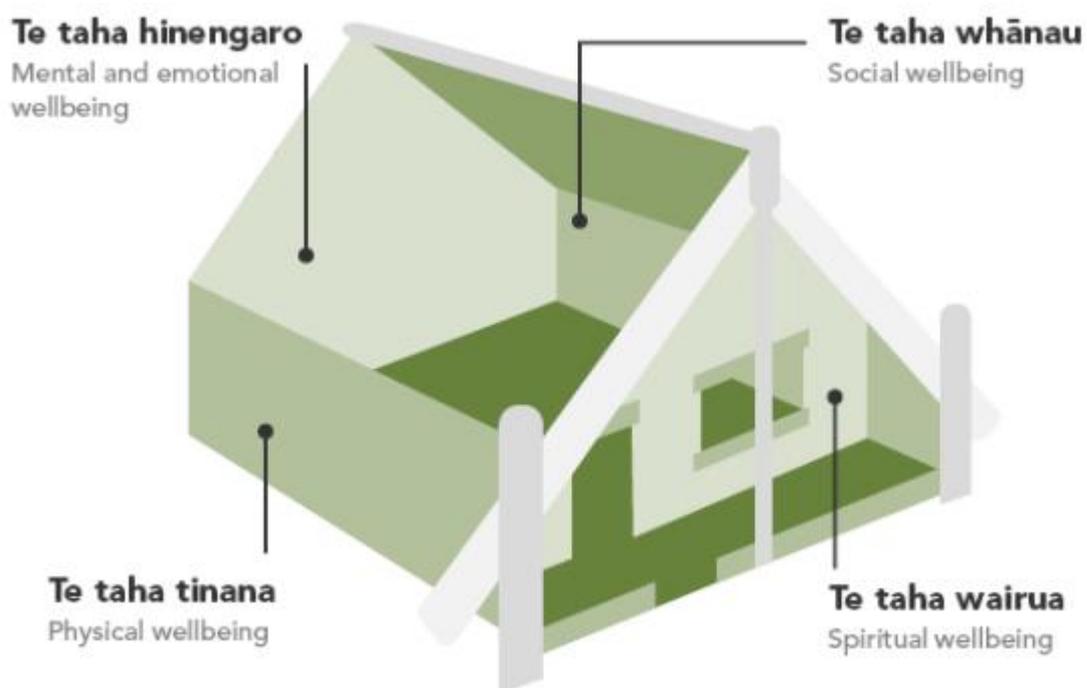
Our Story or Mission is to be New Zealand's leading provider of affordable blended and online education in the field of natural medicine, offering high quality education.

We provide support networks that facilitate learning by creating an environment for all students to achieve their full potential, fostering empathy and respect for all.

Te Whare Tapa Whā

The Naturopathic College of New Zealand upholds the principles of Te Whare Tapa Whā¹ the Māori model of health, which closely aligns to the principles of holistic healthcare. The Te Whare Tapa Whā model is an analogy for a person's health. The four cornerstones (or walls) of the house represents different facets of our health – the mind, the body, the spirit and the family. The health of the land (whenua) and air (hau) are aspects of this model that are also part of a healthy environment:

- Taha tinana (physical health)
- Taha wairua (spiritual health)
- Taha whānau (family health)
- Taha hinengaro (mental health)



¹ Durie, M. (1994). *Whaiora: Māori health development*. Oxford University Press.

Who We Are

We offer a range of exciting courses as part of our portfolio through the Naturopathic College (which has a legacy spanning over 40 years).

Our vision is to inspire and enable people to develop the skills they need to succeed in work *and* in life. We do this by engaging with learners in creative ways which are relevant to their needs and life circumstances. The learning environment, cultural context, content, and delivery style are tailored to help and support learners of all ages achieve their dreams. Further to that, our role is also to inspire and help learners into education and employment pathways which will meet their long-term aspirations.

We deliver online training solutions through our Learning Management System - Canvas.

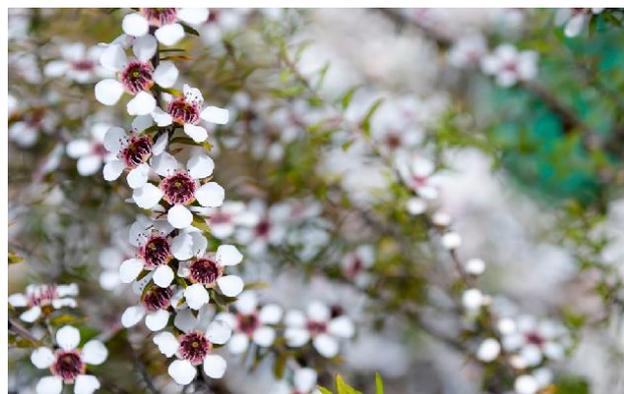
Naturopathic College of New Zealand works with sectors and communities to ensure we develop programmes of study that meet their needs. We have strong links to industry to ensure a high quality programme.



Innovative Programmes

We have worked to develop a range of exciting programmes that enable students to learn a variety of specialised subjects in many different sectors and in a flexible manner to fit your lifestyle.

Our students participate in programme evaluations to provide constructive feedback to enable us to continually improve.



Treaty of Waitangi/Te Tiriti o Waitangi

We are committed to the following principles:

Participation: acknowledges sovereignty/governance. This means ensuring equal participation at all levels, and enabling Māori to provide input into decision-making that directly affects them.

Protection: acknowledges the protection of rights and benefits and possessions. It means that Māori tikanga (culture and protocols) and taonga (treasures) such as Te Reo (Māori language) are respected and given equal footing to the tikanga and taonga of other cultures.

Partnership: acknowledges sovereignty/governance and working together with the same rights and benefits as subjects of the Crown. In your workplace that means working together at all levels of the organisation and having a say in the policy and management of the organisation. If you work with Māori in the community, it means engaging with them when planning work and strategies.

<https://www.careers.govt.nz/articles/interview-tip-how-to-answer-the-treaty-of-waitangi-question/>

Welcome!

Study Information

Admission/Entry Requirements

Please refer to the website ncnz.co.nz for details regarding admission and entry requirements for each programme.

Recognition of Prior Learning or Recognition of Current Competency or Credit Transfer

Recognition of Prior Learning (RPL) is a process that recognises experience, independent study, or credit obtained at the same or other teaching institutions. RPL is granted to students who demonstrate that they have met the required learning outcomes established for a course. If you would like to apply for RPL please refer to our website for further details.

If partially approved a plan for you to complete the remaining components will be put in place.

Responsibility for Learning

Everyone has goals they want to achieve, and we want to help you by providing quality training and support. We need your time, energy and commitment to learn new skills.

The expectations for all students is that if you are studying full time you will commit 35-40 hours and for part time you will commit 15-20 hours.

You will need to complete tasks and assessments through Canvas where you will have support from your tutor. You will be given a study schedule which outlines the due dates when to complete your assessments.

Tutors and Mentors

All our tutors are great teachers and have industry knowledge and experience. They are focused on assisting you to get results and achieve your goals. Just ask if you need any extra help.

We also have Academic Support available to

support during your study. See Student Services below for more information.

Contact your Tutor

Please refer to the homepage in Canvas for each course for details on how to contact your tutor and their virtual office hours.



Engagement

Engagement applies to programmes delivered online.

For distance learners attendance is monitored through engagement with online content and assessment submission. If you need to be away from your study for an extended period, you must contact your tutor in advance if this will affect your ability to meet your assessment deadlines.

We reserve the right to request medical certificates or other documents to support reasons for lack of engagement or requests for extensions.

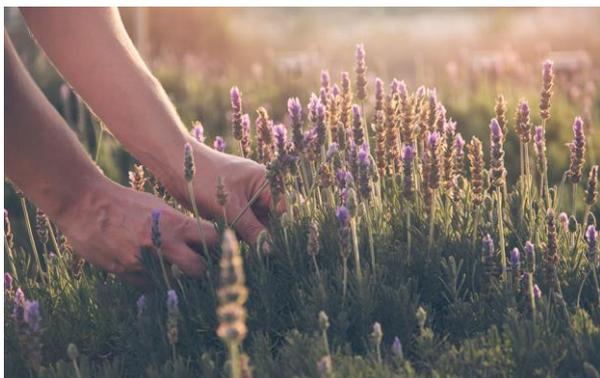
Lack of Engagement

Students who are withdrawn through lack of engagement may face external penalties. StudyLink will be notified of your withdrawal, and future enrolment will be subject to additional screening and may result in a refusal of enrolment.

Rules and Policies

Assessment

Students must meet the assessment requirements as set out in the programme handbook. The requirements are available in Canvas prior to assessment and evaluation. Please note your assessments may be used for moderation purposes.



Plagiarism

Students must not copy or paraphrase someone else's work either published or un-published, without clearly acknowledging it through citing and referencing. Paraphrasing without appropriate acknowledge will be deemed to be plagiarism. This is Academic Misconduct and will be treated as serious and is subject to our disciplinary procedures.

Students are provided with a plagiarism tool in Canvas, which can be used before they submit their assessments. All Level 5 to Level 7 students will submit their assessments to a text-matching tool within Canvas to ensure it is their own work. Level 4 students may be requested to do so also.

Reconsideration of Assessment/Appeals

Students have the right to a reconsideration of assessment if they believe an assessment has been incorrectly marked or graded. This request must be sent to the tutor or Programme Coordinator within five (5) working days of the return of the assessment. As a result of this request, their result may be unchanged, raised or lowered. The reconsidered result will be recorded as the final result. Students will retain the right to appeal this result in accordance with Assessment policy.

Resubmission of Assessment

If a student is required to resubmit an assessment, the resubmission must be submitted by the date stated by the tutor. The resubmission must address the missing or incomplete criteria. The tutor will re-mark the assessment and the student will get a notification when the marking is complete. Students can email at any time the relevant tutor if there are any queries. Students are entitled to a maximum of two resubmissions in an assessment. NB – students enrolled in the NZ Certificate in Study and Career Preparation (Health Science) (Level 4) are entitled to one resubmission only. Please refer to the Rules and Policies page in Student Resources/Canvas for further detail.

Extension/Late Submissions

Students have the right to request an extension where circumstances arise that will prevent them from submitting an assessment by the due date. The extension must be requested **before** the assessment due date. Students may request an extension for 7 days or 14 days. The online extension form can be found on the Student Resources page under Forms.

All students are allowed a 7 day grace period with late submissions. Students who submit after the 7-day grace period will be given a Not Achieved Grade (NA).

All students who submit late within the 7 day period will be given a grade penalty so other students are not disadvantaged.

Student Progress and Feedback

Student progress is continually monitored by your tutors through online participation, assessments and contact with you. If at any time, you need to discuss your progress in more detail or gain a better understanding of how you can improve or progress further please ensure you ask your tutor via Canvas for a feedback session.

Academic Integrity

Academic Integrity means being honest in all academic work. We expect that all students and staff will act with academic integrity. We want our programmes of study and qualifications to be respected and valued, and to be sure that all those who gain a qualification with us have personally reached the standards expected of that qualification.

Academic Misconduct

Academic Misconduct includes dishonest behaviour in assessment. This can include copying, misrepresentation of identity in assessment, cheating and plagiarism and all other dishonest practices in assessment. Any instance of Academic Misconduct will be treated as serious and is subject to our disciplinary procedures.

Authenticity of Students Work

All student work submitted for assessment must be authentic and created by the student. Where students are suspected of academic misconduct the following processes will be followed:

- The tutor will assess the level/amount of suspected academic misconduct, prepare evidence and discuss with relevant Programme Coordinator.
- Where the intention of the student is considered clearly innocent, the work will be assessed as is.
- If appropriate, advice on academic integrity may be given by the tutor to the student.

Where doubt persists, a meeting is to be arranged with the student, student support person, relevant tutor and Programme Coordinator to present the allegation, evidence and to provide the student with an opportunity to discuss this. Where the Programme Coordinator and tutor are one and the same, another Manager within the relevant division or wider Aspire2 group may be asked to participate.

Where academic misconduct is established and acknowledged by the student, the student may be instructed to resubmit the assessment if allowed by the Programme Coordinator.

Other actions can include awarding a reduced grade or awarding a failing mark/grade. A note is made on the student's file.

Where the assessment misconduct is serious or has not been acknowledged by the student, the relevant Programme Delivery Manager or Programme Coordinator must discuss the situation with Academic Director. This discussion will lead to a decision to either

deal with the issue in the College or initiate the student discipline process.

More information can be found in the Student Resources section in Canvas.



Feedback and Complaints Process

All feedback is considered seriously and is treated as an opportunity to improve our services.

If you have a concern or complaint about a service, we provide or something affecting your study please let us know as soon as possible so the issue can be resolved quickly.

Step 1: Go to your tutor.

Step 2: Go to the Programme Manager or Operations Manager.

Step 3: Go to the Chief Executive Officer (CEO).

Please feel free to involve a support person. This could be a class mate, friend or family/whanau member.

If you have completed all of the above and you are not happy with the result, you may contact:

The New Zealand Qualifications Authority
PO Box 160, Wellington 6140

Ph. 0800 697 296

Certification

All successful graduates will be issued the relevant NZQA accredited certificate for their programme.

Programme Feedback

You will be asked at times, during and after your programme of study to provide us with some feedback. This helps to tell us how effective the course is, and provides us with information to improve our service and programmes.

If at any time you are unhappy with your experience, please let your tutor know so they have an opportunity to address your concerns. The complaints process provides guidelines for you to follow should the issue not be resolved.

Student Focus Groups

NCNZ is committed to improving our programmes and service to our students. The student focus groups promote communication and consultation between students and NCNZ. It enables constructive feedback to be gathered from students on the quality of learning experiences and staff performance. The purpose of this group is to strengthen NCNZ and student relationships; provide feedback, and act as a critical sounding board to assist in the development of new ideas and initiatives to support quality teaching.

Twice per year in May and October a random selection of students will be sent surveys in May and October. The survey questions will focus on students expectations, learning check-ins, tutorials, assessment, content etc.

Student Code of Conduct

The purpose of the Student Code of Conduct is to provide rules to ensure a sense of community through the development of mutual respect, tolerance and understanding. We expect that you will not engage in behaviours that impact negatively on your own or others learning journey.

You are expected to conform to the standards contained in the Student Code of Conduct which can be found at the end of this document.

We reserve the right to pursue through our disciplinary procedures matters that are also being, or may also be, addressed by the legal system or our policies and procedures.



Harassment/Discrimination

Harassment is behaviour that is unacceptable to us and includes but is not limited to any form of discrimination, sexual, or racial harassment, bullying or personal harassment. Verbal, online, or physical harassment is also considered harassment.

Should you feel the victim of any form of harassment or witness this in any way please inform a member of staff immediately. The feedback and complaints, and disciplinary procedures outline how to go about this and what outcomes will be considered.

Privacy and Confidentiality of Information

We are committed to protecting your privacy. Our collection, use and disclosure of personal information is governed by the Privacy Act 2020. The purposes for which we gather and use personal information are set out in the enrolment form.

Disciplinary Procedures

Should a complaint be received about you or you lodge a complaint the process will involve an investigative phase where the incident/s is discussed and next steps are determined.

A further meeting to discuss the outcome and consequences will then be held. There will be an opportunity to appeal any decision made after this meeting.

Serious breaches of the Code of Conduct could result in instant dismissal from your studies. Any situations involving assault, abuse, harassment or harm of another person (physically or emotionally) are considered serious.

Support Services

Tutor Team

Our tutors deliver quality, practical learning and training designed to meet the needs of our students, and reflect immediate and future industry requirements, offering mentoring and learning support.

Student Support

Student Support is available to assist you with any questions you may have relating to your study.

Learning Support

We have an Academic Support person available should you need any assistance with your study. To assist with your academic writing, study skills, and researching.

Whether you are a first time student or a returning student, Academic Support can work with you and your tutors to enable your success. If you have any additional learning requirements or special needs please do not hesitate to discuss this with your tutor.

Financial Information

Fee Information

The total programme fees are on our website with an overview outlined in the programme prospectus, including what they do and don't cover.

Prior to your enrolment you should discuss options regarding fee payment and loan availability with StudyLink.

If you have any questions about what the programme and programme fees cover please contact our enrolment team.



Course Fees

The 'Course Fees', are detailed in the invoice of the programme that you are applying for. They are the total compulsory costs associated with the delivery of that programme. The 'Course Fee' covers all course costs, workbooks, materials, and assessments. It does not cover personal items and may not cover textbooks.

Programme and Course Related Costs

The Course Related Costs component of the Student Loan Scheme gives a maximum of \$1000.00 towards items required for study. For more information on this and to find out if you are eligible you will need to contact StudyLink directly.

Payment of Fees

You must have paid all fees to make your enrolment valid.

Student Loans and Allowances are available on our programmes. If your application for a Student Loan is not approved, you will need to use another method of payment to pay for your student fees.

Where the appropriate criteria are met a refund for programme fees will be provided. Refer to the Withdrawals and Refunds Process and Withdrawal Procedures section.

Fee Protection

If your student fee is over \$500 it will be placed into a trust account with Public Trust and will be distributed to your Training Provider over the



duration of your training. Before your programme starts you will be asked to complete an application form to set up an account at Public Trust for your student fee to be placed in for the duration of the programme. If you are applying for a student loan, the loan will be placed in the account directly by StudyLink.

The Public Trust operates an independent 'trust account' for you to protect your student fees in accordance with statutory requirements under the Education Act 1989 (Section 236A), and New Zealand Qualification Authority Registration requirements. This trust account ensures that sufficient money is available to refund the 'unexpired' portion of your fees in the unlikely event that we have to cease delivery of a programme due to financial or other external reasons.

The trust account is controlled by the Public Trust who operate the trust for the benefit of all students concerned. The level of protection is limited to the fees paid directly by the student and excludes government funding amounts; programme related costs or sums paid other than programme fees.

If you have any queries about your fee you can contact the enrolments team.

Student Loans and Allowances

The enrolments team are happy to help you with student loans and allowances through StudyLink. If you apply for a student loan you must advise us if for any reason that the loan may not proceed or if the application is withdrawn.

Failure to do so will result in withdrawal if fees are not paid. Please discuss any issues regarding fees with the enrolments team.

Overdue Fees

Failure to pay your fees may halt your participation in your courses and delay the distribution of programme materials.

Withdrawal and Refund

Withdrawals and refunds must meet the minimum requirements of a PTE under the Education Act 1989 Section 236A. NZQA explains these requirements on their website www.nzqa.govt.nz Please refer to their website if you need further information.

The timing of withdrawal will impact on grades and fees. If in the Early Withdrawal period, which is 4 weeks from the programme start date for full time students, or 5 weeks for part time students, you will receive a refund less 10%. After this timeframe has past no refund is given on withdrawal.

Withdrawal Procedures

Student Initiated Withdrawal

If you wish to withdraw from a programme you must advise us in writing. Send email to studentsupport@ncnz.co.nz requesting to withdraw. Please contact us as soon as possible if you wish to withdraw.

Provider Initiated Withdrawal

If you are no longer participating in a course or programme, have not requested to withdraw and have not responded to communication from us, we will initiate a withdrawal 5 days after written correspondence has been sent.

Change of Study Status Procedures

Students have until the end of the 10th week of the programme to request a change from full time to part time study. Send an email to studentsupport@ncnz.co.nz requesting in writing to change from full time to part time study.



Facilities

Student ID Cards

All students are entitled to a Student ID card. To apply for this please contact our enrolments team.

E-Library and Library Resources

As a student you will have access to a source of academic databases through our e-Library access in Student Resources in Canvas. Our Public libraries throughout New Zealand offer great services including online collections and e-books.

Buildings and Access

Naturopathic College of New Zealand is situated at 21-23 Devon Street East, New Plymouth. You are welcome to visit us during normal office hours. When on site Health and Safety information is signposted and you must follow these guidelines at all times.



General Information

Public Transport

New Plymouth

The Taranaki region offers bus services and discounts are available with a smart card. A

further concession is available with Student ID. Further information can be found at <https://www.trc.govt.nz/buses-transport/routes/>

Other Services

Please find below a list of nationwide services that you may find useful.

Emergency Contacts

In an emergency dial 111.

Report the incident as soon as possible to any member of staff.



Support Contact Details

Student Support:

0800 759 0218

studentsupport@ncnz.co.nz

Enrolments team: enrol@ncnz.co.nz

For additional contact information please see the back cover.

Useful Contact Information

- Career Information - www.kiwicareers.govt.nz
- Inland Revenue Department - 0800 377 778
www.ird.govt.nz
- Ministry of Education - www.minedu.govt.nz
- NZ Qualifications Authority -
www.nzqa.govt.nz
- WorkSafe - www.worksafe.govt.nz
- StudyLink - 0800 88 99 00
www.studylink.govt.nz
- Work and Income New Zealand (WINZ) –
www.workandincome.govt.nz - 0800 559 009

Mental Health Support

Our tutors and academic support team are here to assist students with their study, but if they are going through a difficult time and need additional support, here are some links to

organisations who can help support them and their whanau.

Need to talk? Free call or text [1737](tel:1737) any time.

Talk to a trained counsellor or call:

the Depression helpline – [0800 111 757](tel:0800111757)

Alcohol drug helpline – [0800 787 797](tel:0800787797)

Gambling helpline – [0800 654 655](tel:0800654655)

Healthline – [0800 611 116](tel:0800611116) – to get help from a registered nurse 24/7.

Lifeline – [0800 543 354](tel:0800543354)

Samaritans – [0800 726 666](tel:0800726666)

Code of Conduct

Students must comply with the following requirements. Students who breach these requirements shall be guilty of misconduct.

- a) Be guilty of or a party to any dishonest or improper practice (including plagiarism) or breach of instructions relating to or connected with the conduct of assessment procedures including examinations, practical's and summative assessments.
- b) Disrupt any teaching, study, research or administration of the Naturopathic College of New Zealand.
- c) Act in a manner contrary to the good governance of the Naturopathic College of New Zealand or prejudicial to its functioning as such.
- d) Obstruct any member of the Naturopathic College of New Zealand in their academic work or performance of their duties.
- e) Wilfully create a nuisance in their dealings with the Naturopathic College of New Zealand or bring the Naturopathic College of New Zealand into disrepute whether face to face, through telecommunication contact, fax, post, email, social network website or by any other means.
- f) Harass any member of the Naturopathic College of New Zealand or current or past students with offensive or unwanted sexual or non-sexual behaviour whether face to face, through telecommunication contact, fax, post, email, social network website or by any other means.
- g) Acquire by theft or deception any of the benefits or services provided by the Naturopathic College of New Zealand.
- h) Steal or damage the Naturopathic College of New Zealand property, which includes records and data both owned by and under the Naturopathic College of New Zealand's care.
- i) Infringe the Naturopathic College of New Zealand's copyright in its publications by copying or dealing in copies of these works in breach of the Copyright Act 1994.
- j) Wilfully provide false information to the Naturopathic College of New Zealand in connection with their enrolment or study at the Naturopathic College of New Zealand.
- k) Attempt to commit or be a party to any of the foregoing

Failure to meet these rules will result in your tutor or appropriate member of staff following the disciplinary process. Where the offence is considered serious the behaviour may lead to dismissal from the programme.



Naturopathic College of New Zealand

Free phone – 0800 759 0218

info@ncnz.co.nz