



New Zealand College of Chinese Medicine Student Handbook Semester 1 2026

- Bachelor of Health Science with majors in:
 - Chinese Medicine (Acupuncture and Herbal Medicine) (Level 7)
 - Acupuncture (Level 7)
- Graduate Certificate in Chinese Medicine -Tuina Massage (Level 7)
- NZ Diploma in Remedial Massage (Level 6)
- NZ Diploma in Wellness and Relaxation Massage (Level 5)
- NZ Certificate in English Language - Academic (Level 5)
- NZ Certificate in English Language - Academic (Level 4)

Learning together to provide excellent allied health services for New Zealand and the world.

New Zealand Qualifications Authority recognised degrees, diplomas, and certificates in Health Sciences and English Language – including Bachelor of Health Science, with majors in Acupuncture or Chinese Medicine; further study options in affiliation with Chinese medical universities in China.



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Welcome

Welcome to the New Zealand College of Chinese Medicine (NZCCM). We are pleased that you have made the decision to engage in tertiary education and that you have come here.

Whether this is your first year with us or you are returning for a further period of study, I hope that this is a very positive one for you. We hope that this study will make a positive difference to your options and choices for the future and will provide you with new skills and knowledge to pursue some great opportunities.

Our commitment here at NZCCM is to help you achieve - indeed, it is the rationale for our existence - and to offer a supportive and attractive environment in which this can occur.

This Student Handbook is a reference guide provided to all students and outlines the general rules and regulations that are necessary for NZCCM to operate as an effective tertiary education institution.

If you have any questions about these, don't hesitate to ask one of our management team, support staff, or teaching faculty.

Have a great year, one that I hope will offer new challenges and opportunities. We sincerely wish you all the best for the coming academic year.



Stephen Xu
Chief Executive



1. About NZCCM

1.1. Our Vision

A centre of excellence for Traditional Medicine training, treatment, and research.

1.2. Mission

Bringing Traditional Medicine into the health care community, to benefit the health and well-being of all people in New Zealand.

1.3. Values

- Authenticity
- Commitment
- Honesty
- Integrity
- Diversity
- Respect

1.4. Goals

- Relevant Knowledge: Teach the best theory and practice of Traditional Medicine (TM).
- Capable Graduates: Educate students to practice high-quality patient care and lifelong learning.
- Comprehensive Skills: Treat people to restore balance and resolve conditions, including some conditions that may be seen as complex and difficult.
- Strong Commitment: Promote and demonstrate the benefits of TM as a complete medical discipline.
- Vibrant Community: Work in partnership with community groups and other stakeholders.
- Robust Business: Ensure quality management to support students, staff, and patients.

1.5. NZCCM Commitment

In the delivery of its programmes and services, NZCCM undertakes to ensure that students benefit from:

- Excellent education, in courses offered that lead to recognised qualifications
- Academic freedom, within the framework of college regulations
- Personal freedom from prejudice and harassment of any kind
- Appropriate services and facilities to support and guide students to meet their individual needs, and help them towards the achievement of educational success
- Accurate, open, and up-to-date information
- Fair, valid, and transparent assessment and evaluation of work
- The opportunity to participate in evaluation systems
- Timely resolution of problems

NZCCM has clear responsibilities to the government agencies that monitor the standard of education service delivery in New Zealand, particularly the New Zealand Qualifications Authority (NZQA) and the Ministry of Education's Tertiary Education Commission (TEC). All courses delivered at NZCCM, and all management policies and procedures, meet the compliance requirements of NZQA and TEC, and all guidelines and rules from these agencies are examined regularly, and any issues are dealt with effectively by the Senior Management Team (SMT).



The College has an academic faculty that is highly qualified in their specialist fields. NZCCM has a combination of full-time and long-term contracted teaching staff. Continued professional development in both subject content and educational, academic, and clinical practice is a distinctive characteristic of NZCCM.

The College requires compulsory police vetting of all students enrolled in the TCM and Massage programmes.

2. Management Structure and Governance

NZCCM Board of Directors

The Board of Directors is the ultimate authority within the College. Its prime function is to monitor the overall performance of the College and to approve and advise on the strategic direction of the educational establishment, which is reviewed by the NZCCM Council. The Board takes unique responsibility for the management of key financial and regulatory risks. It currently comprises two members and meets at least four times a year.

- Stephen Xu (President)
- Dr Jessica Li Feng (Director)

2.1. NZCCM Council

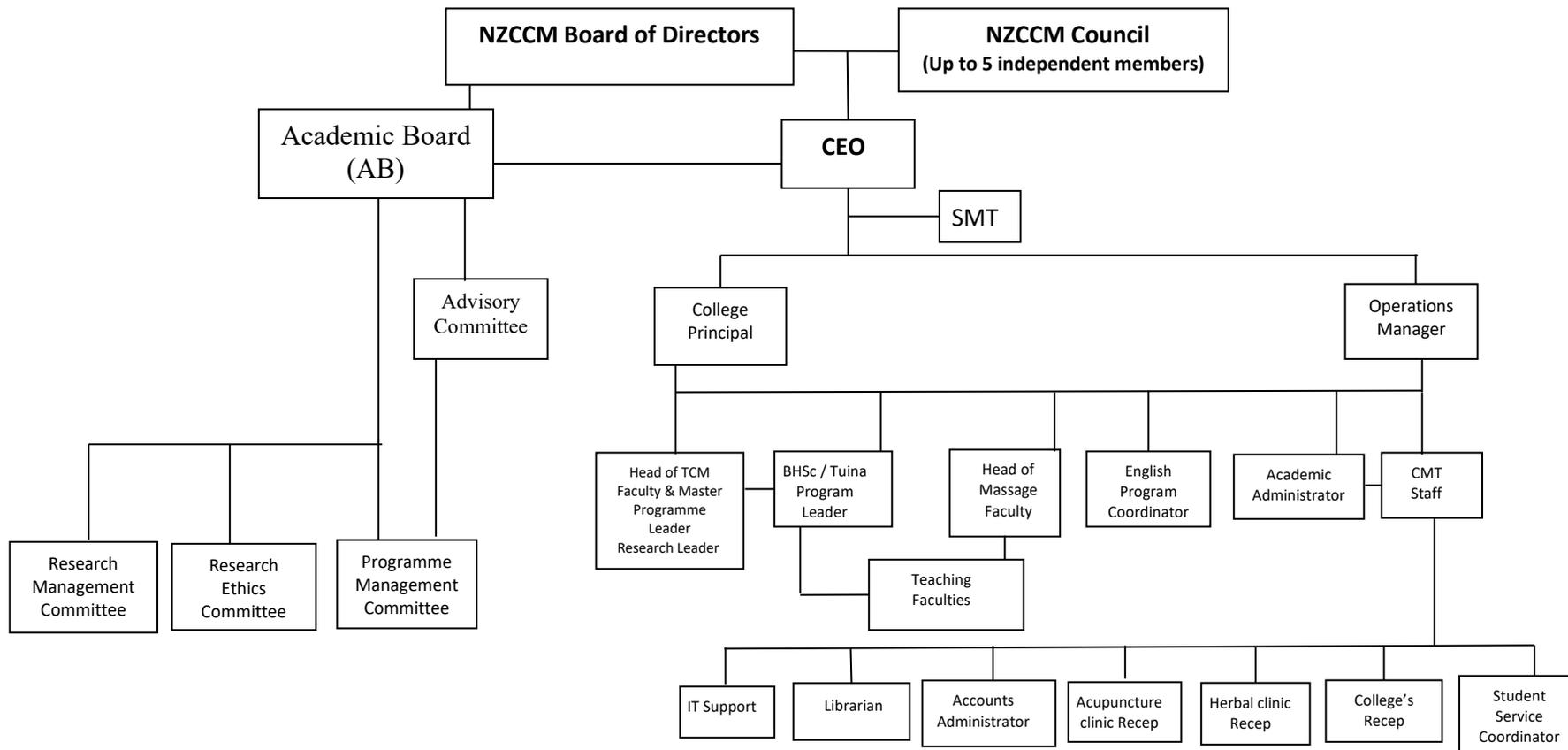
The NZCCM Council's prime function is to offer advice and assistance to the NZCCM Board of Directors and CEO to monitor the overall performance of the College and lead the strategic direction of this educational establishment, including quality improvement and programme effectiveness. No member of Council will have any fiscal responsibility or liability.

The Council comprises the following members and meets every two months.

- Dr John Sinclair (Chair)
- Michael Byrnes
- Dr Willem Fourie
- Dr Patsy Paxton
- Peter Coddington (Secretary)



2.2. NZCCM Organisational Structure





2.3. Management and Support Staff

CEO	Stephen Xu
College Principal	Dr Jessica Li Feng
Programme Management Committee (Co-Chair)	
Operations Manager	Dr Doreen Chandra
Programme Management Committee (Co-Chair)	
Head of TCM Faculty /Master's Programme Leader/Research Leader	Dr Linda Zhang
Head of Massage Faculty	Dr Felicity Molloy
Acting BHSc and Tuina Programme Leader	Dr Wu, Yuanxi
Academic Administrator/ IT Support (Main)	Shuang (Sue) Song
Campus Reception / Student Services Coordinator	Cameron Potts
Accounts	John Zhang
Librarian	Linda Platts
Student recruitment and IT Support	Jayden Liu
English Course Coordinator	Andrew Arlidge
Clinic Administrator	Julia Zhang
Herbal Dispensary Clinic Reception	Vivian Yang

2.4. Academic Staff and Clinical Supervisors

<p>Academic Staff</p> <p>Jessica Li Feng (PhD TCM) Bin Shi (PhD TCM) Bob Wang (M. Med.Acu) Feng Gao (MB. TCM, B.Bus) Mary Zhang (M. Med. TCM) Ivy Yang (M. Med.TCM) Linda Tian (MB TCM) Shirley Cao (M. Med. TCM) Sridhar Maddela (M. HSc. Nat.) Dana Kareem (MBBS) Linda Zhang (PhD. Medicine) Joseph Aziz (MD. Anat.) Dr Wu, Yuanxi (M.Med.TCM,PhD. Edu) Mike Yin (M.M Med. TCM) Roger Yu – BHSc (CM); Dip. Tuina Henri-Noel Venturini (Post Dip. HS. CHM, BHSc (Acu) Felicity Molloy (PhD Edu., Dip. TM) Josip Lilic (BHS, Massage and Neuromuscular Therapy) Miriama E. Poarehu-Patterson (Masters of Applied Indigenous Knowledge) Robyn Delaney (BHS, Massage, and Neuromuscular Therapy) Andrew Arlidge (CLTA, BA (Chinese), PGD Applied Language Studies, PGD TESOL)</p>	<p>Clinical Supervisors</p> <p>Jessica Li Feng Bob Wang Feng Gao Mary Zhang Ivy Yang Mike Yin Henri-Noel Venturini Dr Wu, Yuanxi</p> <p>Academic Support</p> <p>Jessica Li Feng (TCM) Zaiwei Huang (TCM) Felicity Molloy (Massage) Andrew Arlidge (English)</p>
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3. Student Information

3.1. Student Orientation

This Student Handbook is for all students to read and use to check regulations and processes throughout their time at NZCCM. Please note that the Handbooks are updated from time to time. The newest version is located on the College Learning Management System (LMS) Moodle – Student Handbooks Tab.

All newly enrolled students in programmes of study at NZCCM are required to attend their orientation session at the beginning of the academic year, or during the year if applicable. All students should be able to access orientation information in the Prospectuses and the Student Handbook. *A compulsory part of the induction for new students is the Marae Visit.*

The NZCCM orientation programme may include, but is not limited to, the following list:

- Explanation of the campus layout
- An introduction to all available campus support staff
- Distribution of the Student Handbook, explaining and highlighting NZCCM academic and administrative policies and regulations
- Student Code of Conduct and expectations
- Academic integrity
- Health and Safety procedures, including fire egress, natural disasters, pandemics, bomb threats, or shootings
- 2022 Health Order and Traffic Light Settings, CVC status consent forms.
- Concerns and complaints procedures; Assessment Appeals
- Attendance requirements and what to do in case of absence
- Student Car Parking
- Normal office hours and access to the campus
- Student facilities on campus
- Location of toilets
- Location of exits
- Normal hours during which a student can access facilities
- Library facilities and textbook purchasing
- Contact details – updated and correct
- Media consent forms
- Forms and completion of Public Trust documentation
- Student ID card photos
- Explanation of the Education (Pastoral Care of Tertiary and International learners) Code of Practice 2021
- Course-related costs (e.g., Resit fee applications and fees for approved re-sits or Resubmission fees for an assignment with a plagiarism Turnitin report of more than 20%, re-submission of an assignment due to unreferenced citations)
- A copy of the current Student Handbook and a Declaration Form to sign.



3.2. Teaching Facilities

The New Zealand College of Chinese Medicine (NZCCM) Auckland Campus is located at 321 Great South Road, Greenlane, Auckland.

The campus is a three-storey building with teaching and learning facilities, including classrooms, a library, student learning commons, lunchrooms, outdoor decking, purpose-built teaching clinics with 11 treatment rooms for acupuncture, Chinese herbal, Tuina, and Massage, a Chinese Herbal Dispensary, a clinical learning centre, and dedicated patient onsite parking.

In addition, there is a TCM Clinical Centre with nine treatment rooms located on the first floor for teaching staff to practice and for invited graduates who intend to learn how to start their own clinical practice. The clinical centre is also for the fourth-year students to practice herbal medicine. A Remedial Massage clinic has been established on Level 1.

Administration offices and Reception are located on Level 2.

A surveillance camera system is operational throughout the College except practice sessions.

3.3. Moodle

The College uses Moodle as its Learning Management System (LMS) to support teaching and learning activities, record attendance, and file academic grades. Students have access to Moodle for all their current courses. Tutors may upload learning material and activities to Moodle and capture classroom attendance for each session.

Tutors also monitor students' learning off campus and their course activity through Moodle.

Other than for exam papers, students submit their assignments on Moodle, using Turnitin to ensure that they do not plagiarise. Assessment feedback and grades are published on Moodle after the moderation process has been completed. Students' access to Moodle courses ceases one month after the completion of each Semester.

General college notices and course-specific notices are published on Moodle as News Forums for all students to read.

3.4. Student Identity Cards

Student ID cards, containing a photo and the student's College ID number, are issued to each student. This card is valid for one year and must be renewed on re-enrolment. Students may collect an Auckland Transport (AT) concession sticker from the college reception that entitles them to certain discounts when traveling on public transport in Auckland.

3.5. Library Facilities

The library, located on the second floor, has collections of lending books, reference books, multimedia, and printed journals available to the students and teaching staff of the College. In addition, the College provides access to databases specifically dedicated to Chinese Medicine, Western Medicine, and alternative and complementary therapy journals. Many of the journals in the databases are available in full text to support student study and research.

Other databases are reference resources similar to textbooks, with a focus on herbs and supplements, and rehabilitation medicine.

The library is normally open between the hours of 9.30 am and 5.30 pm Monday to Friday (closed for lunch between 1:00 pm and 2.00 pm).



Should the Librarian be unavailable during the day, library materials due to be returned should be left in the returns bin outside the library door. To renew borrowed items, go through your library record on Moodle or contact the Librarian by phone or email (lindaplatts@chinesemedicine.ac.nz) requesting a renewal (i.e., an extension). Note that if another borrower has placed a hold on any item you have, you will not be able to renew, and you will be asked to return the item by its due date.

NB: All books must be returned or renewed at the end of each term.

The full Library Membership and Lending Policy, and other pamphlets describing library services, are available from the library and on Moodle, including information on how to access the online journal databases. If you would like any extra help with finding information for your studies or research, or for improving your information literacy skills, contact the Librarian to discuss this.

NB: Students who have any outstanding library books or fines are not eligible to receive their official original academic transcript and/or graduation certificate until all fees are paid.

3.6. Personal Property

NZCCM does not take responsibility for any loss or damage to students' personal property. It is the students' responsibility to ensure that their belongings are kept safe. Lost property can be found in the student kitchen on Level 1. Unclaimed items will be donated to charity at the end of each term.

3.7. Locker Facilities

The College Auckland Campus has lockers for hire on Level 1 and a limited number in the Acupuncture student clinic. Locker keys can be obtained from Reception. Locker fees are \$20 per Semester or \$40 per year, plus a \$20 deposit/bond. Students pay for a full year or semester by semester. Locker keys are to be returned to Campus Reception for a refund of your bond/deposit at the end of each academic year.

NB: Students are not allowed to sublet their locker to another student.

NB: Students who do not return locker keys are not eligible to receive their official original academic transcript and/or graduation certificate until all fees are paid.

3.8. Car Parking

Car parking is only available for visitors, staff, tenants, students, and patients. Car parks are managed by the Wilson Parking Limited.



3.9. Shared Common Facilities and Classrooms.

The Auckland Campus has several common areas for students to use. The use of these College facilities is a privilege, and it is expected that students will maintain all facilities in good condition and use them with respect for staff and other students.

- Study rooms for student use are available on the first and second floors.
- Lunchrooms for student use are located on the first and second floors. They are fitted with amenities such as fridges, microwave ovens, toasters, a water cooler, and hot water.

Please use all College facilities with the utmost respect for others. Students are required to take responsibility for maintaining all college equipment in a good, clean condition. If a student causes any loss/damage, the student will be liable to pay compensation.

For safety and security reasons, the Campus will close at 5.30 pm except for scheduled clinic sessions and



evening classes.

3.10. Pets and Animals

Pets and animals are not permitted on campus property unless it is a special-service animal such as a guide dog.

3.11. Smoking

NZCCM buildings and surrounding grounds are smoke-free. This regulation also applies to e-cigarettes.

3.12. Visitors

Friends and visitors are welcome on campus but must report to the college Reception on Level 2 and sign the register. To meet with a member of staff, please make an appointment. Students are encouraged to extend the utmost courtesy to visitors to the college, on-campus clinics, and the Confucius Classroom.



3.13. Academic Terms and Holidays

2026 NZCCM Terms and Holidays

Week Starts Monday	Week Ends Friday	Primary School Terms	NZCCM Terms	NZCCM Weeks/Terms
26-Jan-26	30-Jan-26	1	Holiday	
02-Feb-26	*06-Feb-26	2	Holiday	
09-Feb-26	13-Feb-26	3	1	Teaching Week
16-Feb-26	20-Feb-26	4	2	Teaching Week
23-Feb-26	27-Feb-26	5	3	Teaching Week
02-Mar-26	06-Mar-26	6	4	Teaching Week
09-Mar-26	13-Mar-26	7	5	Teaching Week
16-Mar-26	20-Mar-26	8	6	Teaching Week
23-Mar-26	27-Mar-26	9	7	Teaching Week
30-Mar-26	*03-Apr-26	10	8	Teaching Week
*06-Apr-26	10-Apr-26	Holiday	Holiday	
13-Apr-26	17-Apr-26	Holiday	Holiday	
20-Apr-26	24-Apr-26	1	9	Teaching Week
*27-Apr-26	01-May-26	2	10	Teaching Week
04-May-26	08-May-26	3	11	Teaching Week
11-May-26	15-May-26	4	12	Teaching Week
18-May-26	22-May-26	5	13	Teaching Week
25-May-26	29-May-26	6	14	Teaching Week
*01-Jun-26	05-Jun-26	7	15	Teaching Week
08-Jun-26	12-Jun-26	8	16	Study Week
15-Jun-26	19-Jun-26	9	17	Assessment Week
22-Jun-26	26-Jun-26	10	18	Assessment Week
29-Jun-26	03-Jul-26	11	Holiday	
06-Jul-26	*10-Jul-26	Holiday	Holiday	
13-Jul-26	17-Jul-26	Holiday	Holiday	
20-Jul-26	24-Jul-26	1	1	Teaching Week
27-Jul-26	31-Jul-26	2	2	Teaching Week
03-Aug-26	07-Aug-26	3	3	Teaching Week
10-Aug-26	14-Aug-26	4	4	Teaching Week
17-Aug-26	21-Aug-26	5	5	Teaching Week
24-Aug-26	28-Aug-26	6	6	Teaching Week
31-Aug-26	04-Sep-26	7	7	Teaching Week
07-Sep-26	11-Sep-26	8	8	Teaching Week
14-Sep-26	18-Sep-26	9	9	Teaching Week
21-Sep-26	25-Sep-26	10	10	Teaching Week
28-Sep-26	02-Oct-26	Holiday	Holiday	
05-Oct-26	09-Oct-26	Holiday	Holiday	
12-Oct-26	16-Oct-26	1	11	Teaching Week
19-Oct-26	23-Oct-26	2	12	Teaching Week
*26-Oct-26	30-Oct-26	3	13	Teaching Week
02-Nov-26	06-Nov-26	4	14	Teaching Week
09-Nov-26	13-Nov-26	5	15	Teaching Week
16-Nov-26	20-Nov-26	6	16	Study Week
23-Nov-26	27-Nov-26	7	17	Assessment Week
30-Nov-26	04-Dec-26	8	18	Assessment Week



3.14. Statutory Holidays During Academic Year 2026

No classes are conducted on public holidays.

Auckland Anniversary Day	Monday 26th January
Waitangi Day	Friday 6 th February.
Good Friday	Friday 3 rd April
Easter Monday	Monday 6 th April
ANZAC Day	Monday 27 th April
King's Birthday	Monday 1 st June
Matariki	Friday 10 th July
Labour Day	Monday 26 th October

3.15. Fees

Payments

Fees are due before courses start, and students should arrange their applications with StudyLink. If a student is not accessing funding from StudyLink, they should make a payment directly to the Public Trust before the course start date.

There is an application fee for each year of enrolment of \$200.00. However, the application fee is waived for the final year of bachelor's degree study.

Students who wish to enrol semester by semester are charged a fee of \$200.00 for the first semester's enrolment and \$135.00 for the second semester to cover administration costs incurred.

The following applies to any outstanding fees associated with applications for re-sits, late fees, make-up classes, or any other fees associated with course delivery:

- Students are issued an invoice at the time that the service is required. Students will need to pay the invoice before any service can be supplied.
- Students with outstanding invoices related to any course completion will not have their grades uploaded to their academic transcript and may not be able to access the student learning portal and library services until invoices have been cleared.
- Students who have any fees that are sixty (60) days or more overdue may have their enrolment suspended until the fees due have been paid in full.

NB: Students who have any outstanding library books, fees, or fines may not be eligible to receive their official original academic transcript and/or graduation certificate.



3.16. Course-Related Costs: 2026

Other than the tuition fee, students are required to purchase certain texts and equipment. Students are also required to contribute towards any additional administrative costs, e.g., photocopying, student ID cards, etc. The total will be around \$1000 (including GST) for the first year of study and will vary for subsequent years. A textbook list is provided to all students at the start of the academic year.

Programme	Course-related materials (Some may be available through the College)	Estimated costs – may vary
Bachelor of Health Science – Level 7	Textbooks	\$800.00 per year
	Acupuncture model (optional)	\$60.00 - \$80.00
	Needles	\$5.00 per box of 100
	Alcohol swabs	\$17.00 per box of 100
	Moxa	\$10.00 per box
	Sample of herbs	\$100 approximate
	Clinical practice equipment starter kit	Cost varies; allow \$150-\$350
	Stethoscope	Cost varies
	Massage table (optional)	\$249 - \$449 estimate
	First Aid Training	\$200
	Clinic jacket for clinic-level students and observers	\$50.00 - \$150.00
Graduate Certificate in Chinese Medicine (Tuina Massage) Level 7	Textbooks	\$800.00 per year
	Massage table (optional)	\$249 - \$449 estimate
	First Aid Training	\$200
	Clinic jacket for clinic-level students and observers	\$50.00 - \$150.00
NZ Diploma in Remedial Massage – Level 6		Estimated costs- may vary
	Textbooks	\$650.00
	Other (compulsory) course-related costs	(approx.)
	Massage table	\$250
	Massage wax/oils	\$65
	Clinic uniform with logo (2)	\$35
	A set of massage towels- 2 bath sheets, 2 bath towels, 2 hand towels. (Please note that towels are made available in the clinic)	\$100
	Essential First Aid (current)	\$195
	MNZ Student Membership	Complementary
NZ Diploma in Relaxation and Wellness Massage – Level 5		Estimated costs- may vary
	Textbooks	\$350.00
	Other (compulsory) course-related costs	(approx.)
	Massage table	\$250
	Massage wax/oils	\$65
	Clinic uniform with logo	\$35
	Essential First Aid (current)	\$195
	MNZ Student Membership	Complementary
NZ Certificate in English Language – Level 5	Class-based Learning Resources (approx.)	\$250.00
NZ Certificate in English Language – Level 4	Class-based Learning Resources (approx.)	\$250.00



3.17. Other Course-Related Fees – 2026

Fees: Please note that these fees have processes that require the student to complete a form prior to approval by the Faculty or Programme Management Committee (PMC). Forms are located on Moodle or at the college reception (Level 2)	
Re-sit application fee	\$20.00 per course
Re-sit fee for written assessments (assessment preparation and marking)	20% of the subject tuition fee
Resit fee for practical assessments	\$100.00 per patient
Assignment late marking fee	\$80.00 per assignment
Assignment re-marking fee	\$80.00 per assignment
Clinical extension classes	\$50.00 per session (approx. 3 hours)
Resubmission fees	\$50.00
Individual learning agreements (ILP)	Fees vary depending on the length and detail of the agreement
Applications for Prior Learning (APL) application fee	\$100.00
Transfer of credits	According to the APL policy
Enrolment variation fee	\$50.00 1st course; \$25.00 subsequent courses
Enrolment administration fee	\$200.00 per Semester 1 or full year; \$135 following Semester 2. No fee in the fourth year (Level 7 courses only).
Other costs:	
Photocopier charge- via copy card system	A4: Black & White - 10c per side; Colour - \$1 per side A3: Black & White - 50c per side; Colour - \$3 per side
Student ID card – compulsory	\$30.00 per enrolment period
Lockers	\$15 per semester or \$30 per year; plus, a \$15 deposit/bond
Locker key replacement fee	\$15.00
Carpark rental based on timetable purchased per semester	\$5.00 per session per car park is not refundable except for medical reasons
Transcript of official learning results	One copy is free on graduation or withdrawal
Additional final transcripts **	\$50.00 each
Replacement certificate **	\$75.00 plus any postage

** NZCCM uses a replacement certificate procedure in its policy. Please request this in writing from the Student Services Advisor.

The Auckland Campus Student Clinics – the Acupuncture Clinic, the TCM Clinical Centre, and the Massage Clinic provide treatment rooms that contain linen, trays, massage tables, equipment, and computers. Students are required to take the responsibility of maintaining this equipment in a good, clean condition as described in the Student Clinic Handbooks. If a student causes any loss/damage, the student will be liable to pay compensation.

Student Services Fee

The College does not charge student service fees. There are no other costs required for students in programmes delivered by the College apart from tuition fees and course-related costs as above.



Withdrawals and Student Fees Refund

As per Sections 357 and 529 of the Education and Training Act 2020, students (International and Domestic) have the following entitlements:

Domestic students enrolled in programme/s **three months or longer** in duration may withdraw up until the end of the eighth day of the programme and receive a full refund less administration costs, of up to 10% of any amount paid, or \$500, whichever is the lesser.

1. **International students** enrolled in programme/s that are **three months or longer** may withdraw up to the end of the 10th working day of the start date of the programme and are entitled to the following. The College will retain up to 25% of the course fee:
 - 20% if withdrawal before the 5th working day and
 - 25% between 6th to 10th working days

Refunds will be processed according to the date of withdrawal.

Actual expenses incurred at the enrolment stage and during the attended study may include, but are not limited to:

- Admission processing and administration
 - Application assessment and processing
 - English placement test
 - Immigration reporting
 - Insurance
 - International recruitment and marketing costs
 - Police vetting, if required
 - Public Trust account fees
 - Tuition and related costs (e.g., library, student services)
- If the programme is cancelled before the commencement date, either through low enrolment numbers or a course closure, students will receive a full refund.
 - If a student's visa application is declined, a refund will be issued minus a \$500 administration fee.
 - If a student's visa is approved but they withdraw before the course start date, NZCCM will retain 10% of the total fees paid to cover actual expenses incurred at the enrolment stage, which may include:
 - Admission processing and administration
 - Application assessment and processing
 - English placement test
 - Immigration reporting
 - Insurance
 - International recruitment and marketing costs
 - Public Trust account fees
2. If the student withdraws after the refund period, **there is no right** to receive a refund.
 3. When a refund is determined, NZCCM will provide the student with an indication of how the deductions have been calculated. Students can also find the information on "INTERNATIONAL STUDENT WITHDRAWAL AND REFUND ENTITLEMENT" on the NZCCM website.
 4. If the student is unhappy with the amount that NZCCM has withheld in the refund, they can lodge a complaint with the NZQA Disputes Resolution Service through iStudent Complaints (<http://www.istudent.org.nz/>).



5. NZCCM reserves the right to cancel any programme or courses for which there are insufficient enrolments, and a full refund of all course-related fees paid by students will automatically be given.
6. In the event of a Course Closure Event, NZCCM will refund students on a pro-rata basis according to the proportion of the undelivered services provided by the College to the student.
7. If programme fees have been paid from a Student Loan, StudyLink will be notified, and any refund will be sent to the appropriate student loan account management authority.
8. Domestic student withdrawal from a course may affect further access to student loans and allowances. The refund process may take up to 2 weeks, or longer, where there are unusual circumstances.
9. When an international student withdraws from study, NZCCM must inform Immigration New Zealand (INZ) in writing, within 7 days of the withdrawal.



Student Fee Trust and Protection

New Zealand College of Chinese Medicine is a PTE and must protect student fees. An account to hold student fees has been established with the Public Trust. All student fees and other associated funds will be deposited directly into the Public Trust account. Disbursement of funds will be strictly in accordance with the Education and Training Act 2020.

Student fee protection covers all payments made to a New Zealand College of Chinese Medicine by, or on behalf of, a student. These will include, as appropriate:

- Tuition fees (excluding course-related costs, which are purchased by the student on an as-needed basis and are not charged by the College in a lump sum as part of the tuition invoice)
- Application and student ID fee
- Accommodation
- Living expenses

Fee protection includes Agents' fees, if applicable

The amount of fees to be put in the Trust is the amount received by the New Zealand College of Chinese Medicine and advised to the New Zealand Immigration Service. This amount will be the greater of either:

- the amount paid by the student to the New Zealand College of Chinese Medicine,
- the amount paid by the student to an agent (if the student paid the New Zealand College of Chinese Medicine via an agent), or
- the recommended retail price for the course (if it is not less than the amount paid by the agent or student to the New Zealand College of Chinese Medicine).

The recommended retail price may be more than the amount paid by the agent to the New Zealand College of Chinese Medicine. In that case, the New Zealand College of Chinese Medicine will top up the amount deposited into the Trust account to ensure the recommended amount is in the Trust. The student must be advised of the amount covered.

Fee protection includes Homestay fees, if applicable

Unless the New Zealand College of Chinese Medicine is also the accommodation provider, monies paid by the student to the New Zealand College of Chinese Medicine for safekeeping and passing on to a third party will not be treated as part of the New Zealand College of Chinese Medicine's operating funds.

Fee protection includes Living expenses, if applicable

Monies paid by the student to the New Zealand College of Chinese Medicine for living expenses will not be treated as part of the New Zealand College of Chinese Medicine's operating funds.

Public Trust

New Zealand College of Chinese Medicine operates Public Trust as the Student Fee Protection Mechanism.

All fees will be protected by Public Trust until the period for withdrawal with a refund has passed. New Zealand College of Chinese Medicine has in place a policy for withdrawal and refund that covers:



- student withdrawal before, during, and after the relevant refund period
- the provider voluntarily ceasing its course or courses
- voluntary closure by a provider; and
- a course closure event.

In all situations where the New Zealand College of Chinese Medicine should cease to offer a programme or course in which students are enrolled, the unexpired portion of fees determined on a pro-rata basis relating to the tuition delivered will be fully covered. The Directors, and or nominees, have the discretion to refund all fees.

Students can choose between alternative replacement providers, where available, or a pro-rata refund of fees.

New Zealand College of Chinese Medicine informs students of the provisions in place to protect fees prior to enrolment, and students are required to sign an acknowledgment of this, along with their confirmation of enrolment.

New Zealand College of Chinese Medicine operates a Public Trust account to indemnify student fees and distributes funds based on a payment schedule.

Where tuition fees are paid directly to the NZCCM bank account and not directly into the Public Trust, the fees will be transferred to the Public Trust within 24 hours or 1 working day.

For more information, you are welcome to contact Public Trust directly on 0800 494 733 or visit www.publictrust.co.nz

Recognising Learning for Credit

Assessment for credit on the New Zealand Qualifications Framework (NZQF) involves the collection of evidence of what students know, understand, and can do. That evidence is then judged against criteria expressed in Course Learning Outcomes as prescribed in the approved programme of study. There is no course attendance, work experience, or time served requirement. Previous proven achievements are as valid as evidence as that gained during learning activities, from assessment tasks, and current performance observed 'on the job'.

Recognition of Prior Learning is a process that involves formal assessment of a learner's relevant and current knowledge and skills (gained through prior learning) to determine achievement of learning outcomes of a qualification.

Recognition of Prior Learning leads to credit being awarded for current and relevant skills, knowledge, and attributes achieved, without regard for the length, place, or method of learning (e.g., workplace, life experience, self-directed study).

Commonly used terms and definitions:

Credit Transfer (CT): credit awarded for having successfully completed an identical programme or course at the same tertiary education organisation or another accredited tertiary education organisation.

Cross Credit (CC): credit awarded for having successfully completed an equivalent course or standard at the same tertiary education organisation or another accredited tertiary education organisation.

Assessment of Prior Learning (APL): Is similar to RPL, with an assessment of learning carried out by a challenge test, professional conversation, or panel presentation, along with a portfolio of evidence.

Assessment of Current Competency: an assessment of a learner's existing skills and knowledge to ensure they remain up-to-date and valid against the relevant learning areas.

Advanced Standing: As a result of being awarded credit recognition, an applicant may be eligible to enter a programme or qualification at an advanced level following an assessment of prior learning, qualification equivalence, or current competency.



Advanced standing is a feature of articulation arrangements between TEOs, whereby learning achieved by learners at one TEO is recognised automatically at another TEO.

Policy

1. NZCCM recognises the importance and relevance of APL through recognition of prior learning, credit transfer, and cross credit through procedures that ensure processes are fair, open, timely, and educationally sound.
2. The Programme Leader/coordinator provides support and guidance to staff involved in providing assessment of all APL, co-ordination of assessment by subject specialists, and the recording of outcomes. The Head of TCM Faculty will nominate and supervise appropriate assessors in relation to APL applications of any TCM qualifications for RPL/ Credit Transfer and Cross Credit.
3. The Chair- PMC will nominate and supervise appropriate assessors in relation to APL/RPL applications that are outside the relevant TCM or Massage qualifications' scopes of practice but remain within the suite of NZQA-approved qualifications.
4. NZCCM will provide students with clear and current information on the processes for APL, and on the scale of fees applicable to any services provided within this policy.
5. Prior learning will be assessed against the same Learning Outcomes and within the same moderation systems used within NZCCM programmes.
6. Students are responsible for the provision of relevant evidence, where this is available, and NZCCM will arrange for assessments where these are required. Evidence supplied, and/or collected, must relate to specific courses or other programme content for which RPL / Credit is sought, and NZCCM must establish that this evidence is valid, authentic, and sufficient in relation to the specified courses, programme content, and learning outcomes.
7. NZCCM recognises that prior student activities provide evidence relevant to the assessment. Evidence for assessment of prior learning may be accepted from one or more of: prior performance, learning activities, specially created assessment tasks, and current competency.
8. Credits awarded because of assessment of prior learning are of equal standing to credits awarded through other forms of assessment.
9. The formal Academic Transcript will reflect the credit as APL.
10. NZCCM attests to the 'special nature' of its qualifications. NZCCM also recognises that learners are increasingly mobile, and they expect their qualifications to be easily recognised wherever they go. The following list is the acceptable guidelines for awarding prior credits at NZCCM:

NZ Diploma in Remedial Massage (Level 6)

Students may apply for credit transfer to a maximum of 60 credits if they have completed equivalent courses at another TEO.

NZ Diploma in Wellness and Relaxation Massage (Level 5)

Students may apply for credit transfer to a maximum of 60 credits if they have completed equivalent courses at another TEO.

NZ Certificate in English Language (Level 4)

No credit transfer is available in this programme.

NZ Certificate in English Language (Level 5)

No credit transfer is available in this programme.



Graduate Certificate in Chinese Medicine (Tuina Massage) (Level 7)

No credit transfer is available in this programme.

Bachelor of Health Science with Majors in Chinese Medicine (Acupuncture and Herbal Medicine); Acupuncture (Level 7)

Applicants with a minimum of a level 7 degree-equivalent from an overseas recognised university or TEO and a minimum of four years' full-time study are eligible to apply for APL/RPL credit recognition up to a maximum of 2/3 of the degree credit total, this being 240 credits for the three-year Bachelor of Health Science (Acupuncture) and 320 credits for the four-year Bachelor of Health Science (Chinese medicine). All candidates must complete the following courses as a minimum requirement: PMP 1; PMP 2; PMP 3; BMS4; BMS5; CMP3 (for Acupuncture major) and CMP 5 (for Chinese Medicine major).

11. Where a student has gained credits through study at another TEO, NZCCM may allow the student direct credit for this course or standard.
12. NZCCM reserves the right to use challenge assessments for current competency. Any prior learning results from courses for which the cross-credit or credit transfer is being applied must have been completed within the last five (5) years or provide evidence of continuous practice after their graduation.
13. All decisions about the APL will be communicated to students, along with the appeal procedures.
14. Applicants who hold a New Zealand WMS degree and hold a current annual practising certificate (APC under HPCA Act 2003) or have held an APC within the last three (3) years are exempt from the requirements of Clause 10 of this policy.

NB: Fees Apply

Procedures/Guidelines

1. The fee for an APL is \$100.00 for administration of the original application and for domestic students where the APL is granted shall be \$5.00 per credit for each course and to a maximum of \$1600.00 and for international students, where the APL is granted, the fees shall be a minimum of \$10.00 per credit up to a maximum of the equivalent of 25% of the course fees for each course credited.
2. Students wishing to progress an APL application must fully complete the 'APL Application Form' and forward this document together with necessary support to the Academic Administrator, who maintains a file of applications and monitors the timely progress of applications sent to assessors. The form is available at the reception on the second floor. Applications for Credit Transfer/Cross Credit or RPL must be received at least two weeks prior to the enrolment/re-enrolment start date. Cases of late enrolment will be dealt with on an individual basis.
3. After assessment of the application, the outcome is recorded by the Assessor on the *APL Assessor's Report Form*, and this is forwarded with copies of assessment data, interview notes, and other relevant evidence to the Programme Leader / Course Coordinator, who will gain approval of the decision through the PMC. Once approval has been granted, the Academic Administrator will:
 - Advise the student of the outcome of the application for APL and the right of appeal to the Co-Chair of the PMC.
 - Record the outcome on SELMA and file a copy of the details of the APL process and outcome in the Student File.
 - Notify relevant Administration and Academic staff.
 - Ensure, in association with the administration staff, that all matters relating to the



application are satisfactorily concluded.

Appeals for Applications for Prior Learning Outcomes

Appeals for the outcomes of Applications to Prior Learning must be lodged within ten (10) working days from the date of the original letter received from Where an appeal is received in writing from the applicant, the Chair of the Programme Management Committee (PMC) will check with relevant assessors and send a written response to the applicant within ten (10) working days from the date of the appeal received. Any further appeal beyond this is directed to the CEO and the Academic Board.

Alterations or Cancellations

The College reserves the right to:

- alter the course content, provision, or fees for any course or qualification
- cancel a course or qualification because of insufficient enrolment numbers
- change course topics within the programme delivered in any semester to meet exit qualification requirements
- make changes to its policies and procedures as deemed necessary.

Student Educational Performance, Leave, and Attendance

NZCCM is committed to providing quality education and guidance to all our students. NZCCM monitors student attendance and progress toward meeting learning outcomes in programmes of study that lead to New Zealand qualifications registered on the NZQF. The College understands that academic success and attendance go together. Whilst students are attending classes and clinics, in all modes of delivery, the College can monitor progress and assist them in every way to achieve our shared goals for success. None of this is possible when a student is not actively engaged with the teaching, learning, and assessment (TLA).

Domestic Students

All programmes of study that are delivered by NZCCM have Requirements to Pass (RtP), which may include minimum attendance rates. NZCCM has a compliance obligation to accurately record student attendance for TEC and inform StudyLink when a domestic student has been withdrawn from enrolment in a programme of study. As a result, a student loan and/or allowance may be cancelled for domestic students.

International Students

Full-time International students are required by Immigration New Zealand to attend in-class teaching, learning, and assessment (TLA) for a minimum of 20 hours per week, and the College expects international students to be actively engaged in the TLA of their enrolled programme of study. Where attendance records indicate low compliance with this requirement, without NZCCM management approval, and where the student fails to engage with the College regarding attendance monitoring procedures of this policy, it will be reported to Immigration New Zealand.

Additional programme of study attendance requirements

- I. Where the programme of study has clinical course components, the attendance requirement is 100% for domestic and international students. This includes pre-clinic training, student clinics, observations, and case discussions.
- II. Where a TCM or NZ Massage Diploma programme of study has on-campus block course components, the attendance requirement is 100% for domestic and international students.
- III. Electronic fingerprint attendance monitoring operates in the Student Acupuncture Clinic, Greenlane campus, Auckland.



Students who are identified through monitoring of the electronic tracking system and the College's Attendance Reports as having a low attendance record are actively managed with the use of the procedures and guidelines in this policy.

The attendance requirement remains in place when scheduled on-campus classes are replaced by Zoom classes, or when off-campus students attend class via Zoom. Students who attend by watching recordings are required to seek prior approval from the Student Services Advisor. These recordings are monitored for attendance and engagement.

Students who know they are going to be absent from class must ring Reception at (09 580 2376) and email auck@chinesemedicine.ac.nz to state the reason for the absence.

In-Class and On-Campus Attendance – Face-to-Face Mode of Delivery

New Zealand Certificate in English Language NZ1883 (Level 4) and NZ1884 (Level 5)

There are no minimum attendance requirements to pass course components or modules in the programme of study; however, in line with the College's overall policy purpose, the procedures 1 – 9 apply as the regulations in programme operation.

International students are expected to attend 100% (25 hours per week), and if they fail to do so without NZCCM management approval, they may be reported to Immigration New Zealand, who may cancel the student's visa and/or repatriate the student.

Students who know they are going to be absent from class are required to ring Reception on (09 580 2376) and email auck@chinesemedicine.ac.nz and state the reason for the absence.

Class Attendance

1. Teaching faculty record class attendance on Moodle, including lateness to class or early departure. Students who are more than 30 minutes late for the start of a class or leave 30 minutes before the end of class will be marked as absent for the entire class.
2. Administration support staff check attendance and match any emails received from students seeking approved permission for leave. Administration support staff prepare the fortnightly attendance report, which is sent to the Student Services Advisor and Tutors, who proactively monitor students' attendance rates.
3. Students identified as having low attendance rates are sent a first letter by email from the Student Services Advisor that outlines the student's attendance rate and a reminder that students are required to follow attendance regulations. A copy of the letter is retained in the student's file, and a note is made in the SMS.
4. Students with significant attendance issues are raised and discussed at PMC meetings, where solutions are generated, particularly if they relate to student support and pastoral care.
5. Students who continue to have attendance rates that are below those required to pass the course component regulations (80% attendance for non-clinical and 100% for clinical) will be sent a second letter by email to invite them to meet with the Student Services Advisor and the Head of Faculty. Students will be informed that they may have a support person at the meeting.
6. At the meeting, the student will be given a first formal warning that they may not be eligible to complete the course or to graduate, as they are not meeting the requirements to pass the course component.
7. At the meeting, the Head of Faculty, if required, may discuss an Individual Learning Agreement (ILA) established by the PMC that the student must follow to meet the requirements to pass the course component regulations. The student will be asked to sign the Individual Learning Agreement detailing their arrangement.



8. There may be associated fees incurred in the administration and implementation of the ILA.

Bachelor of Health Science PC 7282 (Level 7) and Graduate Certificate in Chinese Medicine (Tuina Massage)

For Domestic students, there is an 80% attendance requirement to pass for each non-clinical course component and 100% for clinical course components in the programme of study.

International onshore students who are enrolled under a Student Visa are expected to have 100% attendance with a minimum of 20 hours of campus study per week, and if they fail to do so without NZCCM management approval, they may be reported to Immigration New Zealand, who may cancel the Student's Visa and/or repatriation of the student.

This requirement is stated in each Course Pack and included in orientation sessions.

Students who know they are going to be absent from class are required to ring Reception on (09 580 2376) and email auck@chinesemedicine.ac.nz and state the reason for the absence.

Class Attendance

1. Teaching faculty record class attendance, including lateness to class. Students who are more than 30 minutes late for the start of a class will be marked as absent for the entire class. Teaching faculty hand out attendance sheets to the admin support staff member, who will check attendance and match any emails received from students seeking approved permission for leave.
2. Student attendance is recorded in the electronic tracking system by the admin support staff, and the data will be forwarded to the Academic Administrator on a fortnightly basis.
9. The Academic Administrator will review the record and prepare the fortnightly attendance report, which is sent to the Student Services Advisor, who proactively monitors students' attendance rates.
10. Students identified as having low attendance rates are sent a first letter and an email by the Student Services Advisor that outlines the student's attendance rate and a reminder that students are required to follow the College policy. A copy of the letter is retained in the student's file, and a note is made in the SMS.
3. Students with significant attendance issues are raised and discussed at PMC meetings, where solutions are generated, particularly if they relate to student support and pastoral care.
4. Students who continue to have attendance rates that are below those required to pass the course component regulations (80% attendance for non-clinical and 100% for clinical) will be sent a second letter and email to invite them to meet with the Student Services Advisor. Students will be informed that they may have a support person at the meeting.
5. At the meeting, the student will be given a first formal warning that they may not be eligible to complete the course or to graduate, as they are not meeting the requirements to pass the course component.
6. At the meeting, the Head of Faculty may discuss an Individual Learning Agreement (ILA) established by the PMC that the student must follow to meet the requirements to pass the course component regulations. The student will be asked to sign the Individual Learning Agreement detailing their individual learning plan.
7. There may be associated fees incurred in the administration and implementation of the ILP.
8. Faculty (who in faculty – need to be specific) and the Academic Administrator will monitor weekly that the student is meeting the requirements of the agreed and signed Individual Learning Plan.



9. Should the student, on an agreed and signed individual learning plan, continue to fail in meeting requirements to pass the course component regulations, the PMC will make a note in SELMA and in the minutes that the student may be an unsuccessful course completion and recommend re-enrolment or counselling for continued studies.

Student Clinics in Clinical Course Components - TCM

There is a requirement for 100% attendance (a minimum of three hours per rostered clinical session in the clinic) to pass the clinical course components. Students who leave earlier than the requirement will be marked as absent for the whole session. Students who arrive more than 20 minutes late will be marked as absent. If, for unforeseen circumstances, a student is unable to attend a rostered session, the student is required to inform the Clinical Administration staff and their supervisor either by phone or email to enable any appointments to be rescheduled or reassigned to another student practitioner.

Any student who is absent from any rostered clinical session in the Auckland Student Clinic is to make up the attendance shortfall during holiday clinic timetables to ensure he/she meet the 100% attendance requirement. Fees may apply.

Clinic Attendance

1. Students' clinic attendance will be monitored by a fingerprinting system on arrival and departure. Attendance, including lateness and/or early departure, is then recorded and reported as per other attendance requirements.
2. The Academic Administrator and the Programme Leader create all student clinic rosters to ensure every student has the opportunity to meet clinical requirements to pass.
3. Student practitioners are emailed their clinic rosters before the start of each term.
4. Student attendance and treatment numbers are recorded electronically by the Clinic Receptionist on a weekly basis.
5. The Clinic Receptionist prepares the fortnightly attendance report. This is sent to the Academic Administrator and Programme Leader who proactively monitors students' clinical attendance rates.
6. At the end of each semester, attendance records are calculated by the Academic Administrator and the Programme Leader to determine which students will need to make up time in the holiday clinic period.
7. Students who are required to work on the holiday clinic roster are notified by the Academic Administrator. The holiday clinic roster is approved by PMC and SMT and then published to all students and Clinical Supervisors.

Pre-Clinic Training - Acupuncture

The pre-clinic training is made up of 6 sessions, and 100% attendance must be completed before a student is allowed to enter the clinic.

Students must complete all 6 sessions, and if, for unforeseen circumstances, a student is unable to attend these 6 sessions delivered over three weeks and two sessions per week, they will need to pay an additional make-up class fee. Details of the cost can be found in the course-related costs section of the *Student Handbook*.

Case Discussion and Observation Classes – TCM

These classes also require 100% attendance. The attendance monitoring procedure is the same as the college's attendance monitoring procedures.

On approval, students who miss a class for case discussion can make up the class by attending and observing another student in the clinic discussing a patient with a supervisor.



Blended Delivery Modes for On and Off-Campus Attendance

Master of Chinese Medicine PC 4103 (Level 9)

Please go to the Master of Chinese Medicine Student Handbook for academic and clinical expectations, regulations, and processes.

Attendance: New Zealand Diploma in Wellness and Relaxation Massage NZ 2740 (Level 5), and New Zealand Diploma in Remedial Massage NZ 2741 (Level 6)

Class Attendance for blended delivery students (Face-To-Face and/or attending via Zoom)

1. The teaching faculty records class attendance, including lateness to class. Students who are more than 30 minutes late for the start of a class will be marked as absent for the entire class. Teaching faculty hand in attendance sheets to the admin support staff, who will check attendance and match any emails received from students seeking approved permission for leave.
2. Student attendance is recorded in the electronic tracking system by the admin support staff on a fortnightly basis.
3. The admin support staff prepares the fortnightly attendance report, which is sent to the Student Services Advisor and the Faculty, who proactively monitor student attendance rates.
4. Students identified as having low attendance rates are sent a first letter and an email that outlines the student's attendance rate and a reminder that students are required to follow the College policy. A copy of the letter is retained in the student's file, and a note is made in the SMS.
5. Students with significant attendance issues are raised and discussed at PMC meetings, where solutions are generated, particularly if they relate to student support and pastoral care.
6. Students who continue to have attendance rates that are below those required to pass the course component regulations (80% attendance for non-clinical and 100% for clinical) will be sent a second letter and email to invite them to meet with the Student Services Advisor and the Head of Faculty. Students will be informed that they may have a support person at the meeting.
7. At the meeting, the student will be given a first formal warning that they may not be eligible to complete the course or to graduate, as they are not meeting the requirements to pass the course component.
8. At the meeting, the – Head of Faculty, if required, may discuss an Individual Learning Agreement (ILA) established by the PMC that the student must follow to meet the requirements to pass the course component regulations. The student will be asked to sign the Individual Learning Agreement detailing their arrangements.
9. There may be associated fees incurred in the administration and implementation of the ILA.
10. The Head of Faculty will monitor weekly that the student is meeting the requirements of the agreed and signed Individual Learning Plan

Should the student, on an agreed and signed Individual Learning Agreement, continue to fail to meet requirements to pass the course component regulations, the PMC may impose a penalty of up to a 20% reduction in any final examinations

Online Attendance Register

1. Students log into Moodle to actively engage with the course components for learning and assessment (TLA) on a daily basis. The Moodle activity log registers student activity.
2. The Academic administrator will record the details for the student in the SMS.



3. Every two weeks, the technical support staff provides the PMC with an online attendance and engagement report and notes any students that may require proactive monitoring and management using procedures 4 – 12 of the guidelines for on-campus block attendance.

International onshore students who are enrolled on a Student Visa are expected to attend a minimum of 20 hours per week on campus and complete 100% of their learning activities. If they fail to do so without Senior Management approval, they may be reported to Immigration New Zealand, may cancel the student's visa, and/or repatriate the student.

On-Campus Block Course Attendance

On-Campus Block Course Attendance is mandatory. Exams and practical assessments are held during this time.

- 100% on-campus attendance is required for the sessions that are scheduled on the course timetables.
- Attendance is recorded as per the Attendance regulations listed above.

NB: If you are concerned about your attendance on a Massage Diploma Block Course, email auck@chinesemedicine.ac.nz to discuss alternative arrangements. There are associated costs for this – see the Table of Fees below.

Leave of Absence

Medical Leave

Students who are on medical leave of three days or more must provide a Medical Certificate to reception; this will be kept on SELMA and in the student's file.

Other Leave

Where the absence is known ahead of time, the student should apply for leave two weeks in advance.

1. Students who want to apply for leave of more than two days are required to complete a Student Leave Application Form, which is available from Reception or Moodle.
2. Students are required to complete all the details, including the actual classes they intend to miss. Students take the completed form to each of the tutors concerned and ask the Tutor to sign and indicate whether they consent to the student being absent from those classes, or if there are any vital assessment items scheduled for the dates in question.
3. Off-Campus Students should complete this process via Moodle.
4. Students who apply for leave after they have already taken the leave will not be permitted leave, unless they can supply evidence of the extenuating circumstances requiring exemption for pre-approved leave, and by completing the application form for approval for unapproved leave, which is available from Reception or on Moodle.
5. Students applying for an absence of **up to two weeks** submit the completed Student Leave Application Form to the Operations Manager for consideration, who will determine approval or otherwise.
6. Students applying for an absence of **more than two weeks** submit the completed Student Leave Application Form to the CEO for consideration, who will determine approval or otherwise.

Educational Performance

Academic grades for all student cohorts are entered into spreadsheets by the Academic Administrator, and these are further analysed by graphical representation of grade averages across papers.



Any areas of concern for both students and grade distributions are discussed at SMT meetings. Strategies are minuted at these meetings.

Educational performance and academic progress of students are reported to the Academic Board by the Chair of the PMC.

NB: If you are concerned about your academic progress, email auck@chinesemedicine.ac.nz and request a report on your educational performance levels.

Scholarships

Scholarships provide a credit value to be used for further education/study in programmes offered by the institution awarding or providing the scholarship.

NZCCM may elect to offer scholarships in any year where it decides to do so.

Computer Security and Use

(As in 3.3 in QMS – Information Communications Technology (ICT) Policy)

Information processing and related ICT technologies are critical academic and administrative components of operating systems at the New Zealand College of Chinese Medicine. Unauthorised exposure of confidential and/or sensitive information, loss of data, inappropriate use of ICT technologies and computer equipment and networks, and risk of physical damage may be minimised by due attention to the design, security, and control of information systems within NZCCM.

Adequate security measures are necessary to safeguard the New Zealand College of Chinese Medicine's ICT resources and to protect the confidentiality of information/data. These security measures are designed to eliminate, as far as possible, incidents of theft, fraud, destruction, misadventure, or other misuse of the College's technology-based resources.

NB: *Computer security is the responsibility of all staff and students at the College. The Chief Executive (CEO) has overall responsibility for administering the provisions of this policy. In addition, it is the Chief Executive's responsibility to inform staff and students of the provisions and application of this policy.*

Attempting to circumvent security or administrative access controls in place for information resources, or legal requirements, or assisting or requesting someone else to circumvent these controls and requirements, is an infringement of this policy and may be a breach of NZ legislation. Any breach of this policy will be reported to the Operations Manager. The Operations Manager will report infringements to the CEO.

Any person who violates the provisions of this policy will be subject to appropriate disciplinary measures, which may include the laying of criminal charges. Any violation of this policy that may also contravene New Zealand legislation currently in force will be reported to the New Zealand Police.

The policy will be visually displayed near all college-shared student computers.

Copyright – New Zealand College of Chinese Medicine has a copyright license agreement with Copyright Licensing New Zealand (CLNZ). A copy of the agreement is displayed in the College Library. All staff and students need to make themselves familiar with the circumstances that this copyright license agreement allows for their copying of any material for use while working for, presenting, or studying at the College.

Guidelines

Use of the Telephone, Internet, Mobile, Email, and other ICT resources

The use of the College telephones, internet, mobiles, and email by students is permitted when it is being used for college-related business/educational purposes and supports the goals and objectives of the New Zealand College of Chinese Medicine.

New Zealand College of Chinese Medicine reserves the right to ask students to reimburse the College



for personal use of the telephone, internet, mobile, email, or other ICT resources if considered appropriate by SMT. If a circumstance arises when students need to reimburse the college for the use of such services or resources, as far as possible, the student will be warned of this before they make use of that service or resource.

Standards of Conduct for ICT use

The ICT resources should only be used as part of the normal execution of a student's responsibilities and should be used in a manner that is consistent with New Zealand College of Chinese Medicine standards of business conduct.

The College is issuing each student their own NZCCM email address. Students are encouraged to get accustomed to using this email address for all their official communications with the college.

Email Protocols

Users of the email system are required to respect the rights and property of all other users and must not improperly access, misappropriate, or misuse information or files that are the property of other users.

Every effort will be made to protect the safety of individual college accounts. Under special circumstances, however, to resolve technical problems, prevent misuse of the system, or investigate illegal activity, personnel authorised by the CEO may access individual accounts. Furthermore, absolute security cannot be guaranteed, and unauthorised or accidental access to an account is possible, as is the interception of electronic messages. All emails are automatically backed up to the College server.

The email system must not be used to transmit in any form – text, images, or sound – data or documents in which the content and/or meaning of the message, its transmission, and/or distribution would:

- contravene any regulation or law currently in force
- be reasonably deemed to be obscene, abusive, or otherwise offensive to the intended recipient(s).
- The email system may not be used for commercial purposes unrelated to educational or administrative functions.

College students are not permitted to download or send any college documents to a person not authorised to receive the College IP. This includes Course Packs and course handouts. Any contraventions of this policy may result in the withdrawal of user privileges, disciplinary or legal action, and/or withdrawal from a programme.

Social Media Protocols

- Reasonable personal use of social media, e.g., WeChat or WhatsApp, is permitted so long as it does not put the network or the organisation at risk or interfere with your work/study or anyone else's rights to privacy.
- Students will not put themselves forward as representing NZCCM unless authorised by the college.
- Students must not share images or recordings of NZCCM property or staff unless authorised by the college.
- Students must not share images or recordings of other people on the NZCCM campus unless permission is granted by the people in the image or recording.
- Students will not engage in activities on social media that could potentially cause harm to NZCCM's reputation and the reputation of staff and fellow students.

Students are reminded that in using social media communications, users are required to respect



others' rights and property. The College supports WeChat and/or WhatsApp social media groups to facilitate student communication and information sharing with regard to the privacy of all other users. As well as being respectful of others' rights and privacy, any use of social media must not contravene any regulation or law currently in force in New Zealand and must not be obscene, abusive, or otherwise offensive to the intended recipient(s).

Artificial Intelligence (AI) & ChatGPT

Be aware that ChatGPT may not develop high-quality work that earns a passing grade and is easily visible as copied material; as such, AI tools such as ChatGPT cannot be used for any assessments. The use of AI-generated text in assessments is considered plagiarism. AI/ChatGPT-generated texts compromise the academic integrity of your assessments. Every assessment submission and exam will be graded using a marking rubric. It is the individual student's responsibility to review and revise all work before submitting it to ensure that it meets the college's academic policies, regulations, and expectations.

Internet Protocols and Digital Citizenship

Creating, transmitting, uploading, or downloading offensive material is a strictly prohibited use of the computer systems. The term "offensive matter" designates documents or images that transgress accepted limits of candour in the description or representation of such documents or images, and which, taken as a whole, lack literary, artistic, educational, or scientific value. Any users in breach of this provision will be subject to disciplinary procedures and may be liable to criminal charges.

Inappropriate use includes, but is not limited to:

- Visiting sites or receiving communications that contain material that is obscene, objectionable, or likely to be offensive.
- Gambling
- Soliciting for personal gain or profit
- Making or posting indecent remarks and proposals
- Uploading or downloading commercial software in violation of its copyright
- Downloading any software or electronic files without reasonable virus protection measures in place
- Passing off personal views as representing those of the New Zealand College of Chinese Medicine
- Any activity that violates New Zealand law and/or the public service code of conduct.

All users should be aware that information on the internet may be inaccurate or untimely, and there is a danger that opinions may be presented as facts.

Information and Data Protocols

The legitimate proprietary interest of the intellectual property of data on New Zealand College of Chinese Medicine computers will be upheld and supported at all times.

Information that is confidential by law must be protected from unauthorised access or modification. Confidential information must be kept confidential by all parties to the information. Data, which is essential to the operating systems and functions, must be protected from loss, contamination, or destruction.

Confidential information is accessible only by personnel who are authorised by the owner on a strictly "need to know" basis, for the performance of their duties. Data containing any confidential information will be readily identifiable as such and must be treated as confidential in its entirety.

Data and information include patient files, both hard and soft copies. Information and data that is



provided for use by one person may only be accessed and used by that person.

Software originals must be kept secure at all times. They are proof of purchase should the New Zealand College of Chinese Medicine be audited for software piracy.

Digital Copyright Protocols

Students need to be aware that the College is legally required to deal with any users who breach digital copyright. They also need to know that the College can have its account with its ISP suspended for up to 6 months if it is shown that it didn't prevent one of its users from breaching digital copyright.

Students should not use, copy, distribute, or post any information or work protected by copyright unless permission has been officially provided. Users must abide by all software licensing agreements, copyright laws, and other applicable regulations.

NZCCM Copyright

All teaching materials, including but not limited to course packs, handouts, PowerPoint presentations, and Moodle content, are the property of the New Zealand College of Chinese Medicine. These materials may be marked with the following, though such markings are not required to establish copyright ownership:

Copyright © by New Zealand College of Chinese Medicine (NZCCM).

No NZCCM material may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, without prior written permission of the NZCCM CEO.

NZCCM has a copyright agreement with CLNZ, and this covers all staff and students at the College. The agreement allows multiple copies of up to 10% or a chapter from a book; up to 15 pages of a single work contained in a collection or anthology of works; a complete article from a periodical or journal; a complete work, if the work is out of print and unavailable for purchase, with permission from CLNZ. Please see the librarian for more details on how to stay within the legislation for copyright. There are also notices displayed in the library and at the student photocopier.

Equipment Protocols

Computer hardware and electronic equipment must not be accessed by unauthorized individuals. No peripheral devices attached to college computers should be disconnected, and only USB storage devices are permitted to be connected for the purpose of uploading or downloading files related to teaching and study at the College. College documentation must not be transferred to a USB storage device for distribution to unauthorized persons outside of the College.

No unauthorised equipment may be connected to computer networks.

No person may remove any item of New Zealand College of Chinese Medicine property or item belonging to another person without the express permission of New Zealand College of Chinese Medicine or that person, respectively.

Moodle (LMS) and Logon Protocols

Students who are given usernames and passwords must keep these confidential and always protected. To prevent unauthorised persons from accessing their account, Students must remember to log off and close the browser before leaving their computer.

Use only the username and login that you have been given to use. Do not login or use anyone else's login access. Students should not give or pass on usernames and passwords to any other persons, in particular, previous students. Users found to be using unauthorised logon will be subject to disciplinary measures.

New Zealand College of Chinese Medicine has developed an online learning portal. This system is company property and is provided for college-authorized use only.



By logging on to and using this system students understand and consent as follows: you have no reasonable expectation of privacy in any communications or data, personal or otherwise, transiting or stored on this system; any communications or data transiting or stored on this system may be monitored, intercepted, recorded, and searched at any time and for any lawful purpose, and may be used or disclosed for any lawful purpose. You also agree to comply with all other applicable written policies, procedures, and guidelines for system use and protection of college information or information that the College has an obligation to protect, including but not limited to proprietary information and personally identifiable information.

Student Files and Information

'Student' as referred to in these policies and procedures means a current or past student enrolled in a programme of study at NZCCM.

It is the **student's responsibility to ensure that the College has up-to-date contact details** for both postal and email communication. The College takes no responsibility for the information it provides that fails to be received by a student due to inaccurate contact details being held on file.

Maintenance and Storage of Student Files - Student files will be maintained for each student enrolled at the New Zealand College of Chinese Medicine by all relevant support staff. Every College management and support staff member will enter electronic records in the note-taking function of the student management system (SELMA).

Accurate written notes in student files and notes in SELMA contain consistent information in regard to the student's study and graduation journey at the College.

Access to Student Files - Student files will be available to:

- the student concerned.
- educational authorities and/or agencies that require access to student records to verify attainment of completions or qualifications, or for statistical purposes.
- College personnel who need access to them during their work.

In exceptional circumstances, written authorisation of the student concerned will be required before records are disclosed to a party other than those itemised above.

- Any request to disclose information other than to the student, authorising educational bodies, or College personnel who require the information in the course of their work must be discussed with the Operations Manager prior to disclosing any information.
- The Operations Manager can elect to obtain legal advice if being asked to disclose student records to people other than those provided for in this policy.

Privacy and Confidentiality of Information

The Privacy Act of 2020 was developed to promote and protect individual privacy, in particular to establish clear principles with respect to the collection, use, and disclosure of personal information by all public and private sector agencies and organisations. The Act provides for the appointment of a Privacy Commissioner to investigate complaints about alleged breaches of individual privacy or misuse of information held by any agency or organisation as defined in Part One of the Act.

New Zealand College of Chinese Medicine will use the twelve (12) information privacy principles underpinning the Privacy Act 2020 to guide the manner in which New Zealand College of Chinese Medicine collects, holds, and discloses personal information pertaining to its staff and students.

NB: In any privacy matter in which NZ Police involvement is an issue, if the matter under investigation constitutes a criminal offense, and if withholding information impedes the police in their investigation, the provisions of the Privacy Act are over-ridden.



Student Voice and Student Representation

The New Zealand College of Chinese Medicine (NZCCM) provides a framework to operate effective processes and tools for student representation for communicating with the SMT as part of the commitment to the well-being and safety of learners. Individual students or a group of students with an informal or formal complaint are directed to the QMS Policy 6.15 Student Complaints.

Student Concerns and Feedback:

The College values student input and encourages students to bring their concerns to college staff at any time. Your feedback is important, and we are committed to addressing any issues you may have. By actively participating in these discussions, you help us improve the student experience and maintain a supportive learning environment. We appreciate your engagement and dedication to making the College an even better place for everyone.

NZCCM has set up a **Student Voice** portal on NZCCM Moodle for students to submit their concerns, complaints, and suggestions to NZCCM management at any time.

The **Student Representative Committee** (and through the Student Voice) provides a bridge between students and the SMT, allowing the students to be heard, acknowledged, and responded to. This will occur through forums for:

- Students to provide feedback to management about the delivery of education and support services, and students' experience of the policies and procedures of the College.
- Management to communicate effectively and efficiently with students via student representatives chosen by students about organisational decisions or changes made at the College.

Selection of Student Representatives:

- Each student cohort, whether on-campus or online, will select one student to act as their representative at Student Representative meetings. If the cohort exceeds 20 students, two representatives will be chosen.
- The selection process will involve a simple majority vote from the cohort members. The vote will take place after a discussion, or if needed, a formal vote. College staff will facilitate the voting process, and if necessary, a secret ballot will be held, with one vote per student.

Term and Replacement of Student Representatives:

- The term of a Student Representative typically lasts for the academic year in which they were chosen. Selection of Student Representatives for each cohort will occur at the start of the first semester. However, if necessary, a simple majority of the cohort can replace their representative at any time during the year.

Meetings of the Student Representation Committee

- Meetings will normally be convened once per term by NZCCM staff, on a date and time when at least half of all Reps, the Student Services Advisor, and the Operations Manager will be available. A special meeting may be called from time to time by Management or student representatives if required.

Training and Support for New Representatives:

- Following the February and July intakes, all newly selected Student Representatives will be invited to attend a training session at the first representative meeting. This



session will focus on helping them understand the College's **Quality Management System (QMS)** and encourage them to utilize the resources within the QMS to represent their cohort effectively.

Access to College Policies and Procedures:

- Student Representatives will have access to the full set of college policies and procedures that govern the daily operations and management of the College. This access will help them assist their peers in understanding how the QMS functions as a living document that supports the quality of education and student services.

Encouragement for Previous Representatives:

- Former Student Representatives are encouraged to share their knowledge and experience with new or potential Student Representatives, helping them build the necessary skills for effective representation.

Student Representatives' Terms of Reference, including duties, are:

- Student Reps will listen to their classmates and bring ideas or issues relating to NZCCM teaching and organisational policy and procedures (QMS) to Rep meetings. Any items that are likely to involve major discussion should be forwarded to the convenor for inclusion in the agenda.
- Student Reps will contribute to the discussion and take information from Student Rep meetings back to their classmates.
- Student Reps will liaise directly with management on any issues between meetings as appropriate.
- It is the Student Rep's responsibility to check that any matters raised are appropriate to share with other students and take care not to represent Management to students without relevant authorisation.
- Student Reps should set an example for other students in their knowledge of NZCCM policies and procedures, and encourage students to understand and follow NZCCM policies and procedures.
- Classes or Student Reps are able to select a substitute for meetings and any other duties if the Rep is unavailable.

Master of Chinese Medicine student representative meetings will be conducted separately from undergraduate programmes of study. (See MCM Student Handbook)

Student Support: Academic and Pastoral Care

NZCCM abides by the NZQA Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, and provides learning support and student advisory services to assist learners in achieving their learning goals:

- the support and guidance of teachers to help resolve study-related problems.
- the support and guidance by the administration staff for all non-academic concerns
- the support of management if the student does not wish to or feels they cannot bring concerns to the above staff.
- referral to outside support and/or welfare services, if deemed appropriate and necessary for the student's welfare.

Students have the opportunity to evaluate the quality of student guidance and support delivery



systems by participating in regular student evaluations, and by the college encouraging students to use the Student Voice portal on Moodle.

There is clear and up-to-date information on all NZCCM services and relevant outside services that are available in the student handbook and are listed on the College learning management system – Moodle and provided on the Campus Notice Board.

NZCCM Members of staff deal directly and indirectly with different areas of pastoral and academic support. The Student Handbook clearly states, “Where do you go in NZCCM for support, help, advice, guidance?”:

- **The Operations Manager**, Mobile 0210 233 5916 for Complaints and grievances.
- **Head of Massage Faculty**, Dr Felicity Molloy, for Massage student pastoral care.
- **The College Principal** can provide first-language support for Chinese students.
- **Stephen Xu, CEO**, Mobile: 021 925 710, is the 24/7 pastoral support contact.



3.22 Where to Go in NZCCM for Support, Help, Advice, Guidance

ENROLMENT AND STUDY MAINTAINANCE			
StudyLink, Public Trust, etc.	Campus Reception	Contact or email auck@chinesemedicine.ac.nz	9:00am – 5.00pm Monday to Friday
APL: Forms and Fees	Academic Administrators	If you wish to apply for APL, an application form can be obtained from shuang.song@chinesemedicine.ac.nz for TCM, Massage, and English. Fees for service are provided in the application pack, which will be emailed to you on request.	9:00am – 5.00pm Monday to Friday
APL Enquiries and Course Selection	Academic Administrators	If you have a query or are unclear about your APL entitlement and courses, the Academic Administrator can assist you with the payment of the fee and completion of the application. shuang.song@chinesemedicine.ac.nz for TCM, Massage, and English.	Email reply will provide a date and time.
Payments for Tuition or Application Fees	Campus Reception	Payments may be made by EFTPOS at the Reception or by direct payment to the Public Trust as detailed in the tax invoice.	9:00am – 5.00pm Monday to Friday
A Withdrawal Query	Campus Reception	To discuss your concern/s: email auck@chinesemedicine.ac.nz to make an appointment to discuss your query and any implications for future study here or at another education provider.	9:00am – 5.00pm Monday to Friday
Actual Withdrawal (either from a course or a qualification or as a result of a Request for 'Suspension of Studies') Refund Requests	Campus Reception	A 'Withdrawal Form' can be obtained from the Level 2 administration support desk, by emailing reception with a request, or by selecting the appropriate form from the Moodle homepage. There is a flow chart to determine if you are eligible for a refund of fees. Refer to the Withdrawal and Refund Policy section in this Student Handbook for detailed information. Return the completed form to auck@chinesemedicine.ac.nz . The reception staff will record the information on SELMA and inform the relevant staff for processing. You should be aware of the consequences of withdrawing from a course after the refund period has expired. You will be notified by email of the outcome of the withdrawal and/or refund application. The processing time of applications varies according to the detail and any evidence documents being supplied and/or verified. Once a refund has been approved by the CEO, payment will be arranged by the Accountant through Public Trust	



Issue	Who	How	When Services are Available
CAMPUS PHONE: 09 580 2376		TOLL-FREE: 0800 888 518	
GENERAL ENQUIRIES AND ABSENCES			
General enquiries	Campus Reception	Go to Level 2, phone 9898, or email Reception: auck@chinesemedicine.ac.nz	9:00am – 5.00pm Monday to Friday
Student absences	Campus Reception	Go to Level 2, phone ext. 201, or email Reception: auck@chinesemedicine.ac.nz	BEFORE 9.30am Monday to Sunday
General course information and enrolments, re-enrolments, and variations to existing enrolments	Campus Reception. Student Services Coordinator	Phone extension 210, or email auck@chinesemedicine.ac.nz	9:00am – 5.00pm Monday to Friday
Payments: For photocopies, printing, needles, textbooks, library fines or charges, etc.	Campus Reception	Payment for your purchases can be made at the administration support desk. The College accepts cash and EFTPOS. We cannot accept any payment through credit card facilities.	9:00am – 5.00pm Monday to Friday
Student support services – Pastoral support			
Student services or support: problems, support, suggestions, concerns, complaints, or compliments, appeals, etc.	Student Services Coordinator and Operations Manager	There is a Student Voice on the Moodle Homepage ; this is cleared weekly. This is the go-to place for providing feedback directly to SMT for complaints, compliments, comments, and finding super essential information.	9:00am – 5.00pm Monday to Friday



		<p>Or if you want an in-person meeting on-campus or on zoom request an appointment with the reception to see a student services team member or send an email to request an appointment.</p> <p>auck@chinesemedicine.ac.nz</p>	
Student leave requests (up to 2 weeks)	Operations Manager	<p>Go to your Moodle Homepage and select the 'Student Leave Application Form. Complete the form by emailing it to all your tutors to complete and sign, then email it to Reception for processing. Make sure to include all the information and any documentary evidence to support your application. The application will be approved or declined according to the policy and criteria. Students will be notified by email of the outcome.</p>	<p>9:00am – 5.00pm Monday to Friday</p>
Student leave requests (over 2 weeks)	CEO	<p>Go to your Moodle Homepage and select the 'Student Leave Application Form. Complete the form by emailing it to all your tutors to complete and sign, then email it to Reception for processing. Make sure to include all the information and any documentary evidence to support your application.</p> <p>The application will be approved or declined according to the policy and criteria. Students will be notified by email of the outcome.</p>	<p>9:00am – 5.00pm Monday to Friday</p>
STUDENT SUPPORT SERVICES – Academic			
Issue	Who	How	When Services are Available
<p>Applications for:</p> <ul style="list-style-type: none"> • Extension of studies or programmes • Variations of study • Suspensions of study • Assignment extension • Re-sit 	Academic Administrator	<p>Go to your Moodle Homepage and select the appropriate form for the application request. Email the completed form to Reception for processing by the Programme Management Committee (PMC).</p> <p>Time for processing depends on the request being made and the sufficiency of any documentary evidence required for each application.</p>	<p>9:00am – 5.00pm Monday to Friday</p>



<ul style="list-style-type: none"> • Re-assessment • Resubmission • Aegrotat and impaired performance in assessment • Conceded Pass 		<p>If you would like an appointment to discuss this matter with a member of the academic staff, email Reception and make a request for an appointment, if appropriate, specify the staff member that is your preference to see. auck@chinesemedicine.ac.nz or shuang.song@chinesemedicine.ac.nz for TCM, Massage and English.</p>	
STUDENT SUPPORT SERVICES – Academic			
Issue	Who	How	When Services are Available
<p>General study issues – course-specific or English Clinic</p>	<p>Teaching Faculty Academic Administrator English Course Coordinator</p>	<p>Discuss your concern with the Tutor first and, if you still want to discuss this further, email Reception to request an appointment to see a Programme Leader or Head of Faculty. Reception: auck@chinesemedicine.ac.nz and shuang.song@chinesemedicine.ac.nz for TCM, Massage, and English.</p> <p>The hours for the English Clinic are displayed on Moodle, in the classrooms, and on the library noticeboard.</p>	<p>Varies see Student Voice on Homepage Student timetable</p>
TCM CLINICS			
<p>Clinic Room Allocation</p>	<p>Clinic Receptionist</p>	<p>Contact the clinic receptionist on akclinic@chinesemedicine.ac.nz</p>	<p>Monday – Friday 9.00 am – 4.30 pm</p>
<p>Clinic Record of Practice Hours</p>	<p>Academic Administrator</p>	<p>shuang.song@chinesemedicine.ac.nz for TCM, Massage, and English</p>	<p>An email reply will provide a date and time.</p>
<p>Clinic Patient Files</p>	<p>Clinic Reception</p>	<p>See Clinical Administration staff to use files.</p>	<p>Clinic Hours</p>
<p>Clinic Absence And Clinic Attendance records</p>	<p>Supervisor and cc Clinic Reception and cc Academic Administrator</p>	<p>E-mail Supervisor and cc notification to Clinic and campus Reception akclinic@chinesemedicine.ac.nz; cliniccenter@chinesemedicine.ac.nz shuang.song@chinesemedicine.ac.nz for TCM, Massage, and English.</p>	<p>BEFORE the absence</p>



		Please note that clinic attendance is recorded electronically by fingerprint. This gives the College accurate information on recorded clinical hours.	
Clinic Appointments and Clinic Forms	Clinic Reception	Inform or email Clinic Administration staff at akclinic@chinesemedicine.ac.nz or cliniccenter@chinesemedicine.ac.nz A daily printed list is available at the clinic Reception.	Clinic Hours
Clinic Equipment and Sanitation	Clinic Reception	E-mail the Supervisor and Clinic Reception for Acupuncture: akclinic@chinesemedicine.ac.nz Herb: cliniccenter@chinesemedicine.ac.nz	Any time.
GENERAL COURSE SPECIFIC INFORMATION			
Issue	Who	How	When Services are Available
BHSc Course Queries <ul style="list-style-type: none"> • Course and assessment timetables • Catch-up plans • Changes to timetables 	Academic Administrators	shuang.song@chinesemedicine.ac.nz for TCM, Massage, and English. auck@chinesemedicine.ac.nz	The email reply will provide a date and time.
Massage Course Queries <ul style="list-style-type: none"> • Course and assessment timetables • Catch-up plans • Clinic timetables • Patient numbers and hours 	Head of Faculty	felicity.molloy@chinesemedicine.ac.nz	Email reply will provide a date and time.
NZCEL Course Queries	English Course Coordinator	andrew.arlidge@chinesemedicine.ac.nz	Email reply will provide a date and time.



<ul style="list-style-type: none"> • Course and assessment timetables 			
<p>Individual Course Results Enquiries</p> <p>Academic Results, including your Record of Learning and certificates</p>	<p>Moodle</p> <p>Academic Administrator or Course Coordinators</p>	<p>The College publishes all student results online. A printed transcript is provided to each student at the completion of the programme. Replacement transcripts have a fee replacement charge. See the course costs table.</p> <p>If you would like an appointment to discuss this matter with a member of the academic staff, or the DCE Quality Assurance email Reception, and make a request for an appointment, if appropriate, specify the staff member that is your preference to see.</p> <p>auck@chinesemedicine.ac.nz</p>	<p>9:00am – 5.00pm Monday to Friday</p> <p>Moodle is 24/7</p>

3.23 Counselling Services

LIFELINE:

- Phone Counselling & Support: (09) 522 2999 / 0800 543 354
- Face-to-face Counselling: (09) 909 8750 during office hours to make an appointment.
- Email: info@lifeline.org.nz
- Website: www.lifeline.co.nz

Lifeline provides professional and confidential information and support via a 24/7 counselling phone service and a daytime face-to-face counselling service. Face-to-face services are charged depending on how much you earn and will vary from person to person. Please contact us directly to find out more.

HEADSPACE MENTAL HEALTH:

- Website: www.headspace.org.nz

Headspace is a website created by the Kari Centre (Auckland-based), designed to help young people understand mental health issues such as depression, self-harming, suicide, and eating disorders.

YOUTHLINE:

- Phone: 0800 37 66 33 or Free TXT 234
- Website: www.youthline.co.nz
- Email: talk@youthline.co.nz

Youthline works with young people, their families, and those supporting young people. Face-to-face Counselling is also available. Phone the helpline for more info.

DEPRESSION HELPLINE:

- Phone: 0800 111 757
- Website: depression.org.nz

Depression.org helps New Zealanders recognise and understand depression and anxiety. They want to reduce the impact that depression and anxiety have on the lives of New Zealanders by encouraging early recognition and help-seeking.

THE LOWDOWN:

- Free txt 5626 or email team@thelowdown.co.nz 24/7
- Website: thelowdown.co.nz

The Lowdown team is an experienced group of counsellors who are available 24/7 so you can contact them anytime by email or text.

Health and Advice Services

HEALTHLINE:

- Phone: 0800 611 116 (24/7)
- Dedicated **COVID-19** advice: 0800 358 5453
- Website for Covid-19 information: <https://covid19.govt.nz/alert-system/current-alert-level/>

Healthline is staffed by experienced registered nurses who can provide you with health information and advice on healthcare.

ASIAN HEALTH SERVICES:

- Phone Asian Health Line 0800888830

Provides general health information and hospital appointment enquiries, Assistance with GP appointment booking, breast screening enrolment support, and mental health services.

SAMARITANS:

- Phone: 0800 726 666 (24/7)
- Website: www.samaritans.org.nz

Samaritans offer non-judgmental, confidential support to anyone who is lonely or in emotional distress. They can assist with issues including loss, including loss of a job, a friend, or a family member through bereavement; financial worries; job stress or overwork; college or study-related stress; body image issues.

ALCOHOL AND DRUG HELPLINE (PHYSICALLY BASED IN CHRISTCHURCH):

- Phone: 0800 787 797 (24/7)
- Website: www.alcoholdrughelp.org.nz

The Alcohol Drug Helpline provides friendly, non-judgmental, professional help and advice. If you are concerned about your own drinking or drug taking, they can assist with information, insight, and support.

COMMUNITY ALCOHOL AND DRUG SERVICES (CADS):

- Phone: (09) 845 1818
- Mon – Fri: 8.30am to 3pm
- Clinic open from 10am to 1pm (Free)
- Website: www.cads.org.nz

When you are ready to change your alcohol and other drug use, or you are concerned about someone else, CADS Auckland is there to help.

NEW ZEALAND DRUG FOUNDATION (ADVICE):

- Phone: (04) 801 6303
- Website: www.drugfoundation.org.nz

OASIS CENTRES FOR PROBLEM GAMBLING:

- Phone: (09) 638 0801
- Free Phone: 0800 530 000
- Website: www.salvationarmy.org.nz/need-assistance/addictions/problem-gambling
- Email: auckland_oasis@salvationarmy.org.nz

GAMBLING HELPLINE:

- Phone: 0800 654 655 or free txt 8006
- Website: www.gamblinghelpline.co.nz
- Email: info@gamblinghelpline.co.nz

Gambling Helpline also offers a number of specialist services that you may choose to use, including community-specific helplines provided on the basis of Māori counselling Māori, Pacific Island people counselling, Pacific people and youth counselling. Their Gambling Debt Helpline has counsellors with both financial and gambling counselling skills to provide you with support and practical programmes around gambling and financial issues.

ODYSSEY HOUSE:

- Phone: (09) 638 4957
- Website: www.odyssey.org.nz
- Email: admissioncentre@odyssey.org.nz

Odyssey House run seven treatment centres and a variety of community programmes in the Auckland region and Whangarei to help New Zealanders overcome alcohol, drug and gambling addiction problems.

AUCKLAND SEXUAL HEALTH SERVICES:

- Phone: 0800 739 432
- Website: www.ashs.org.nz

Auckland Sexual Health Service aims to provide sexual health care that is client focused, culturally appropriate and of an excellent standard. We are a specialist service offering free and confidential sexual health care.

RAINBOW YOUTH:

- Phone: (09) 376 4155
- Website: www.ry.org.nz
- Email: info@rainbowyouth.org.nz

Rainbow Youth is an Auckland-based organisation providing support, information, resources, and advocacy for Aotearoa's queer, gender diverse, takatāpui, and intersex youth (aged 13 to 28) and their friends, family, and whanau.

OUTLINENZ:

- Phone: 0800 688 5463
- Website: www.outline.org.nz
- Mon – Fri: 10 am to 9 pm
- Weekends & holidays: 6 pm to 9 pm

OUTLINENZ is a free, confidential telephone counselling service for the Rainbow Community New Zealand wide.

FAMILY PLANNING ASSOCIATION:

- Phone: (09) 524 3341
- Website: www.familyplanning.org.nz
- Email: national@familyplanning.org.nz
- Address: Level 2, 5 Short Street, Newmarket
- Mon: 8.30 am – 6 pm, Tue/Wed/Thu: 9 am – 5.30 pm, Fri: 8.30 am – 6 pm, Sat: 9 am – 1.30 pm

Nine locations in Auckland. 21 or under is free (NZ Residents only). 22+ charges apply.

WOMEN'S REFUGE:

- Phone: 0800 733 843 (Women's Refuge National Crisis line operates 24/7)
- Website: www.womensrefuge.org.nz

Safe House from abuse for women and children.

SHAKTI NEW ZEALAND:

- Phone: 0800 742 584 24/7 (for migrant or refugee women living with family violence).
- Website: shaktiinternational.org/shakti-New-Zealand

Shakti is a national not-for-profit community organisation specialised in the area of women's development, empowerment, and domestic/ family violence intervention, prevention, and awareness.

HELP Support for Sexual Abuse Survivors

- Phone: (09) 623 1700 24/7
- Website: www.helpauckland.org.nz
- Email: info@helpauckland.org.nz

HELP provides professional and specialised support services to sexual abuse and assault survivors.

AUCKLAND HOSPITAL – ACCIDENT AND EMERGENCY:

- Phone: (09) 367 0000

BUDGET ADVICE SERVICE:

- Phone: (04) 471 1420
- Website: www.fincap.org.nz

FinCap is a non-government organisation that supports 200 free financial capability and budgeting services in its work.

CITIZEN'S ADVICE BUREAU:

- Phone: (09) 379 4015 / 0800 367 222
- Website: www.cab.org.nz
- Email: centralauckland@cab.org.nz
- Address: 44 - 46 Lorne Street (1st floor, Auckland Central City Library) and in 29 other areas in Auckland.

Free advice about counselling, community services, food banks, budgeting, Justice of the Peace duties etc.

Useful Contacts

- Police/Fire/Ambulance. Phone 111
- Auckland Transport. Phone 09 366 6400 www.at.govt.nz
- Chinese Christian Church of Auckland, 105 Vincent Street. Phone 09 624 1240
- Chinese Express Newspaper Phone 09 272 0000
- Chinese News Phone 09 358 0735
- Japanese Consulate General. AIG Building 15/41 Shortland St, Auckland Phone 09 303 4106
- Japanese Christian Church. 3 Ngaire Avenue Auckland Phone 09 523 3346
- Community Law Office, 16-22 Anzac Avenue. Auckland CBD. Phone 09 377 9449
- Immigration New Zealand, Level 4, 280 Queen St. Auckland Phone 914 4100 / 0508 558 855
- Disabled Citizens' Society 421-423 Dominion Rd Mt Eden Phone 09 638 8153
- Peoples Centre City 33 Wyndham Street Phone 09 302 2496
- Auckland Regional Migrant Services 532 Mt Albert Road, Three Kings Plaza Mt Roskill Phone 09 625 2440

4. Student Conduct

The New Zealand College of Chinese Medicine will take every reasonable measure to ensure that students' learning takes place in a positive, safe, and supportive learning community. This will be facilitated by the College providing clear, concise, and timely information relating to the expectations and responsibilities of both staff and students.

By signing the enrolment form, students accept the provisions of the current Code of Conduct. This document, which sets out students' and the College's responsibilities respectively, will be subject to annual review.

The Student Code of Conduct will form the basis of any and all other New Zealand College of Chinese Medicine policies relating to student welfare.

4.1. Code of Conduct

NZCCM's code of conduct defines acceptable and unacceptable behaviour for all staff and students. It assists in promoting a high standard of practice and establishes a framework for professional behaviour and responsibility.

All staff and students are expected to

- Respect each other
- Be open and honest
- Acknowledge cultural diversity
- Provide and maintain a safe and healthy environment
- Adhere to all NZCCM policies and procedures

Students will behave honestly and respectfully at all times with NZCCM, all staff, and each other.

Students will refrain from offensive behaviour, including using coarse language and dressing inappropriately. Once students enter clinical practice, it is deemed inappropriate for shorts to be worn by either male or female students. Female students should also wear skirts that are at least knee-length.

Harassment, shouting, and or violence towards fellow students, staff, or patients/clients will not be tolerated and may result in suspension or expelled from the clinic and/or the college.

Students will not diagnose or treat clients without both permission and supervision from a practising clinician who is an NZCCM staff member or NZCCM-recognised TCM Clinician (and is not the patient).

Clinical records (or part thereof) are not permitted to be removed from the clinic. Students who remove clinical records (either hard copies or electronic files) from the NZCCM clinic will be expelled from the College forthwith.

Students will keep the administration informed in writing of any changes to their personal circumstances, such as illness, physical address, e-mail address, etc.

International students are required under the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 to provide NZCCM with copies of their current travel and medical insurance, accommodation type, and student visa: **international students cannot study at NZCCM without providing these details to NZCCM.**

- Students will maintain the cleanliness and good condition of NZCCM facilities and refrain from misusing any College equipment or property.
- Students will inform NZCCM immediately if any equipment or property is damaged; NZCCM is entitled to seek compensation for damage.
- Students who intentionally damage or steal any College equipment or property will be expelled from the College.
- Students must ensure their mobile phones are switched to silent or turned off during all classes and clinical sessions.
- No alcohol or drugs are allowed on the premises, including the car park.
- No smoking on campus premises.

As an NZCCM student, you may not actively promote to NZCCM students (verbally or in print) other businesses that may be in direct conflict with the College's business and/or prosperity or cause the College to be brought into disrepute, and certainly not undertake any such activity with intentional or unintentional implications without the CEO's written permission.

Failure to comply with this code will result in disciplinary action being taken. Students will be suspended or expelled depending on the degree of the breach.

4.2. Classroom Agreement

Out of respect for tutors and fellow learners, all students are kindly requested to comply with the following:

- arrive ready to begin class at the scheduled time
- come prepared for class
- wait until there is a break in the lecture before entering the classroom if arriving more than 10 minutes late
- be fully present during class
- respect other students and their learning styles
- treat teaching and management staff with respect
- be polite at all times to both fellow students and staff
- be open, honest, and supportive of the learning experience
- keep mobile phones silent during class with the exception of parents/caregivers who may turn their phones to 'vibrate'.
- only consume food in the common room

- be respectful of the NZCCM facilities and leave facilities clean and tidy for other users
- notify NZCCM if you are going to be absent from class before the scheduled class starts
- inform management of any issues
- ensure desks and chairs are reset appropriately for the next class

Tutors will:

- ensure the classroom and resources are ready on time
- offer clear and relevant purpose, guidelines, and feedback
- provide useful and relevant course materials and methods
- keep to the scheduled start and finish times
- encourage students to respect NZCCM facilities and to be considerate of other college users.

4.3. Clinical Practice

Inviting clinic patients and hosting guests are a vital part of our business, and we require a highly professional code of conduct from all clinical staff and students.

Students who practice either acupuncture or herbal medicine in NZCCM's student teaching clinics should be familiar with both the policy and procedures included in the Student Clinic Handbooks as well as the NZCCM Clinic Hygiene Guidelines.

NZCCM has also developed Guidelines for Notetaking, Record Keeping, and a Policy for Herbal Prescription to assist students in understanding the level of detail required and learn best practice.

Students must attend pre-clinic training prior to entering clinical practice. The guidelines will be provided together with the clinic handbook at this time.

Students will be required to sign a Confidentiality Agreement prior to entering clinical observation or practice.

Students' clinical practice will commence on the Auckland campus in the second year of the BHSc programme at the College clinic under the supervision of NZCCM-approved clinical supervisors.

Students' clinical practice will commence on the Auckland campus in each year of the Massage Diploma programmes at the College clinic under the supervision of NZCCM-approved clinical supervisors.

Supervised clinic practice includes the operation of the clinic reception and students need to comply with the clinic reception guidelines while taking the clinic reception role.

The students also need to comply with the clinic guidelines for the volunteer clinics for the community events and the College's Open Days.

All students in clinical practice should be dressed appropriately for a professional medical environment.

Student practitioners are not required to cover the cost of patient treatments. However, they are responsible for ensuring their patients pay for the treatments.

All students in clinical practice must have a valid basic First Aid Certificate.

Business Development forms part of the programmes, which require students to develop clinic management and marketing skills. To help reinforce and consolidate this knowledge learned, students are required to market and obtain their own patients.

4.4. Observation/treating ACC Covered Injuries under Full Supervision.

The College's Bachelor of Health Science degrees enable students to apply to register as CMCNZ and ACC health providers upon graduation. As part of the year 3 programme students are provided with opportunities to observe - ACC-covered treatments under full supervision as part of clinic practice in preparation for ACC registration.

Only Y3 S2 students are required to observe one ACC-covered injury under full supervision upon having completed the competency test. Students may be required to take consultation, examination, and pull out the needles under the practitioner's direction. Students must ensure to get consent for the observation or treatment from the patients. Students must comply with the workplace health and safety policy and ACC guidelines for observing - ACC-covered injuries.

4.5. Professional Codes of Ethics

NZCCM's BHSc, Graduate Certificate, and master's qualifications are endorsed by the Chinese Medicine Council of New Zealand (CMCNZ). Students of the above programmes are bound by CMCNZ's codes of ethics, which are available on request from NZCCM or may be obtained from the CMCNZ's website.

4.6. Student Practitioner Status

Students at the College are prohibited from promoting themselves as an acupuncturist, Chinese herbal medicine practitioner, or as a Tuina massage practitioner to the general public, or for fee-paying services, except in the College clinic. Students enrolled in the NZ Diploma of Remedial Massage (Level 6) may practice within the scope of their Level 5 qualification. Students who graduated from BHSC (Acupuncture) and enrolled in the fourth year of the BHSc major in Chinese Medicine or Master of Chinese Medicine may practice within the scope of BHSc (Acupuncture), conditional on obtaining the registration and Annual Practicing Certificate of CMCNZ.

Students of NZCCM are not allowed to perform any acupuncture or herbal treatments without supervision outside the NZCCM clinic until they have successfully completed their whole qualification. This includes the whole period of their enrolment with NZCCM, inside and outside the College, except for a local TCM clinic which has been approved by the College as an internship base, and whether or not a fee is charged. This includes fellow students treating each other on college premises such as in classrooms and at lunchtime, except in the Student Learning Centre and the student clinic which will be supervised by the clinic supervisors. Any student found treated privately outside of the supervised College clinic risks being dismissed from the College.

4.7. Student Disciplinary Procedures

1. Students are expected to adhere to the Code of Conduct and all the specified clinical practices in the Clinical Guidelines published by NZCCM.

Students at the New Zealand College of Chinese Medicine are expected to consistently maintain professional standards of conduct, professionalism, and hygiene practices.

New Zealand College of Chinese Medicine has the right to exercise disciplinary powers in the event of misconduct by its students.

Any student who in any way assists or encourages another to commit a breach of the Student Code of Conduct will be guilty of the same breach and subject to the same disciplinary measures.

Every student enrolling at the New Zealand College of Chinese Medicine shall sign an acknowledgment of reading and compliance with the Student Handbook.

Any complaint with respect to student conduct will be investigated by the Operations Manager and/or nominee.

Such an investigation will be conducted having regard to the principles of natural justice and shall be commenced within five (5) working days of the receipt of the complaint.

If, after the investigations, the complaint is found to have substance, the Operations Manager and/or nominee may deal with the matter and may impose any of the following penalties:

- a reprimand.
- a direction that the student makes an apology.
- a requirement that the student make restitution in respect of any damaged, lost, or stolen property or any other costs or loss suffered.
- impose conditions on the student to prevent any future breach or disturbance.
- suspension from attendance at NZCCM for such period as determined.
- expulsion from the New Zealand College of Chinese Medicine.
- any other remedy seen fit, including other non-monetary restitution.

Procedures for warning students:

- the **first warning** will be in the form of a letter after a discussion in which the student's viewpoint is also heard.
- any processes for change will be negotiated between the two parties and support systems invoked if necessary.
- where a problem persists, a **second warning** will be given in writing, with further meeting and support processes if necessary.
- following an agreed time for addressing the problem, a **final written warning** will be issued if the student continues to be in breach of College requirements, with a date of dismissal if the problem is not resolved.
- all such breaches will be dealt with by the Operations Manager and/or nominee, who will make decisions on suspension, dismissal, and cancellation of enrolments.

A student may appeal against a decision by invoking the Student Complaints Policy.

6.15 Student Complaints Policy

NZCCM provides a framework for all students to have access to a process for voicing their concerns and complaints through informal discussion and formal processes. The framework is to support students with issues that may impact their educational experience, well-being, and/or safety while studying at the New Zealand College of Chinese Medicine (including information about appropriate engagement and bringing support to people).

A **problem or concern** may be identified by an individual student or a group of students, which expresses possible violations to the progress and well-being of a student or staff member. A student or a group of students can raise the concern through an informal discussion. They can also write their concerns in an email to an appropriate staff member or through the Student Voice on Moodle.

An informal discussion differs from a formal complaint in the way it is processed and may be resolved by the individual, with the help of the lecturer/tutor, class student representative, or the support of college staff.

An informal discussion is often quicker than the formal complaint process, less disruptive to study, and working in an educational environment involves fewer people, and generally helps preserve and restore working or educational relationships.

An informal investigation is about fact-finding where information is sought to clarify the issue/s that are under investigation. During this phase, there are no final decisions made. However, there is a clear timeframe the complainant should expect to hear the outcome of any informal investigation, or a recommendation to escalate the matter to a formal complaint.

To ensure there are student concerns and complaints processes that are clear and easily accessible to students through published materials in both hard and soft copies.

The college recognises that concerns or complaints may involve two or more students in the same class, clinic, or other learning environments, may be between different cohorts, or may involve informal discussion or a written formal complaint that involves college staff or the College itself.

To implement the processes that effectively respond to investigate and resolve issues, we require students to follow the processes and present their concern and/or complaint in a timely manner. **Please use the Flowchart.** This means that the concern or complaint is presented in a timely, fair, and equitable way for the individual and/or group of students, providing written information about the issue that is to be recorded, investigated, and responded to by the appropriate parties.

At the conclusion of any investigation conducted in processing student concerns or complaints, an outcome statement is issued to all parties. The college has appeal procedures for any outcome, decision, or conclusion that was reached by the College.

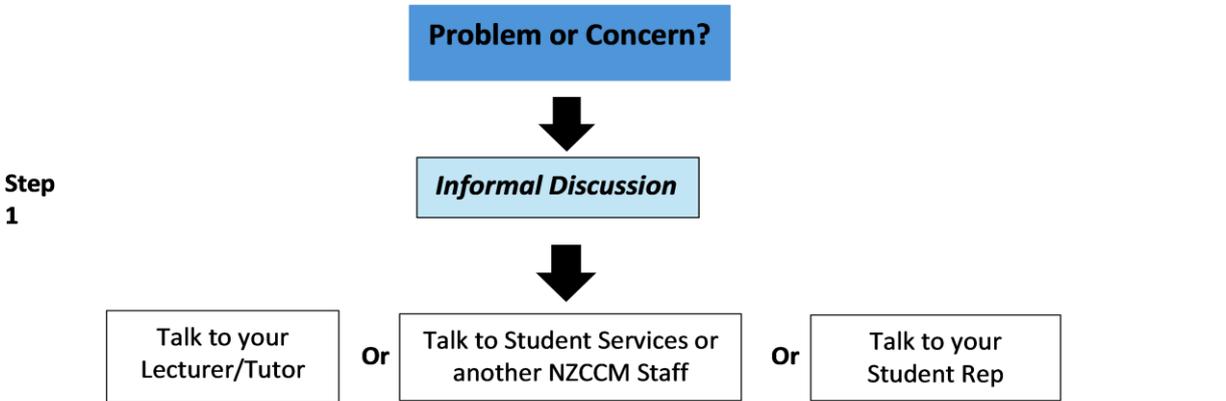
To create an environment that empowers students to have their say and raise concerns, the College utilises two key tools: the Student Orientation and the Annual Academic Year Student Handbook.

1. **Student Orientation:** All newly enrolled students are required to attend an orientation session, which may take place either on-campus or online via Zoom. During this session, students receive information about various College policies and procedures, including the student complaints process (QMS 6.8 Student Orientation).
2. **Student Handbook:** The College provides each student with a current Academic Year Student Handbook (QMS 6.1 Information to Students). This handbook is also accessible on the College's student learning system (Moodle), where students can reference key information about their academic journey and College procedures.

These resources ensure that students have the necessary tools and information to raise concerns and engage effectively with the College community."

In every instance, both the complainant(s) and respondent(s) have the right to fair and just treatment, and in compliance with the principles of natural justice, throughout the process.

Our Concerns & Complaints Flowchart For Students



If you have discussed the concern through, but your concern is still **not** resolved, it can then be taken to the NZCCM management as a formal complaint.



Ask Student Services or a NZCCM staff member for a complaints form, staff member can support you in filling the form. Within 2 working days of receiving the form, the Operations Manager will send you a written confirmation of receipt and the next steps of the process, with a proposed meeting date.

You are highly encouraged to bring a support person (whanau, family, friend, etc) to the meeting.

If your complaint is not resolved after this meeting, you can ask for it to be escalated to the CEO.



Within 2 working days of receiving the complaint, the CEO will send you written information about the next steps of the process, with a proposed meeting date.

You are highly encouraged to bring a support person (whanau, family, friend, etc) to the meeting.

NZQA After fully engaging with the NZCCM complaints process through (Steps 1-3), if your complaint is still **not** resolved, you can then make a complaint with NZQA. NZQA website link: <https://www2.nzqa.govt.nz/about-us/contact-us/complaint/>
 NZQA will refer you to the Student Dispute Resolution Scheme (DRS) operator for financial or contractual disputes under the Education & Training Act (2020)

The College takes any student experience that is affecting learning, well-being, and safety seriously, for both informally raised matters, formal complaints, and petitions. For complaints of serious or criminal liability, the College will inform the appropriate authorities immediately and cooperate in any internal and external investigation.

The complaints policy and procedures are for a clear and transparent process for managing informal concerns and formal complaints that have been reported to any College staff by an individual student or a group of students with the same complaint(s).

Formal Complaints Process

Submission of Complaint: A formal complaint requires a written and signed notification using the complaints form. The complaint should be submitted to the College, detailing the grievance.

Investigation: The Operations Manager will lead a formal investigation. This involves separate interviews with the complainant, respondent, and witnesses. A report will be prepared containing:

- An outcome statement
- Findings and recommendations
- Whether the allegation was upheld
- Any necessary actions to address misconduct or grievances

Student Representation:

- Each class has a student representative. Concerns can be raised privately or during class meetings.
- Regular meetings between student representatives, the Student Services Coordinator, and the Student Services Advisor provide a forum for information exchange and issue resolution (QMS 6.2 Student Voice).
- This student representation empowers learners to voice concerns and collaborate with the College to improve the educational experience.

Student Rights:

- Students have the right to raise complaints at any time during their programme of study, including concerns about tuition quality, services, staff conduct, fellow students, or any aspect of their relationship with NZCCM.
- Complaints should be raised in an environment free from fear of retaliation or confidentiality breaches. However, if necessary, the complainant may be identified to the respondent with prior consent.

Problem Resolution:

Efforts to resolve complaints should focus on addressing issues at the closest level, aiming for conflict resolution or informal/formal solutions rather than punitive action (unless necessary).

Possible outcomes include:

- Resolution of issues
- Mediation
- Policy revision
- Referral to authorities (e.g., police)
- Disciplinary action

Confidentiality and Reporting:

All complaints are confidential and formally recorded.

The Operations Manager reports complaints at fortnightly Senior Management Team (SMT) meetings and annually to the Academic Board. The report includes:

- Number and nature of complaints
- Outcome statements
- Student feedback on the complaints process and satisfaction with outcomes

NZQA Complaints

Students and/or groups must complete NZCCM's formal complaint process before going to NZQA.

Information on the NZQA complaints process is published on their website:

<https://www2.nzqa.govt.nz/about-us/contact-us/complaint/>

You can also email NZQA at risk@nzqa.govt.ac.nz for more information on their process.

Financial & Contractual Disputes

Financial and contractual disputes are managed by the Student Contract Dispute Resolution Schemes (DRS). If your complaint relates to a request for a refund or compensation relating to NZCCM programmes and services, NZQA is likely to refer your complaint to the DRS operator.

There is one dispute scheme for both domestic and international students under 38(b) of the Education (Domestic Tertiary Student and International Student Contract Dispute Resolution Scheme) Rules 2023 (SL 2023/199).

Study Complaints | Ngā amuamu tauira is the new, combined student contract dispute resolution scheme. Learners can contact the Study Complaints | Ngā amuamu tauira service about:

- Financial matters
- Contractual matters
- Redress claims after an NZQA investigation.

Learners can contact the service on:

- Free phone: [080000 66 75](tel:0800006675)
- Email: help@studycomplaints.org.nz
- Online: www.studycomplaints.org.nz

5. Equal Opportunity

This policy is based on the principles that all staff and students have the right to work and study in an environment that is free from discrimination and harassment. New Zealand College of Chinese Medicine will apply the principles of equal opportunity to policies and procedures in the management of the College.

New Zealand College of Chinese Medicine is committed to equality in the College with due regard to the following aims:

- Work within legislative requirements to prevent discrimination and harassment.
- Provide a non-discriminatory, culturally sensitive, and safe working environment.
- Be proactive in issues related to all categories of staff and students, including ethnic minorities/majorities and persons with disabilities.
- Ensure that all procedures relating to staff selection, appraisal, and Development take place within the constraints of the Human Rights Act and the Privacy Act.

- Select and pay staff on the basis of merit in terms of the relevant job description.
- Identify and deal with any discrimination in organizational practices, procedures, and policy.
- Ensure that there is no discrimination in the areas of recruiting and selection of staff and candidates.
- Ensure that there is no discrimination in the areas of recruiting and selection of students and prospective enquiries.
- Ensure equity in the allocation of and access to resources.

6. Health and Safety

The following information is made available in the *Student Handbook*, and students are verbally informed about this information at Orientation; new staff are given a copy of the Student Handbook and are also advised during their induction.

Teachers and Clinical Supervisors will ensure that learning conditions, equipment, information, guidance, and supervision for students are delivered in a safe and healthy manner. Students, staff, and visitors will be made aware of any hazards as required under the Health and Safety at Work Act 2015.

The Auckland Campus building may be shared with other tenants, and it is vital that these other tenants are afforded every respect and courtesy for the quiet enjoyment of their tenancy. As a part of this obligation, the building and facilities must be treated with respect. Congregating in any way that might hinder or cause a nuisance to other occupants and/or visitors to the buildings must be avoided. College amenities must be kept in a clean and tidy condition at all times. This is especially important for the clinics, toilets, classrooms, and kitchen/lunch area.

Please advise the Operations Manager if any facilities require additional hygiene cleanliness checks.

6.1. Accidents and Hazards

NZCCM requires that everyone associated with the College takes an active role in creating and maintaining a safe college environment. The first steps to avoid accidents happening at the college are by identifying hazards, or potential hazards.

Four steps to identify a hazard.

1. Recognizing the hazard exposure or potential hazard exposure.
2. Identifying the source.
3. Evaluating the loss potential.
4. Controlling potential loss exposure.

A hazard report should be completed when an accident is experienced or witnessed, or a hazard or potential hazard is identified. Hazard, accident, and incident report forms are available from Reception. Completed forms are managed by the Operations Manager, who will provide summary reports to SMT of incidents, actions taken, and further steps as appropriate.

6.2. First Aid

All accident incidents and hazards are to be reported to Reception and the Operations Manager or other authorised staff. An Accident/Incident form is to be completed as soon as possible following the accident or incident.

First aid kits are located in the clinic supervisors' office on the ground floor, the TCM Clinic Reception at Level 1 and Level 2 Reception.

If a student is ill and needs to leave class, they are to tell the Tutor who will ensure the student can get to medical support if necessary.

If a student has an accident and the staff member present is unable to treat an injury, arrangements will be made for an ambulance or doctor to be called.

If the injury is serious, call for assistance and call an ambulance (111).

6.3. Emergency Evacuations

- If the alarm sounds, proceed in an orderly manner to the nearest exit - walk, do not run
- Follow Building and Floor Wardens' instructions
- Do not use lifts
- Go to your designated assembly areas
- Do not re-enter the buildings until the all-clear is given

6.4. Emergency Procedures

The following procedures are to be followed in the case of an emergency:

Fire and / or Explosion:

- Sound alarm
- Initiate site emergency evacuation procedure
- Call fire service (111)

Bomb Threat:

- Stay calm. Listen carefully to caller. Write down all that is said, ask where the bomb is located
- Call police (111)
- Act according to the advice of the police
- If advised by police, instigate an emergency evacuation plan

Act of Terrorism and responding to an active shooter:

The best option in an active shooter scenario is to evacuate the premises and remove yourself from the shooter's path.

If, after assessing the situation, you determine that you can safely evacuate, you should:

- Call the police (111) if you can do so safely.
- Warn any individuals you encounter not to enter the area.
- Leave your personal belongings behind.
- Have your escape route planned in your mind.
- Resist the urge to move or evacuate wounded people.
- If possible, assist other able-bodied people in fleeing.
- Comply with all law enforcement requests.
- Keep your hands visible and your fingers spread.

The next best option is to hide. If you are unable to safely evacuate the path of an active shooter your next best option is to hide, avoid detection, and wait for law enforcement to arrive. While hiding is not as effective as evacuation, it can usually keep you safe long enough for law enforcement to arrive. Hiding can be dangerous, though, as it can leave you trapped if the shooter were to discover your location.

To ensure your hiding spot is as safe as possible, please consider the following recommendations:

- Remain silent and still.
- Silence your cell phone and other electronic devices.
- If possible, lock the door to whatever room or closet you are hiding in. Do not unlock the door for anyone at any time. Tell the police that you will wait for them to retrieve a key to the room.
- Blockade the door with heavy furniture.
- Make sure you remain out of the shooter's view.
- Stay away from any windows.
- If the windows are equipped with curtains, close them.
- Remain low and attempt to find cover under furniture or other objects.
- Do not leave your hiding place until you are certain law enforcement has arrived.

Earthquake:

- Keep calm – allow time to think
- Take cover – move quickly and quietly to the nearest area considered to be safe (e.g., shelter under a table, in a strong doorway, or in a corner away from windows). Keep away from glass doors or windows
- Watch for falling debris and other overhead objects
- Do not attempt to run outside
- Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc
- After the earthquake, check on anyone who suffered injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary

Electrocution:

- Switch off the power supply.
- Call for assistance.
- Call ambulance (111)
- Give appropriate first aid and comfort the person
- Do not put others or yourself in unnecessary danger

Robbery or assailants:

- Co-operate with the robber or assailant
- Take no personal risks
- Observe (person's features, height, build, clothing, etc)
- Call the police (111)

6.5. College Closure Due to a Natural Disaster or Pandemic

In the event of the closure of the College due to a natural disaster (including earthquakes) or pandemic and national health emergency, tutors, students, and patients will be notified by text, email, and, where practical, phone. Notification will also be posted on the NZCCM website and the College WeChat notification system.

Students and staff should listen to the radio and/or television to hear Civil Defence, Council, and Ministry public information. Where public transport is affected by bad weather, or roads are considered impassable, classes will be cancelled, and a message will be put on the College's answer phone for students, teachers, and patients.

Please ensure you advise the College should you change your cell phone number and/or email address to enable the College to contact you in the case of an emergency.

6.6. Building and Campus Maintenance

The maintenance of all New Zealand College of Chinese Medicine Campus is ongoing. The provision of a professional, safe, and healthy environment to study and work is the responsibility of all New Zealand College of Chinese Medicine employees.

Maintenance Request forms are available at Campus Reception for students and staff to report any concerns over maintenance or safety. Please report any and all health and safety building-related issues.

7. NZCCM Evaluative Self-Assessment

7.1. Student Voice

NZCCM has several methods by which the student's voice can be heard. These include:

- Student satisfaction surveys of lecturers, course delivery, content, materials, and assessments
- Programme Entry/Exit surveys
- Graduate destination surveys
- Use of the Student Complaints Process
- Direct feedback to lecturers
- Access to senior managers

7.2. Student Evaluations

NZCCM is committed to the process of continuous improvement, and students and recent graduates are the key group that we need to talk to in order to ensure that we keep improving. Your views, opinions, and experiences during your time with us are extremely valuable in helping us to improve. You are our most important stakeholders. This is why we ask you to evaluate our performance from time to time. Please assist us in providing even better education and training.

NZCCM uses different surveys to gain relevant information. These include, but are not limited to:

- Course evaluations are conducted throughout your study – they assist us in evaluating how well our teaching staff members are delivering their courses, how useful and interesting a course is in helping to advance your knowledge and skills, how helpful the assessments were, and similar issues.
- Post-graduation surveys – how well did your studies equip you to succeed in your career? How positive are employers about your ability to contribute?

No NZCCM survey is compulsory, but for the reasons explained above, it is very important that we have your support in gathering the information so we can continue to improve our delivery, service, and support. The information that you provide will be collected anonymously - you will not be asked to supply your name or student number, or if we need to have this information, it will never be linked to your responses, and you will never be identified. The data will only ever be reported on in aggregate. That is, we are interested in what the majority of our students think about NZCCM. This is what will be provided to lecturers, course writers, managers, and marketing.

Further, the same aggregate information will be supplied to all participants so that they can see how their views compare to the most frequent responses of their classmates.

8. Research

Research is an integral part of a degree programme. Undergraduate students are required to understand the research methods and associated ethical issues and procedures. Students will also develop a culture of research, although they are prohibited from participating in any clinical research without NZCCM Research Management Committee approval.

9. Academic Information

9.1. Academic Progression

Full-time students are normally expected to complete programmes as follows:

Master of Chinese Medicine (Level 9)	18 months
Bachelor of Health Science (Level 7) with a major:	
BHSc (Acupuncture)	Three academic years
BHSc (Chinese Medicine)	Four academic years
Diploma in Tui Na	One academic year
Graduate Certificates in Chinese Medicine (Tuina Massage)- (Level 7)	Six months
New Zealand Diploma in Remedial Massage (Level 6)	One academic year
New Zealand Diploma in Wellness and Relaxation Massage (Level 5)	One academic year
NZ Certificate in English Language (Academic) (Level 5)	Six months
NZ Certificate in English Language (Academic) (Level 4)	Six months

The maximum time for students to complete a programme **from the date of first enrolment**, without special exemption by the Academic Board, is as follows:

Master of Chinese Medicine (Level 9)	Three academic years
Bachelor of Health Science (Level 7) with major:	
BHSc (Acupuncture)	Six academic years
BHSc (Chinese Medicine)	Eight academic years
Diploma in Tui Na	Four academic years
Graduate Certificates in Chinese Medicine (Tuina Massage)- (Level 7)	One academic year
New Zealand Diploma in Remedial Massage (Level 6)	Two academic years
New Zealand Diploma in Wellness and Relaxation Massage (Level 5)	Two academic years
NZ Certificate in English Language (Academic) (Level 5)	One academic year
NZ Certificate in English Language (Academic) (Level 4)	One academic year

NB: *The maximum time limit includes all failures and repeats of courses.*

9.2. Re-enrolment, Suspensions and Variations to Existing Enrolment

New Zealand College of Chinese Medicine provides clear and transparent procedures to manage the internal degree transfer from the BHSc Chinese Medicine (Acu) to the BHSc (CM), or the other way around.

Students at the time of first enrolling in the BHSc Chinese Medicine are given clear, accurate, and non-misleading information about the structure of the programme they are enrolling in at the New Zealand College of Chinese Medicine.

New Zealand College of Chinese Medicine has procedures for re-enrolment, variations to enrolment, internal degree transfer, and internal credit.

New Zealand College of Chinese Medicine has procedures for suspension of studies and extension of studies.

Re-enrolment

Each semester, a student will need to complete a re-enrolment form. These will be distributed by the College to existing students.

Enrolment Variation

A student who wishes to withdraw or change the courses to which they have enrolled will need to complete a variation of the enrolment form together with an administration fee, if any, and hand it to the Academic Administrator. Once processed, the student is notified by email about the outcome of the application.

Extension of Studies

Students requiring an extension for completion of a course that the course has not started (within their programme of study) must complete an application form in writing and submit this to the Programme Management Committee (PMC) by hand it to the Academic Administrator.

Students requiring an extension for completion clinic practicum (within their programme of study) must complete an application form in writing and submit this to PMC by hand it to the Academic Administrator.

Students requiring an extension for completion of their programme of study must complete an application form in writing to the PMC and hand it to the Academic Administrator. The PMC will make a decision on the application.

The extension to studies must allow the student to complete their studies within the qualification completion period.

The outcome of the programme extension application will be communicated to the student.

Suspension of Studies

Suspension of studies is for students who wish to apply for leave for a semester or an academic year, or longer, due to personal circumstances.

Students wishing to apply for a suspension of studies will complete an application form and submit it to the Academic Administrator. The application needs to be accompanied by supporting documentation, for example, a medical certificate or medical record. The nature of any disclosure will be kept confidential.

The Chair PMC will check that the suspension is valid and allowed under the academic regulations, and whether the student will be able to complete the qualification in the expected time frames for academic progression. The suspension must be referred to the PMC for formal approval to be

considered.

The student will be notified of the outcome.

Students who do not return at the end of their suspension period are not eligible for a refund.

Termination of Enrolment

NZCCM may terminate a student's enrolment under the following conditions:

- If the student is expelled according to the Disciplinary Procedure in 4.6 above
- If the student is found to have provided false or misleading information
- If the student engages in criminal behaviour inside or outside NZCCM campuses

Termination will be based on evidence, and the Appeals Procedure remains available. If a student's enrolment is terminated, the student is not entitled to any refund, and for international students, Immigration New Zealand will be informed.

Individual Learning Agreements

Individual Learning Agreements may be required in any special circumstances, including the extension of studies, returning from suspension, variations to academic progression through a course, and clinic catch-up programmes, in addition to their use for inadequate attendance issues.

The Chair PMC has the responsibility for requesting and approving an ILP after each case is considered by the PMC. The Head of TCM Faculty or Programme Coordinators may refer cases to the PMC for consideration and are responsible for creating the ILP and monitoring students' progress against the requirements of the ILP.

9.3. Academic Regulations and Assessment Strategy

Assessment methodology and planning are appropriate, the required standards for assessment are clearly specified in relation to each component part of the course, and learners are provided with fair and regular feedback on progress and fair reporting on final achievements.

The assessment strategy for all programmes is intended to:

- Ensure that students are assessed using a range of assessment methodologies that contribute to the attainment of the capabilities and competencies contained in the statement of graduate attributes.
- Employ a series of assessments and methodologies that are integrated across each semester and year of study, across the different cognitive and skill domains of the programme, and as the student progresses from Level 4 to Level 9.
- Provide regular and timely feedback that contributes to and supports student learning and attainment. (See Feedback Policy).
- Make use of a variety of media and technologies.
- Provide useful feedback to teaching and academic management staff in order to facilitate review and Development of the curriculum and of teaching methods.

Within each semester, assessments will be coordinated to:

- Manage student and staff workloads.
- Provide early feedback to students in courses that contain material that is new or complex.
- Employ a range of methodologies to enable teaching staff to monitor student learning, achievement, and progress.

- Address a range of subsets of the set of graduate outcomes.

Increasing levels (4-9) require that assessments will:

- Develop student capability and increase the difficulty and complexity.

Where a request is received for assessment in Te Reo Māori, the Chair-PMC will investigate available resources, with the assistance of the CEO, and will make a case-by-case decision.

9.4. Assessment Information

Students are informed of assessment regulations as part of the Student Handbook, through orientation, and on Moodle.

Students suffering from a disability or disadvantage that might cause them difficulties in written examinations or other practical skills-based assessment tasks may lodge a written application with the Academic Administrator at least thirty (30) days before an assessment for special arrangements facilities and/or additional time. Requests for special arrangements, facilities, and/or additional time must be supported by a medical certificate or other relevant evidence.

Students are provided with information on assessment criteria, assignment due dates, and extensions in course packs.

9.5. Assessment Submissions and Returns

It is the student's responsibility to keep a copy of their assignments before submitting them. The deadline for submission of the summative assessment is the date and time indicated in the course pack and on the assignment.

Please note that late submissions will be subject to the penalties outlined below.

Extensions of time are reserved for unanticipated eventualities, and students may apply for an extension up to 14 calendar days before the due date (Saturday and Sunday each count as one calendar day). An application for an extension of time is to be made in writing on the appropriate form to the subject tutor. If permission is given via telephone, the written application must be received within 24 hours.

Applications for Extensions must be submitted before the due date using the appropriate form. Subject teachers can grant a one-week extension at their discretion. Extensions for longer than this are subject to a tiered level of endorsement by the PMC (up to two weeks) and/or SMT (for more than two weeks). You may be asked to provide supporting documentation to verify your request.

Penalties for late submissions: If a student submits an assignment after the due date, without having obtained an extension previously, the student will be penalised by 10% per day for up to 10 days. In other words, marks equal to 10% of the assignment's weight will be deducted from the mark awarded. For example, if the highest mark possible is 50, 5 marks will be deducted from your awarded mark for each late day. In addition, assignments will not be accepted after the marked assessment task has been returned to students.

Students are expected to keep a copy of their assignments while enrolled in a course. Computer failure or loss of work will not be considered as a reason for not being able to produce a first draft or for not handing in an assessment on time.

All written assignments must be word-processed and follow the College requirements for written assignment formatting as set down in the Student Course Packs.

Assignments must be typed and submitted online through Moodle, unless otherwise specified, and are subject to SimCheck check for a calculation of copied work; there is a maximum of 20% allowed before a written assignment will be returned to a student who has one opportunity to validate the assignment and re-submit via Moodle, a re-submission fee of \$50.00 will apply.

References in written work must follow the guidelines published by the American Psychological

Association (APA 7th Ed.). This referencing system is to be applied to the submission of all written work. Students cannot submit the same piece of work for an assignment on more than one occasion.

Students must independently complete written and clinical assignments, with the exception of group assignments.

Group assignments must be representative of the equitable efforts of all members of the group and accordingly completed by all members of the group.

9.6. Examinations

Attendance at Examinations:

Students shall be present at the correct time and place. Misreading or misunderstanding of the time cannot be accepted as a reason for failure to attend an assessment. If you miss an exam, you will be deemed to have failed. You can only apply to re-sit the examination at an agreed time if you are eligible.

Admission to Examination Rooms:

Students may be required to produce their identity card for entry to the room. A student will not normally be admitted into a room after thirty (30) minutes from the time of commencement of the assessment. No additional time will be allowed for time lost.

Leaving an Examination Room:

No students shall be permitted to leave an examination room in the last fifteen minutes of the exam.

Conduct of Students during examinations:

Students shall comply with the instructions of the examination.

No electronic devices, including electronic watch are allowed during the examination, including electronic dictionaries.

Students shall not, by improper means, obtain or endeavour to obtain assistance in their work, or endeavour to assist any other Student.

Students shall not do anything to disadvantage other students during an examination.

Any student who behaves in a disorderly manner or otherwise disrupts an examination is liable to disqualification or immediate expulsion from the examination room and to such other penalties as may be determined under the disciplinary regulations of the College.

Correction tape or fluid may not be used in exams. All hand-written work must be submitted in an ink pen, not a pencil, and within the border area on the pages.

Materials in Examination Room:

No material other than that specified on the examination cover sheet and advised to the student prior to the assessment may be brought into the examination room.

Penalties for Academic Misconduct

NZCCM will treat all academic misconduct seriously, and disciplinary procedures will be taken. There are penalties for academic misconduct. All instances of academic misconduct are reported and kept in a student's file. The procedures around academic misconduct are covered by the Academic Quality Manager in every orientation and are included in the Student Handbook.

A student will be found guilty of plagiarism if Turnitin reports that an assessment contains more than 20% plagiarised/copied material.

If a student is found guilty of academic misconduct, a fail grade or a nil mark for the affected summative assessment event will be awarded by the Chair of the PMC, and the other normal penalties will be as follows:

- First offence – a formal written warning is recorded in the student’s file, and SELMA, and a resit is provided at a cost
- Second offence – after consulting the Chair- PMC, a final written warning is recorded in the student’s file and a repeat of the course (or equivalent) is provided at the cost calculated using the procedures set down in the Student Handbook.
- Third offence – expulsion from the programme and NZCCM.

In cases where the academic misconduct is so blatant that a final written warning is appropriate, the Chair- PMC should report the matter to the PMC, who can decide to still provide the resit at a cost, but a final written warning will be issued.

Students are responsible for acquainting themselves with NZCCM’s expectations and standards related to the practice of academic integrity and with requirements relating to the conduct of tests and examinations, and any specific requirements relating to a particular programme or course. These procedures override any other academic misconduct procedures outlined in the Student Handbook.

A student has the right to lodge an appeal with the CEO against a judgment of academic misconduct.

9.7. Feedback to Students

NZCCM teaching faculty and staff will provide regular, timely, valid, and constructive feedback to students on all formative and summative assessments. In summary:

- Informal feedback (formative assessment) to students will occur frequently as aspects emerge during each course of study they undertake. Students will receive regular informal verbal feedback from teaching faculty as naturally occurring events during the delivery of a course.
- Regular informal verbal feedback will be used to show progress achieved, and where a student is not progressing sufficiently. Where a student is identified as being at risk, the policy and procedures for Student Academic Performance will be followed.
- Feedback will be clear and presented in a format that is easy to understand. Information will be presented using clear and simple methods, including but not limited to checklists, discussions, formative assessments, and self-assessments.
- Feedback will focus on current performance and provide assistance to the student about how they may improve or develop further in an academic community, healthcare, and other sectors.
- Feedback will be as objective as possible, and written comments that may be unclear or subject to misinterpretation will be avoided, except as a way of explaining factors that the student may be able to develop further when seeking to reach more abstract or theoretical levels of thought or in practitioner skills.
- Grading and marking will match the student to performance criteria as defined in assessment rubrics and will not compare student to student.
- Provisional grades (pre-moderated) for the course may be released to students before the nominated and published date in the course pack. The provisional grades may be changed according to the result of the post-moderation.
- Final grades are released to students following post-moderation and formal ratification by the Programme Management Committee.

9.8. Assessment Appeals

If a student is dissatisfied with the assessment or exam results awarded:

- In the first instance, the student is advised to discuss the matter with the teacher concerned.
- If the issue is not clarified to your satisfaction, lodge an appeal in a written letter to the PMC.

The chair of PMC will assign another teacher to reassess the assessment or exam within ten working days after receiving the appeal.

- If the student is still not satisfied with the outcome, the matter may be referred to an Academic Board-approved Appeals Committee, which may arrange for a further assessment to be carried out by an outside assessor. Charges may apply.
- The Secretary of the Academic Board will inform the student in writing of the results of this assessment.

*****The flowchart below details the assessment appeals process for students.**

ASSESSMENT APPEALS PROCESS

If you have an assessment issue or are unhappy with the results of your assessment and feel that you deserve a better mark **OR** an exceptional circumstance impacted your ability to perform in the assessment which led to impaired performance, then the following steps apply...



1. Informal- Discuss the matter with your Lecturer/Tutor



No further action is required if you are satisfied with the outcome.



If you are not satisfied with the outcome



2. Informal- Raise the matter with the relevant Faculty (head).



No further action is required if you are satisfied with the outcome.



If you are still not satisfied with the outcome of the faculty



3. Formal Assessment Appeal
Submit the Assessment Appeal request to the (Chair) Programme Management Committee (PMC) using the Assessment Appeals Form.



No further action is required if you are satisfied with the outcome.



If you are not satisfied with the outcome by PMC



4. Final Assessment Appeal
Register a final appeal with the NZCCM Academic Board



No further action is required if you are satisfied with the outcome.



If you are not satisfied with the outcome by NZCCM Academic Board



5. Make a Formal Complaint
Refer to the NZCCM student complaints process in the student handbook.

9.9 Academic Fraud

Plagiarism is: “the unauthorized use or close imitation of the language and thoughts of another author and the representation of them as one's own original work” (American Psychological Association).

Assignments must be submitted online through Moodle and are subject to a SimCheck for a calculation of copied work; there is a maximum of 20% allowed before a written assignment will be considered a fail and returned to a student who has one opportunity to validate the assignment and resubmit via Moodle. A re-submission fee of \$50.00 will apply.

For the purposes of this policy, the following are recognized, but not limited to: Academic Fraud:

The use of an idea or direct quotation from another author, without acknowledgement through appropriate referencing.

Allowing one's own work for an assignment/assessment to be copied by another student for their own purposes.

Using large quantities of information from another source (textbook, periodical, internet site, pamphlet/brochure, advertising etc.) and using this either in its original form, or in a disguised form (through minor word changes or format alterations), without either acknowledgement or appropriate referencing.

Purchasing, or otherwise obtaining, the text of an assignment/assessment written by someone else, and then submitting it as one's own work.

Any individual student assignment/assessment submitted for marking must represent the student's own thoughts and conclusions; and where students use the work of others, then this shall be acknowledged and/or referenced appropriately.

In cases where academic fraud has occurred or is suspected, the College will take remedial action. Subject to the severity of the offence, this may range from resubmission of the assignment/assessment to removal of an offending student from their course of study.

Criteria relating to the relative seriousness and likely consequences of engaging in various forms of academic fraud, as specified:

For failure to acknowledge an idea or a quote, the New Zealand College of Chinese Medicine regards this as unacceptable, and such oversights are likely to result in a reduction in marks allocated to an assignment/assessment.

For the use of extensive copied material from another author, or submission of another person's assignment/assessment as one's own, New Zealand College of Chinese Medicine regards this as a serious matter that, depending on the circumstances, may result in one or more of the following:

- A significant marking penalty
- Failure of the assignment/assessment and no resit is possible.
- And, for repeat offences, removal from the course of study

In cases where serious academic fraud has occurred; The College will, after consultation with the Programme Management Committee (PMC), seek clarification from the student about the issues, giving the student the opportunity to provide evidence that plagiarism did not occur or was not intentional. The PMC will outline in writing to the student the reason for any actions taken in regard to their assessed work and include details of any remedial action(s) required of the student concerned. Copies of all documentation and correspondence will be kept.

In cases where the PMC has identified that a serious case of academic fraud is ongoing, they will refer the incident to the CEO, who will follow procedures detailed in the Student Discipline Policy.

9.10 Suspension from Studies

In the event of a serious breach of conduct, a student's enrolment may be discontinued or suspended.

Under special circumstances, e.g., unsafe clinical practice or behaviour that compromises the standards of the profession, the College reserves the right to decline an opportunity to re-enrol in a course.

9.11 Appeals

Any student who believes that he or she has been unjustly treated by any decision, action, or omission, in respect of the administration of these regulations or the running of any course or programme, may apply in writing within ten working days of the decision, action, or omission, to the Operations Manager to have the objection heard.

Any student who is not satisfied with the outcome of his/her appeal may apply in writing to the CEO to have the objection heard.

The objection will be invalid unless the written application is received by the CEO within ten working days of the date of the action or omission or of the communication of the decision to the student.

The objection will be heard and decided by an Appeal Committee established by the CEO.

9.12 Pass Marks and Grades

A pass mark in any course, other than clinical practice, shall be set at 50%. The pass mark will be an aggregate of all the sub-components of the course.

Results other than clinical practice shall be expressed as a grade.

Final grades will be awarded as detailed below:

PASS GRADES	%	FAIL GRADES	%
A+	90-100	D	40-49
A	85-89	E	0-39
A-	80-84	FCW	Failed coursework
B+	75-79	NC	Did not complete the course - failed
B	70-74	W	Withdrawn from the course
B-	65-69		
C+	60-64		
C	55-59		
C-	50-54		
AP	Aegrotat Pass		
APL	Assessment of Prior Learning		
CP	Conceded Pass		

For programmes of study that contain Unit Standards that are accredited to the College by NZQA and listed on the NZQF, the award for successful completion is "Achieved", and for unsuccessful completion is "Not Achieved".

9.13 Academic Requirements and Unsatisfactory Progress

Any student who does not pass at least half of the credits in which the student was enrolled within one academic year will be considered to have made unsatisfactory academic progress.

A student who has enrolled in the same course on two occasions and has not passed the course shall not be enrolled again for that course except with the permission of the Programme Management Committee. Any specific program regulations related to exclusions from courses shall take precedence over this clause.

Any student who fails to meet the prerequisite requirements in preparation for off-site excursions, practicals, or work experience will not proceed to the off-site excursion, practical, or work experience and will not be awarded credits for that course.

Any student who has made unsatisfactory academic progress will be deemed to be excluded from that programme and shall not be permitted to re-enrol without the prior permission of the Programme Management Committee.

9.14 Conceded Pass

A conceded pass is normally a pass awarded to a student who has narrowly failed a course to enable the student to continue in or complete a programme where requiring the student to repeat the failed course would, at the discretion of the Programme Management Committee, be considered undesirable or unnecessary.

A student who has narrowly failed a course with a "D" grade (47% - 49%) may, at the discretion of the Programme Management Committee, be considered for a conceded pass in that course.

A Conceded Pass may be awarded by the Programme Management Committee for a course where:

- 9.14.1 The course is not at level 7.
- 9.14.2 The marginal failure is compensated by at least a C+ grade average in all other courses the student has enrolled in for that semester.
- 9.14.3 No more than one Conceded Pass may be granted to a student for a course per semester.
- 9.14.4 No more than three Conceded Passes in total may be granted to any student for courses at level 5 and level 6.

A conceded pass cannot be considered for cross-crediting to any other programme.

A student granted a conceded pass may continue with other courses where such a course is a pre-requisite to further studies.

A student may decline a conceded pass, but by so doing also acknowledges that if he/she re-enrol in the course and fail, the previous conceded pass cannot be invoked.

9.15 Aegrotat Consideration and Impaired Performance

An application for aegrotat consideration may be made by students who have been prevented from being present at an assessment/test or who consider that their ability to prepare for or their performance in an assessment/test has been seriously impaired by temporary illness, injury, or exceptional circumstances beyond the student's control.

If you need to apply for aegrotat consideration or impaired performance, please see the Head of Faculty or the Academic Administrator for the Procedures/Guidelines to make an application.

When, for reasons of temporary personal illness, injury, or other exceptional circumstances beyond the student's control, the facility for aegrotat consideration shall normally be available where a student is:

- 9.15.1 Unable to attend an assessment/test; or
- 9.15.2 Seriously impaired in his/her preparation for an assessment/test; or
- 9.15.3 Seriously impaired in his/her performance in an assessment/test. The student may apply to the PMC for aegrotat consideration if the conditions above are satisfied. For an applicant to be considered for aegrotat consideration:
- 9.15.4 The student must be enrolled in the course to which the application relates.
- 9.15.5 The student must submit the request using the application form to the Operations Manager within three working days following the time at which the assessment/test took place.
- 9.15.6 The written request must be made within three (3) working day period, irrespective of when the marking is complete for the assessment/test.
- 9.15.7 If the application is being made under medical grounds, the student must supply a medical certificate or other documentary evidence from a suitably qualified person that confirms that the student was incapable of preparing and seriously impaired for a test/exam or attending the test/assessment and clearly states the reason.
- 9.15.8 If the application is being made under other exceptional circumstances beyond the student's control, the student shall supply documentary evidence from a qualified person or other such evidence.
- 9.15.9 The Programme Management Committee may normally grant an aegrotat pass only if the student's coursework in the programme was well above the minimum pass standard, or for a student who sat an assessment/test, the mark attained was lower than expected, taking into account the student's work in that course programme.
- 9.15.10 A student who applies for aegrotat consideration may, in exceptional circumstances, be granted permission to take an alternative assessment/test.
- 9.15.11 The student may request that the contents of the application remain unopened until the result or outcome of the test/assessment is confirmed. They may also request that the details of their circumstances or condition not be disclosed to anyone by the Programme Management Committee.
- 9.15.12 The student's academic record will show an AP (Aegrotat Pass). Normally, a student cannot have more than 1 Aegrotat Pass in any given academic year of enrolment. No Aegrotat Pass is available for any Clinical Practicum or for courses with a significant clinical component.

9.16 Re-sits

Students may have an opportunity to re-sit an assessment where the student needs to provide further evidence of performance to the standard if they meet the criteria of the policy.

Clinical assessments: Students who fail an assessment have **one** opportunity to apply for a re-sit by completing an application form and paying the \$20.00 application fee.

Non-clinical courses: Students who fail a course where their average mark is at least 40% (and the required pass mark is 50%) have **one** opportunity to apply for a re-sit by completing an application form and paying the \$20.00 application fee.

All courses: If an application is successful, then a further fee will be charged to cover the cost of assessment preparation and marking (20% of the tuition fee for the subject).

Students who are unsuccessful in meeting assessment requirements may, at the discretion of the Programme Management Committee, be offered a resit examination for each unsuccessful course

before the start of the following academic year to have the opportunity to achieve a passing grade and meet prerequisite requirements to enrol in the next level courses.

Students who are unsuccessful in meeting assessment requirements in not more than one level 6 course per semester may, at the discretion of the Programme Management Committee, be offered a resit examination for each unsuccessful course before the start of the following academic year to have the opportunity to achieve a passing grade and meet prerequisite requirements to enrol in the next level courses.

The maximum grade for any re-sit examination is C-. In all cases, the grade achieved on the re-sit will be the grade used in calculating the overall course grade.

As with initial assessments, students may appeal resit outcomes, in writing, to the Academic Administrator in the first instance. Appeals must be lodged within seven (7) days of result notification.

Students who fail an assessment and do not qualify for a re-sit will need to re-enrol in the failed subject the next time the subject is delivered.

Re-sit Application Process:

- The student is advised of having failed the exam.
- The student must submit a re-sit application within five (5) working days of result notification to the Academic Administrator. The \$20.00 application fee is to be paid at the time of lodging the application. An application form can be obtained at Reception.
- The student will be advised of the application outcome within five (5) working days from the date of application.
- If successful, an invoice covering the re-sit fee will be given to the student and
- The Re-sit fee must be paid within five (5) working days of the application outcome notification.
- The student will be notified within five (5) working days of receipt of payment of the date and venue for the re-sit. The date of the re-sit will be within 7 to 21 days from the date the re-sit fee is paid or the beginning of the last week of the term break.
- The student will be notified of his/her result within fifteen (15) working days following the resit by the Academic Administrator.

9.17 Awarding Qualifications and College Graduations

To be awarded any qualification or confirmation of course completion, students must meet the satisfactory completion criterion, which is specified in the NZQA-approved programme documents and/or contractual agreements with any external agency.

Issuing Academic Transcripts and Graduation Certificates

The final academic transcripts and graduands list are subject to ratification by the Programme Management Committee (PMC) and confirmed by the Academic Board.

On ratification by the PMC, the confirmed graduates will be notified that they have met the requirements to pass the programme of study.

The Operations Manager will arrange for the graduation certificates and academic transcripts to be printed, and the CEO will sign the certificates and academic transcripts and only award them to graduates at a Graduation Ceremony.

The Graduation Ceremony will be held in April and October of each academic year.

Graduands wishing to graduate in person are required to wear formal academic regalia. Hireage will be arranged by the College, and the cost from the supplier will be passed on to the student. Graduands need to pay prior to lifting the regalia.

Graduands need to be aware that all outstanding fees and/or charges must be settled, and any College property returned before the final academic results will be issued. Such fees include a balance of unpaid tuition fees, library fines for overdue library books, college property (e.g., locker keys), and any library books you have on issue.

A graduation programme is developed by the Operations Manager, and guests are identified. Qualified Graduands are notified by formal letter and invited to the graduation ceremony.

Graduation Certificates may only be issued before the graduation ceremony under exceptional circumstances, and this must have the approval of the Academic Board, and an administration fee will be charged.

The graduation certificates are reissued only in the event that the original print copy has type errors, or if the students can prove the original has been lost or destroyed (proof by way of the damaged certificate or a police report is required). Otherwise, the College can issue a letter of certification. The reissued certificate will state that it is an “official replacement” to indicate that there was an original. The College charges a \$75.00 fee for re-issuing a certificate.



10 Forms

NB: All forms can be collected at the Campus Reception

10.9 CHANGE OF CONTACT DETAILS

Student Name: _____ Student ID _____
Male or Female or Other _____
Date of Birth: _____

Residential Address:

Postal Address:

Phone No. _____ Mobile: _____

E-mail: _____

Student Enrolment Status: Domestic International

Special Learning Needs: _____

Special Health Needs: _____

Changes to Information:

Information updated in SELMA:	Date updated:	Recorded by:



10.10 RE-SIT APPLICATION

Student Name: _____ Student ID _____

(Please Print)

Class (at time exam failed): _____ Date Submitted: _____

Guidance:

A resit can be applied for if the candidate meets one of the following conditions:

- The final assessment result is between 40% and 49%, and an overall pass of 50% is required
- One assessment is failed, where each assessment needs a minimum of 50% for each part

Please tick the appropriate box.

Instructions:

Please complete this form and return it to Reception if you elect to re-sit your failed paper/s. Please complete **one form for one paper**. The application fee is **\$20.00 per paper**.

Name of Course	(e.g. New Zealand Healthcare Humanities)
Course Code	(e.g. PMP1)
Name of Assessment Task	(e.g. Practical Assessment, Assignment, Test or Exam)
\$20.00 Application Fee	Yes <input type="checkbox"/> No <input type="checkbox"/>
Applicant's Signature	



11 Appendices

Appendix 1: Summary of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

Introduction

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) supports the well-being of all tertiary and international learners enrolled with New Zealand education providers. It is important that all students are well-informed, safe, and properly cared for. To support this, the New Zealand government has developed the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. This replaces all previous Code of Practice.

What is the Code?

New Zealand education providers have an important role in ensuring the well-being of their students. The Code sets out the minimum standards of advice and care that are expected of education providers for all students. This ensures both domestic students and international students coming from other countries to study in New Zealand are well-informed, safe, and properly cared for.

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand government.

Who does the Code apply to?

All education providers in New Zealand who enrol students must be a signatory to the Code and adhere to its requirements. A list of education providers that have signed up for the Code is available on the NZQA website at www.nzqa.govt.nz.

What can you expect from an education provider?

Students and their families can expect education providers to:

- provide clear, sufficient, and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter with the provider
- check that you have the prescribed insurance cover
- provide a safe and supportive environment for study
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- monitor their agents to ensure they provide you with reliable information and advice about studying, working, and living in New Zealand
- ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability
- have proper policies and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).



How can I get a copy of the Code?

You are encouraged to read the Code, which is available on the NZQA website in several languages. If you have further questions about the Code, you can email code.enquiries@nzqa.govt.nz.

What if something goes wrong?

If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure. Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person whom you can talk to and who will advise you on how to address your concerns or complaints. This may be the principal or the student services manager/officer.

If the provider's grievance process does not address your concerns or complaints, you can contact:

- NZQA (for concerns and complaints about a provider breaching the Code) or
- iStudent Complaints (for concerns and complaints about money or contracts).

Is your complaint about a provider breaching the Code?

As the Code administrator, NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concern or complaint and the education provider.

For information about how to make a complaint, see the NZQA website www.nzqa.govt.nz/aboutus/make-a-complaint/make-a-complaint-about-a-provider/.

Is your complaint about money or contracts?

iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free. You can contact iStudent Complaints in a few ways:

Website: www.istudent.org.nz

Email: complaints@istudent.org.nz

Phone: 64 4 918 4975

Freephone: (within New Zealand) 0800 00 66 75

Fax: 64 4 918 4901

Facebook: www.facebook.com/istudent.complaints

WeChat: (search for 'NZ iStudent Complaints', Chinese language only)

Mail: iStudent Complaints

P.O. Box 2272

Wellington 6014

New Zealand



Appendix 2: Additional Information for New Students to New Zealand

Keeping safe in New Zealand

On the whole, Auckland and other New Zealand cities are safe places. However, you do need to take some basic precautions outlined in this handbook to help protect yourself and your property from a minority of people who may, at some time, try to take advantage of you. New Zealand Police are here to help and assist you at ANY time (24 hours a day, 7 days a week). Unlike some other countries, the New Zealand Police DO NOT accept payments of any kind. They DO NOT accept money or gifts in payment for any help they may give you.

NB: ALL SERVICES PROVIDED BY THE NEW ZEALAND POLICE ARE FREE. CALL 111 IN CASE OF AN EMERGENCY. The NZ Police contact number for non-urgent issues is 105.

The Police have access to a FREE telephone interpreting service called Language Line. It operates from Monday to Friday, 10 am - 6 pm. When you contact the Police either in person or face to face, just ask for Language Line and your language (e.g., Language Line Mandarin). Language Line is available in 35 languages. For further details, go to: www.language.govt.nz.

Alcohol

The legal age for drinking alcohol in New Zealand is 18. If you are under 18, you are not allowed to enter a bar or nightclub or to purchase alcohol. You may be asked to show identification before you enter a bar or club, or when purchasing alcohol. It is illegal to drive while under the influence of alcohol (beer, wine, spirits, etc.) and/ or drugs.

Smoking

New Zealand College of Chinese Medicine Campus is Smoke Free

Smoking is not permitted in the College at all times. You should not smoke in areas immediately outside the building, either (e.g., entrance ways, outdoor balconies, outside windows or intake ducts) that are access ways for staff, students, or visitors, or from which smoke might be drawn into a building.

Note that smoking is banned in hotels, restaurants, and most other buildings in New Zealand. The smoke-free legislation is the law in New Zealand and must be adhered to. There are significant monetary penalties for breaches.

The Smoke-free Environments Act 1990 prohibits the sale of tobacco products to persons under 18 years of age.

You may be asked to show proof of your age when purchasing tobacco products.

Expenses

We recommend that you budget your minimum basic personal living expenses around NZ\$15,000 per year. This amount includes accommodation, food, clothing, and entertainment, etc. It does not include tuition fees.

Protection of Valuables:

- Please be very careful of your possessions.
- DO NOT CARRY large amounts of cash.
- Always lock your car when leaving it unattended.



- DO NOT leave valuable possessions in your vehicle for others to see (lock them in the boot of the car or conceal them as much as possible). NZCCM can take no responsibility for theft or lost property.
- RECORD the serial numbers of all your valuable possessions in case of loss or theft.
- ALWAYS report the theft or loss of an item to the Police as soon as possible.
- REPORT the loss of any bank cards or credit cards to your bank immediately to prevent fraudulent use of your money.
- Then advise the Police.

Banking

There are many different types of bank accounts. Ask about the different types before you decide which one to open. A Current Account is probably the most suitable for students. When you open an account, you will normally receive an ATM Card. Many shops in New Zealand will not accept cheques, but most will take EFTPOS cards. An ATM Card cannot be used for credit, but it can be used in most shops to pay the bill (as long as there is money in your account), and it can be used to withdraw money from the machine (ATM) you find outside banks.

Transport and Driving

Auckland City has a comprehensive bus system. Weekly fares range from approximately \$11 to \$30, depending on the distance travelled. Special discounted passes can be purchased at a bus terminal. Your student card will allow you to receive discounts on bus fares, provided you have a current sticker attached to your student card (ask at Reception for a MAXX discount sticker).

Some students prefer to buy their own car. A second-hand car costs from approximately \$2,000 upwards; a new car costs from \$20,000. Think carefully before buying a car. Unfortunately, some international students have had problems with driving or owning cars, and some of them have had serious. We recommend that you buy a vehicle from a licensed car dealer. If you purchase a car from an individual, it is advised to phone AUTOCHECK on 0800 658 934 to make sure the car is legal. If you purchase a car, it is important to buy car insurance to protect you against theft and damage to your car or that of another person.

Once you own a car, you need to make sure that it is licensed and has a warrant of fitness (WoF). If your vehicle does not have a current vehicle license and warrant of fitness, you will be fined. If you intend to drive to NZCCM each day, you should note that we have no student parking, and that while there is parking available in the streets around the campus, there are restrictions on the times when you can park in most streets.

You need to be 16 years old or over to drive in New Zealand. All drivers must have a current and valid New Zealand driver's license, overseas license, or International Driving Permit. You can drive on an overseas license for 12 months, after which you will need to apply for a New Zealand license. When driving, you must carry your license with you at all times. It is important that you learn the road rules, traffic signs, and signals for driving here by viewing a copy of the New Zealand Road Code (the Road Code). The Land Transport Safety Authority also has a factsheet for visitors to New Zealand: factsheet 56 - New residents and visitors: driving in New Zealand. You can access both the Road Code and factsheet 56 through the Land Transport Safety Authority website, go to: www.ltsa.govt.nz. Copies of the Road Code can also be purchased through bookstores.



There are four main reasons why people crash or die on New Zealand roads: driving too fast, driving after drinking alcohol, not wearing their safety belts, and not giving way at intersections.

Many students choose to use a bicycle to move around Auckland City. In New Zealand, you are required by law to wear a cycle helmet when on a bike. These can be purchased from bicycle retailers or sports stores. Cyclists are not permitted to ride on the pedestrian footpath areas and must use the road system and follow the New Zealand road laws available at the above website or the road code.

You need to exercise care when walking around the city. Main pedestrian crossing areas are controlled by a traffic light system, which will show you when it is safe to cross. Crossing streets at random will place you in danger of being hit by a vehicle. Special pedestrian crossings are marked by white stripes on the street. At these crossings, the traffic must stop to allow pedestrians to cross the street. However, it is important to watch for cars to ensure they are aware of your intention to cross before you step out onto the street.

Water

Auckland tap water is safe to drink.



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NB: Students are required to sign a Student Handbook form to acknowledge receipt and acceptance of NZCCM policies, procedures, and regulations 2024.

11.9 STUDENT HANDBOOK ACKNOWLEDGEMENT FORM: File Copy

I hereby acknowledge that I have received the 2026 Student Handbook and read and understand the conditions included in the Student Handbook.

Student Name: _____

Student ID: _____

Student Signature: _____

Date Signed: _____

Please sign this page once you have received, read, and understood the Student Handbook. We will get you to sign a copy of this for your individual student file.

Please contact the Operations Manager with any concerns or questions about the policies and procedures contained in the Handbook.

Auckland Campus

321 Great South Road, Greenlane
P O Box 17467
Auckland 1546
New Zealand
T 09 580 2376
E auck@chinesemedicine.ac.nz
W www.chinesemedicine.ac.nz

NB: This will be placed in the student's file.