

2020 Regulatory Framework for Quality Assurance



2020 Regulatory Framework for Quality Assurance

Encompassing the institution's Academic Statute,
Academic Regulations, Quality Management System
and staff and student Codes of Conduct.

Toi Ohomai Institute of Technology Council.

Contents

Toi Ohomai Institute of Technology Regulatory Framework	2	Part 4 – Student Code Of Conduct	38
Introduction	2	Purpose	38
Scope	4	Scope	38
Part 1 – Academic Statute	6	Expectations of Students	38
1.0 Organising Principles	6	Academic Misconduct	40
2.0 Governance and Management	8	Conduct in Examinations and Tests	41
3.0 Academic Strategy	10	Conduct in Relation to Computers and ICT	42
4.0 Qualifications and Programmes of Study	10	Part 5 – Student Code Of Rights	44
5.0 Admission and Enrolment	13	Part 6 – Staff Code Of Conduct	46
6.0 Conferring Awards	15	Purpose	46
Part 2 – Quality Management System	17	Scope	46
1.0 QMS – Academic	17	Principles	46
2.0 QMS – Business	20	Part 7 – Glossary Of Terms	48
Part 3 – Academic Regulations	21	Appendix One – Approved Grading Schemes And Grade Keys For Programmes Approved By Toi Ohomai Institute Of Technology	57
1.0 Scope	21	Grades for course assessments	57
2.0 Programme Regulations and Course Information	21	Course results and grades	59
3.0 Academic Entry, Admission and Enrolment	21	Appendix Two – Extract From Strategic Framework	62
4.0 Attendance, Student Conduct, Academic/Professional Requirements and Satisfactory Progress	29		
5.0 Assessment Matters	31		
6.0 Graduation	36		
7.0 Academic or Other Misconduct	36		
8.0 Concerns and Complaints	37		

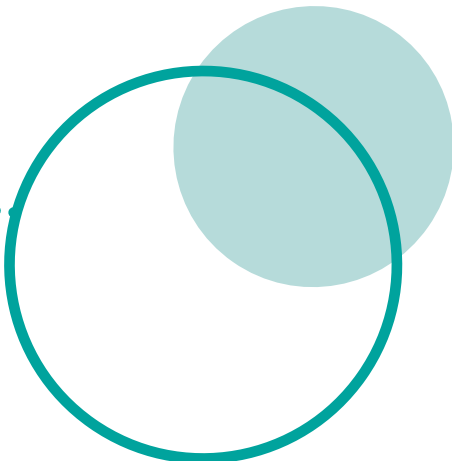
TOI OHOMAI INSTITUTE OF TECHNOLOGY REGULATORY FRAMEWORK

Statute Issue Date: September 2016. Updated September 2017, Updated May 2018, Updated February 2019, Updated October 2019

Introduction

This Regulatory Framework encompassing the Academic Statute (hereafter called the Statute) is made by Council pursuant to section 194 of the Education Act 1989. It sets out the rules, regulations, and policies by which the Institution assures its compliance with its legislative requirements. The Regulatory Framework aligns with the Toi Ohomaitanga (Values)

- Whanaungatanga – We build and nurture relationships and connections
 - Manaakitanga – We uphold and strengthen the mana of others and our communities
 - Kotahitanga – We are united in our shared purpose
 - Toitūtanga – We are courageous and humble in our pursuit of excellence
- Toi Ohomaitanga are manifested in a set of behaviours detailed in Appendix 2.



Interpretation

In this Regulatory Framework:

- a. Defined terms are set out in Part 6 of this document;
- b. Any reference to any gender includes all genders and a reference to the singular includes the plural and vice versa;
- c. Any reference to specific organisational units and/or roles is superseded by organisational changes that result in changed structures/titles, where the functions remain;
- d. Unless the context otherwise requires, references to sections and schedules are references to sections and schedules of this document; and
- e. Except where defined in this Regulatory Framework or where it is inconsistent with the context, words used shall bear the meaning set out in section 159 of the Education Act 1989.

Structure of the Regulatory Framework

The Regulatory Framework is laid out in seven parts:

- Part 1, the Statute, establishes the Academic and Organisational Governance Structures of the Institution.
- Part 2 sets out the specification for the *Quality Management System (QMS)* which comprises academic

policies for the maintenance of academic integrity of the institution, compliance with the Education Act and other relevant legislation, and with NZQA requirements; and policies covering the institution's business processes and compliance with relevant New Zealand legislation.

- Part 3 sets out the *Academic Regulations*—covering enrolment, attendance, academic progression, assessment, academic misconduct, results, certification and graduation.
- Part 4 sets out the *Student Code of Conduct* covering expected student behaviours and discipline and academic appeals procedures.
- Part 5 sets out the *Student Code of Rights* covering the rights students may expect while a student at Toi Ohomai.
- Part 6 covers the *Staff Code of Conduct*.
- Part 7 sets out the *definitions and terms* used within the Institution.

Scope

Purpose

The purpose of this Regulatory Framework is to formally establish the regulations, principles and systems by which the academic and organisational governance, management, quality assurance and business processes of the Institution operates. It assures compliance with the legislative environment and describes expectations for staff and student conduct at Toi Ohomai Institute of Technology.

Application

- a. The scope of this Regulatory Framework extends to all business, support, learning, teaching and research activities delivered by, and on behalf of, Toi Ohomai and applies to all students, staff, adjunct faculty and contractors of the Institute as well as the operations and processes required to maintain the quality and sustainability of the Institution's business.
- b. This Regulatory Framework will have ongoing effect, and may be amended at any time by Council after requesting the advice of the Academic Board and the Leadership Team, and considering any advice given by the Academic Board and the Leadership Team.
- c. Any such amendments that affect students and/or the delivery of academic activities shall either be incorporated in published information about programmes/qualifications and courses or be notified in writing to all students affected by the variation. The latest approved electronic version of this Regulatory Framework shall be the authoritative version and will be available on the Institution's website.
- d. Amendments to this Regulatory Framework impacting on staff shall be notified on the Institution's intranet.
- e. Programme regulations or regulations set by a professional body with oversight of a programme of study will have authority over regulations set out in this Statute.

Reference Documents

1. Education Act 1989 and amendments.
2. Council Appointment Statute.
3. Toi Ohomai Council Standing Orders.
4. Toi Ohomai Academic Committee Handbook.
5. NZQA Requirements for Approval and Accreditation of Programmes and Qualifications.
6. Education (Pastoral Care of International Students) Code of Practice 2016.

Document Details

Version: 3.1

Issue Date (this Version): 01 January 2020

Approved by: Toi Ohomai Council

Date of Approval: 23 October 2019 – AB19/93

Document Owner: Toi Ohomai Academic Board

Document Sponsor: Executive Dean – Academic Development,
Innovation and Research

Date of Next Review: September 2020

Date first version issued: September 2016

Reason for Revision:

Creation of new institution (Version 1.0)

2017 Annual Review (Version 2.0)

2018 Minor revisions (Version 2.1)

2018 Minor revisions (Version 2.2)

2019 Major revisions (Version 3.0)

2020 Minor revisions (Version 3.1)



PART 1 – ACADEMIC STATUTE

1.0 Organising Principles

Academic quality and institutional integrity will be managed in accordance with external regulatory standards and relevant statutory requirements.

1.1 Quality Management System (QMS)

The Institution will establish a Quality Management System (QMS). Academic policies are approved by the Academic Board to ensure that there are comprehensive, empowering and coherent policies in place to enable effective governance and management of all operational aspects that impact teaching, student learning, staff and student research, conferral or awards and academic services.

Business policies are approved by the Leadership Team to ensure that there are comprehensive and coherent policies that enable effective management of all aspects of business operations.

1.2 Requirements of Policies

- a. Policies govern the specific operation of an organisation. A policy may not be required when there is existing legislation governing operations. A policy may be required:
 - i. When there is a change in legislation or regulatory policy
 - ii. When there has been an increase in accidents or incidents of legislative non-compliance
 - iii. When several staff require clarification on the same matter
 - iv. When there is confusion amongst staff
 - v. When there is inconsistency in performance
 - vi. When there is an increase in student/stakeholder complaints
 - vii. Where it is deemed a policy would support the institute in its core business, or
 - viii. Where a policy would assist the institute to operate more effectively.
- b. All policies within the QMS will be developed with appropriate representation and active participation of stakeholders, for the purposes of:
 - i. Determining the degree to which stakeholder needs are identified and met
 - ii. Considering the views and interests of all affected stakeholders
 - iii. Responding to trends and developments in the wider community, and
 - iv. Reflecting Toi Ohomai values.

- c. All policies will:
 - i. be developed through meaningful consultation with relevant staff, students and other stakeholders as appropriate
 - ii. be written in plain English
 - iii. establish ownership and accountability for implementation
 - iv. be current and subject to periodic review
 - v. be supported by comprehensive procedures.
- d. Policy and procedures included in the QMS will reflect need and good policy practice, and regard for the following underpinning values:
 - i. Kotahitanga – we are united in our shared purpose
 - ii. Whanaungatanga – we build and nurture relationships and connections
 - iii. Manaakitanga – we uphold and strengthen the mana of others and our communities
 - iv. Toitūtanga – we are courageous and humble in our pursuit of excellence

1.3 Intended Outcomes

The outcomes intended to be achieved through the establishment of the principles and systems in this Regulatory Framework are set out below.

1.3.1 Academic Quality Outcomes

- a. Students who successfully complete their studies, and achieve qualifications relevant to their career aspirations.
- b. Students who are socially engaged and able to work with proficiency in culturally complex environments and in a global context.
- c. Students who gain employment relevant to the qualification they studied and/or who are successful in future study.
- d. Industry relevant qualifications that maintain currency.
- e. Programmes of study that are academically robust, applied and practical, sustainable, and technically, professionally, bi-culturally, nationally and internationally relevant.
- f. Applied research that adds value to the Institution and/or its stakeholders.
- g. Rigorous evidence-based self-assessment that is used to inform institutional development and quality enhancement.

1.3.2 Institutional Outcomes

- a. Legislative compliance.
- b. Cultural responsiveness – establishing and maintaining valued and empowering

- relationships with students, iwi and all other Institute partners.
- c. Financial sustainability.
- d. Staff competence, performance and wellbeing.
- e. Organisational health and safety.
- f. Risk management.
- g. Reputation.
- h. Responsiveness to the Tertiary Education Strategy (TES) and Statement of Tertiary Education Priorities (STEP).
- i. Strategic alignment with the needs of the wider Bay of Plenty and Aotearoa–New Zealand.
- iv. Act in good faith and not pursue his or her own interests at the expense of the Council's interests and
- v. Exercise the care, diligence, and skill that a reasonable person would exercise in the same circumstances, taking into account the nature of the Council and their position.

2.0 Governance and Management

2.1 Council

- a. Toi Ohomai is governed by a Council with membership as established under Section 222AD of the Education (Polytechnics) Amendment Act 2009.
- b. In accordance with Section 222AH of the same Act, members of the Council must:
 - i. Act with honesty and integrity and
 - ii. Act in the interests of the Institute as a whole and
 - iii. Act in a manner that promotes the performance and function of the Institute, and the duties of the Council and

2.1.1 Accountability

Under Section 222AI, the Council members are accountable to the Minister of Education with respect to fulfilling their statutory responsibilities.

2.1.2 Responsibility

Toi Ohomai Council is responsible for ensuring the Institution operates within legislative requirements including, but not limited to, those imposed by: the Education Act 1989; the Employment Relations Act 2000; the State Sector Act 1988; the Public Finance Act 1989; the Health and Safety at Work Act 2015; and any amendments to these acts; the requirements of the Auditor General and the rules of NZQA.

The Council membership, terms of reference, appointment procedures and code of conduct are set out in the **Council Standing Orders**.

2.1.3 Delegations

As outlined in Toi Ohomai's Delegations Manual, the Council delegates the implementation of the Statute, its underpinning Academic Regulations, Quality Management System, and the management of the operational, planning, academic and administrative functions of the Institution to the Chief Executive and the Institution's Executive Leadership Team.

2.2 Academic Board

- a. Council has an Academic Board responsible for ensuring appropriate systems are established, implemented and monitored to manage the programme portfolio, the integrity of awards and qualifications, and the academic quality and processes at Toi Ohomai.
- b. The powers and functions of the Academic Board are to advise Council on matters relating to programmes of study or training, qualifications, and other academic matters, and to exercise the following powers hereby delegated by Council, in particular to:
 - i. the development and periodic review of the Academic Regulations
 - ii. the development, conduct and quality standards of research
 - iii. the development of appropriate operating procedures related to academic matters
 - iv. the establishment of boards and committees in section 2.2 e.
 - v. establishing regulations for the granting of qualifications
 - vi. the introduction of new programmes and deletion of programmes
 - vii. performance evaluation against stated educational goals
 - viii. such other matters as are assigned by the Chief Executive.
- c. The Chairperson of the Academic Board will be the Executive Dean Teaching and Learning who will have the right to appoint members, determine periods of membership and set procedures for the operation of the Academic Board as outlined in the Academic Committees Handbook.
- d. Membership of the Academic Board will be approved by the Chairperson on an annual basis and will comprise representatives of key stakeholders, including staff and students. Members will be appointed with respect for ensuring that appropriate knowledge informs and adds value to decision-making. Additional members may be co-opted by the Board as necessary for a defined period or specific purpose.

3.0 Academic Strategy

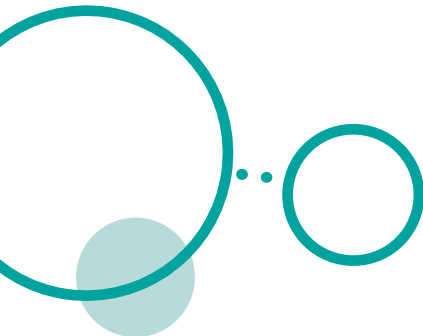
Council will establish the Institution's strategic direction with respect to:

- a. Programme portfolio development
- b. Overarching teaching and learning philosophy
- c. Use of technology
- d. Treaty obligations
- e. Equity and Māori success
- f. Regional and national responsiveness
- g. Indigenous knowledge and practice
- h. Internationalisation/globalisation
- i. Working with iwi and Treaty partnership, and
- j. Sustainable development.

4.0 Qualifications and Programmes of Study

4.1 Portfolio Management

- a. The qualifications and/or programmes of study will be approved by the Academic Board under delegated authority from the Council.
- b. All changes to the programme portfolio will be supported by a business case/needs analysis with evidence of equity of and demand, and the impact and strategic alignment with institutional priorities and regional/national needs.
- c. Where addition of a qualification/ programme of study is in an entirely new strategic direction for the Institution, it will be approved by Council.
- d. Removal of qualifications/ programmes of study from the academic programme portfolio that do not change the strategic direction of the Institute will be approved by Academic Board.
- e. Where removal of qualifications/ programmes of study results in a change of the Institution's strategic direction, Council approval will be required.



4.2 Qualifications/ Programmes of Study

- a. Programmes and qualifications offered by Toi Ohomai will comply with NZQA rules, regulations and standards and, where required, be approved by NZQA and listed in the NZQF.
- b. Qualifications will be defined by:
 - Qualification/award type
 - Level
 - Credits
 - Strategic outcome statement including employment and/or academic pathway
 - Links to other qualifications, and
 - A programme of study that sets out what a student must do and achieve to gain the qualification/award.
- c. Qualification, programme and course credits will be allocated to courses on the basis of one credit for each notional 10 hours of student learning or 1/120 of a notional equivalent full-time student (EFTS) as per the NZQF.
- d. All courses and programmes shall be classified at levels 1, 2, 3, 4, 5, 6, 7, 8, 9 or 10 according to the NZQF and be classified against the NZSCED.
- e. Awards of Toi Ohomai may be formal or non-formal.

4.2.1 Formal Awards

Toi Ohomai offers the following formal awards (as defined under NZQA rules):

- Master's Degree
 - Postgraduate Diploma
 - Postgraduate Certificate
 - Graduate Diploma
 - Graduate Certificate
 - Bachelor's Degree
 - Diploma, and
 - Certificate.
- a. All formal qualifications awarded by Toi Ohomai and delivered in New Zealand will be approved by NZQA and listed on the NZQF.
 - b. All formal qualifications shall be awarded on successful completion of an approved programme and completion of any other specified criteria that must be met for award of the qualification.
 - c. Where a qualification or programme is not quality assured by NZQA, no reference to NZQA may be used on any programme documentation, programme promotion, academic record or parchment issued.
 - d. Parchments for formal awards issued by Toi Ohomai shall bear the Council's seal.

- e. Where completion of the programme leads to an award by another authority, the regulations of that authority will apply.

4.2.2 Non formal awards

- a. Toi Ohomai offers a mix of assessed and non-assessed programmes that lead to the issuance of non-formal awards on successful completion.
- b. Non-formal awards will be issued on successful completion of the programme/Training Scheme associated with the award.
- c. Non-formal awards will be issued on a standard template approved by Academic Board but will not carry the Council seal.

4.2.3 Assessed Non-formal awards include:

- a. Certificates of Proficiency (CoP) - an award given for a programme of study designed to meet the needs of an individual learner, consisting of one or more assessed courses from an already approved programme and approved by Academic Board or their delegate.
- b. Training schemes are approved programmes of study or training that lead to an award that does not of itself lead to an award of a qualification listed on the NZQF

- c. Micro-credentials - small parcels of learning developed to maintain the currency of skills throughout a learner's working life.

4.2.4 Non-assessed, non-formal awards include short adult and community education programme of study.

4.2.5 Micro-Credentials

Toi Ohomai offers Micro-Credentials that:

- a. are developed as Training Schemes of 5-40 credits in size
- b. have strong evidence of need from employers, industry and/or community
- c. do not duplicate current quality assured learning approved by NZQA
- d. are reviewed annually to confirm they continue to meet their intended purpose.

5.0 Admission and Enrolment

5.1 Admission

- a. Once a qualification and/or programme has been approved for development, it may be promoted to prospective students and applications for admission may be provisionally accepted providing intending students are informed that approval of the programme by Academic Board and NZQA (where this is required) is pending. If approval is not gained from NZQA, students' provisional admission must be withdrawn.
- b. The admission requirements, setting out what students must demonstrate to gain admission for a specific programme, must be available to intending students and must not constitute an unreasonable barrier to entry. Refusal of admission must be justifiable.
- c. Persons seeking admission in programme(s) provided jointly by Toi Ohomai and another institution/organisation must also satisfy the admission requirements of that other institution/organisation.
- d. All intending students must complete the Toi Ohomai enrolment and/or application

form as appropriate in full and provide all documentation required.

- e. The Institute may refuse admission to a person whose disability is such that special facilities and services cannot be reasonably made available to support the student in their course/programme, or where the student's disability may pose a hazard to themselves or to others in carrying out the requirements of the programme*.

5.2 Enrolment

- a. Students who are admitted into a programme will be able to enrol in courses within that programme on a semester/trimester basis. Fees will be calculated on the study load associated with the courses a student enrolls in.
- b. Students may be enrolled into a programme through credit recognition and transfer with cross credits,(due to undertaking similar study), and/or Recognition of Prior Learning (RPL) / Recognition of Current Competency (RCC).
- c. No person shall be enrolled if they have outstanding fees/debt owing at the Institution, unless a suitable arrangement has been made to clear the outstanding amount.

*Ref Section 60 of the Human Rights Act 1993

5.3 Limitation on enrolment numbers

Where the Associate Dean responsible for a programme is satisfied that it is necessary to do so, they may determine the maximum number of students who may be enrolled in a particular course or programme in a particular year or semester/trimester. In such cases, approved selection criteria that reflect equitable admission outcomes will be used to determine how students gaining a place in the course/programme.

5.4 Fees

- a. The Council of the Institution will set the framework for all programme and course fees on an annual basis as it sees fit and in accordance with the Annual Maximum Fee Movement.
- b. Council may also set fees for services provided to students such as administration fees, assessment fees or student services levies.
- c. Refund of fees will be given in line with the Fee Refund Policy. The Fee Refund Policy will be available on the institution's website.

5.5 Withdrawals

A student may withdraw from a course or programme at any time by giving notice to the relevant Academic Leader.

6.0 Conferring Awards

6.1 Powers of Council

- a. The Institution's Council has the power to confer all Toi Ohomai degrees, graduate and postgraduate awards, and award all diploma and certificate qualifications approved and accredited by NZQA.
- b. The Institution's seal will be affixed to the approved parchments for all formal qualifications awarded by Toi Ohomai.

6.2 Awarding of Qualifications

- a. All graduates of programmes leading to formal awards must be approved by Academic Board.
- b. In giving their approval to graduate a student, Academic Board must be satisfied that the student has accumulated the number and level of credits required for completion of the qualification, and has fulfilled all other requirements of the qualification, as stated in the programme regulations. To be awarded a Toi Ohomai qualification, students must have completed a minimum of 33% or one third of their credits through study with Toi Ohomai unless otherwise stated in the programme regulations. Credits gained through cross credits or RPL are not counted as 'credits completed through study'.

- c. Degrees will be awarded with merit or distinction in accordance with programme regulations, where applicable.

6.3 Conferral of Honorary Degrees

The Council of Toi Ohomai may admit persons *honoris causa* to such degrees as are specified in the rules made by Council for the purpose of this clause.

6.4 Graduation

Students meeting the requirements for award of a certificate, diploma, Bachelor's degree, graduate or postgraduate certificate or diploma, or Master's degree will be eligible to receive their parchment at a graduation ceremony.

6.5 Academic Dress

- a. The academic dress worn by students who have had their degrees or diplomas conferred or awarded by Toi Ohomai shall conform in respect of shape, material and colour to the standard and specifications determined by Council and described below.
- b. Graduands of the Institution will appear for graduation ceremonies in the academic dress approved for the qualification.
- c. The gown for a first degree shall be a Cambridge gown.

- d. The headgear for a first degree shall be a black mortar board with black tassel.
- e. A kakahu/korowai Māori may be worn over the gown.
- f. The colour of the hoods shall be:

Certificate	No gown
Diploma	Black undergraduate gown. Turquoise or Burnished gold coloured stole.
Bachelor of Applied Hospitality and Tourism Management	Black undergraduate gown. Gold hood.
Bachelor of Applied Information Technologies	Black undergraduate gown. Coral hood.
Bachelor of Applied Management	Black undergraduate gown. Burgundy hood.
Bachelor of Applied Social Science	Black undergraduate gown. Purple hood.
Bachelor of Community Health	Black undergraduate gown. Emerald green hood.
Bachelor of Computing, Communications and Technology	Black undergraduate gown. Coral hood.
Bachelor of Creative Industries	Black undergraduate gown. Magenta hood.
Bachelor of Creative Technologies	Black undergraduate gown. Fushia pink hood.
Bachelor of Nursing	Black undergraduate gown. Jade hood.
Bachelor of Social Work	Black undergraduate gown. Purple hood.
Bachelor of Sport and Recreation	Black undergraduate gown. Mid blue hood.
Bachelor of Teaching Early Childhood Education	Black undergraduate gown. Cobalt blue hood with a paua shell trim.
Bachelor of Tourism Management	Black undergraduate gown. Gold hood.
Graduate Certificate or Diploma	Black undergraduate gown. Grey stole.
Post Graduate Certificate or Diploma	Black undergraduate gown. Grey hood with light blue trim.
Master's	Black Master's gown. Grey hood with dark blue trim.

PART 2 – QUALITY MANAGEMENT SYSTEM

1.0 QMS – Academic

- a. The academic policies and procedures within the Quality Management System (QMS) govern the academic matters of the Institution to ensure students and institutional outcomes are met.
- b. The QMS ensures that Toi Ohomai is compliant with legislative requirements, and meets obligations and national standards required by key stakeholders particularly NZQA, MoE and TEC.
- c. Policies and procedures set out in the QMS – Academic will:
 - Facilitate the design and development of curricula, and teaching and assessment resources that support applied learning and achievement of intended outcomes
 - Enable the smooth progression through the student lifecycle
 - Ensure quality, relevance and viability of programmes delivered
 - Ensure validity, reliability and fairness of assessment
 - Ensure legislative requirements and compliance are met

- Ensure transparency and accuracy of internal and external reporting
- Align with institutional commitments to cultural responsiveness and those in the Institution’s Strategic Intent and Investment Plan
- Include student participation in decision-making
- Address the diverse needs and circumstances of the student population, and
- Acknowledge the Treaty of Waitangi.

1.1 Academic Quality Outcomes

1.1.1 Student Outcomes

1.1.1.1 Student Achievement

- a. Student achievement includes facilitating achievement of applied, technical and professional qualifications that enable graduates to:
 - Gain employment
 - Be digitally competent
 - Progress to further study
 - Be socially engaged and responsible citizens/or become active citizens

- Be culturally responsive and able to work with people from a range of cultures, and
 - Apply sustainability principles.
- b. The QMS will contain policy and procedures that support implementation of measures of success including:
- Students completing courses and qualifications
 - Students satisfied with their learning experience, and
 - Students gaining employment and/or success in their further study.

1.1.1.2 Teaching and Learning

QMS policy and procedures will ensure learning and teaching activities, including those associated with research and advanced scholarship, are designed in accordance with relevant policies and processes to:

- Support educational achievement
- Foster student engagement
- Prepare students for employment and/or educational pathways, and
- Ensure staff have appropriate sets of skills and knowledge to facilitate and support student learning and acknowledge the Treaty of Waitangi.

1.1.1.3 Student Support

- a. QMS policy and procedures will ensure the availability of accessible, effective and culturally-appropriate information relevant to students' study, academic material and required study and pastoral assistance to support academic achievement.
- b. QMS policies and procedures will ensure mechanisms are in place to enable students to advocate for their rights and have access for advocacy support when required.
- c. QMS policies and procedures will ensure compliance with NZQA requirements and requirements of the Education (Pastoral Care of International Students) Code of Practice 2016.

1.1.2 Institutional Outcomes

1.1.2.1 Institutional Success

The QMS will contain policy and procedures that support implementation of institutional success measures including:

- Achievement of the highest level of recognition of academic quality in terms of EER rating
- Strong community engagement by staff and students
- Employer satisfaction with graduates and programmes offered

- Iwi and stakeholder satisfaction with institutional relationships, and
- Research programme aligned to industry, professional and regional needs.

1.1.2.2 Stakeholder Engagement

The QMS will contain policies and procedures requiring all organisational units and teaching teams to engage with stakeholders, to obtain feedback and/or advice to inform decisions relating to academic developments and experiences as appropriate.

1.1.2.3 Ethical Practice in Research

The QMS will establish policies and procedures to ensure research conducted by staff and students is valid, culturally safe, ethical, approved and managed.

1.1.2.4 Self-assessment

- a. The QMS will ensure policy and procedures are in place to support self-assessment using evidence-based evaluation. These systems will extend to the validation and moderation of assessment and assessment outcomes.
- b. Self-assessment and evaluation will be evidence-based and will use agreed performance measures. Processes used will include stakeholder feedback and evaluative input from those involved in the development and delivery of the initiative.

- c. Reports of self-assessment and evaluative activity will be received and considered by the Academic Board and/or its subcommittees who will be responsible for ensuring recommendations for improvements in resourcing or practice are implemented.

1.2 Framework for Academic Policies in the QMS

The Quality Management System encompasses a number of strategic and academic focus areas as outlined below, for which relevant policies and procedures have been developed and approved by Toi Ohomai's Academic Board:

- Qualification/programme portfolio planning and development
- Qualification/programme approval, design, development and review
- Programme delivery, teaching and assessment
- Student admission, enrolment, information, guidance and support
- Recognition of student achievement
- Student and staff research
- Community relationships, partnerships and collaborations, and
- Continuous Quality Improvement.

2.0 QMS – Business

- a. The Business policies and procedures in the QMS govern the business matters of the Institution.
- b. Policies and procedures set out in the QMS– Business will enable the Institution to be:
 - financially sustainable
 - a good employer
 - fiscally responsible
 - able to actively pursue principles of sustainable practice, and
 - compliant with relevant legislation including legislation covering health and safety, public finance, privacy, copyright and intellectual property.

2.1 Framework for Business Policies and Procedures in the QMS

The Leadership Team will be responsible for approving business policies contained in the QMS to enable effective management of all aspects of business operations including:

- Strategic, investment and business planning
- Budgeting and Financial management
- Records Management, intellectual property and copyright
- Human Resources
- Information Systems
- Facilities and Asset Management
- Health and Safety, and
- Assessment and management of risk.



PART 3 – ACADEMIC REGULATIONS

1.0 Scope

- a. These Academic Regulations apply to all staff and students enrolled at Toi Ohomai Institute of Technology and cover programmes for which (formal and non-formal) awards may be granted.
- b. Where there is a conflict between the Academic Regulations and specific programme regulations, the programme regulations will prevail. Breaches of the Academic Regulations, programme regulations or any associated academic policies will be dealt with using the Discipline and Academic Appeals Procedures.

2.0 Programme Regulations and Course Information

- a. Every programme leading to a Toi Ohomai or a New Zealand qualification or a Toi Ohomai formal or non-formal award must be supported by a written programme document approved by the Academic Board, and /or delegated subcommittee, and, where required, NZQA, detailing the formal requirements for the completion of the programme and its constituent courses.

- b. Programme regulations and course information must be made available and accessible to students at the start of their study.
- c. Students must ensure they are aware of any regulation relating to their programme of study. Ignorance of any regulation is not a valid excuse for non-compliance.

3.0 Academic Entry, Admission and Enrolment

3.1 Admission

- a. Admission, entry, selection and enrolment into programmes will be in accordance with the Academic Regulations and/ or, where approved, specific programme regulations.
- b. Students must provide evidence that entry criteria have been met and all documentary evidence required for admission, including academic records, must be either an original, a certified copy or a certified translation.
Note: Original IELTS records are required.
- c. Students may be admitted and enter their programme at an

appropriate point through the granting of academic credit, or as a result of the recognition of prior learning (RPL) process, unless expressly prohibited in the programme regulations, and on payment of a fee approved by Council.

3.1.1 General Admission Requirements

Where no separate programme regulations have been approved for a programme, the academic admission requirements will be:

i. Admission to Master's Degrees (Level 9)

All students (domestic and international) must:

- have completed a Bachelor's degree, Bachelor's degree with Honours, or a Postgraduate Diploma in a cognate subject recognised by Toi Ohomai; or
- be able to demonstrate at least five years' equivalent relevant practical and/or professional experience; and
- provide evidence of ability to complete academic and other requirements (special admission requirements).

ii. Admission to Postgraduate Certificates and Postgraduate Diplomas (Level 8)

All students (domestic and international) must:

- have completed a Graduate Certificate, Graduate Diploma or a Bachelor's degree in a cognate subject recognised by Toi Ohomai; or
- be able to demonstrate at least five years' equivalent relevant practical and/or professional experience and
- provide evidence of ability to complete academic and other requirements (special admission requirements).

iii. Admission to Bachelor's Degrees (Level 7)

Domestic students under 20 and all international students must:

- meet the University Entrance criteria as specified by NZQA or have education achievement at least equivalent to NZQA University Entrance. Where an applicant did not attend schooling in New Zealand, the relevant equivalent to University Entrance will be considered on a case-by-case basis; and
- meet all programme entry requirements; or
- provide evidence of ability to complete academic and other requirements (special admission requirements).

Domestic students over 20:

- students who do not hold a University Entrance qualification or equivalent may be eligible for admission to a Bachelor's degree programme subject to any entry and selection requirements specified in the respective programme regulations, and have evidence of ability to complete academic requirements.

iv. Admission to Graduate Certificates and Graduate Diplomas (Level 7)

All students (domestic and international) must:

- have completed an undergraduate degree in any discipline; or
- have completed a minimum of a two-year diploma equivalent to NZQA Level 7 or higher in a related discipline; or
- be able to demonstrate at least three years' equivalent relevant practical and/or professional experience (a curriculum vitae must be submitted detailing relevant work experience and professional achievements).

v. Admission to Certificate and Diplomas (Levels 5-7)

For certificate and diploma programmes at Levels 5, 6 and 7, domestic students under 20 and all international students must have:

- NCEA Level 2 with passes in English/Te Reo Māori or education achievement at least equivalent to NCEA Level 2, and a minimum of 42 credits at Level 3; or
- evidence of ability to complete academic requirements for the programme.

vi. Admission to Certificates (Levels 4)

For programmes at Level 4, domestic and international students will normally be required to have:

- NCEA Level 2 with passes in English/Te Reo Māori or education achievement at least equivalent to NCEA Level 2; or
- evidence of ability to complete academic and any other programme requirements.

vii. Admission to Certificates (Levels 1-3)

For programmes at Levels 1-3, domestic and international students will be required to:

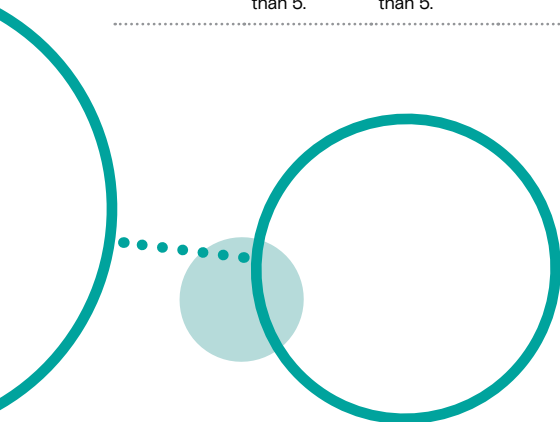
- provide evidence of ability to complete academic requirements.

3.1.2 Additional requirements for International students

- In addition to meeting the programme entry requirements, international students must:
 - Have evidence of receipt of an appropriate visa; and

- Be over 18 years of age (applicants between the ages of 14 and 18 years will only be accepted after an assessment of the student's support systems has been made)*
- International students must demonstrate ability to meet the English language requirements of the programme in which they enrol including any professional requirements for English capability.
 - Unless otherwise specified in the Programme Regulations the English language requirements for students who come from non-English speaking backgrounds are those equivalent to:

Qualification Level	L3	L4	L5	L6	L7	L8 and Above
IELTS	General or Academic score of 5 with no band score lower than 5.	General or Academic score of 5.5 with no band score lower than 5.	Academic score of 5.5 with no band score lower than 5.	Academic score of 6 with no band score lower than 5.5.	Academic score of 6 with no band score lower than 5.5.	Academic score of 6.5 with no band score lower than 6.



*Ref. Education (Pastoral Care of International Students) Code of Practice 2016 and amendments 2019

- d. Other approved English language tests may be used to demonstrate that the English standard is met. See the NZQA website – Rule 18 Appendix
 - e. Exemptions from proof of English language proficiency criteria will comply with NZQA Rule 18 – see NZQA website.
 - f. Toi Ohomai reserves the right to test students for English language proficiency at any time during their enrolment. Test results will be used to determine additional support requirements, where it is identified that students need additional support.
- c. No domestic student under the age of 16 years may be admitted for any programme unless permission has been granted by the Principal of the school at which the student is enrolled or the student has been exempted from attending school by a designated officer of the Ministry of Education*. Any such student must also demonstrate ability to be able to achieve at the level of tertiary study they plan to study.

3.2 Enrolment

3.1.3 Special Admission

- a. Where applicants do not meet all entry requirements, they may gain special admission if Toi Ohomai is satisfied the applicant is capable of meeting the academic requirements and where literacy and numeracy skills are sufficient to meet health and safety requirements.
 - b. Any person who has attained the age of 20 years and has not attained the minimum academic entry qualifications required for admission to a particular programme may be eligible to be enrolled as a student under special admission. Relevant prior learning experiences will be taken into account in any application for special admission.
- a. Students meeting entry requirements and admitted into a programme will be enrolled in scheduled courses, on a semester/trimester by semester/trimester basis and may complete up to 1.5 EFTS study load in a 12 month period. Students wishing to study more than 1.5 EFTS study load in a 12 month period will require Academic Board approval. Students enrolling in less than a 0.8 EFTS study load in one or more semesters/trimesters will be classed as part-time.
 - b. All information and documentation required to confirm an enrolment must be provided for an enrolment to be completed.
 - c. Any student who submits an enrolment form or completes enrolment formalities after the stipulated closing date for enrolment may be liable for a late payment penalty fee.

* Ref. Sections 21 and 26 of the Education Act 1989

- d. Students enrolling more than two weeks after the start date of the course/programme will not be accepted other than with the approval of the Academic Leader responsible for the programme.

3.3 Limitations on Student Numbers

- a. Where a limitation is set on student numbers in any course or programme, selection criteria approved in programme regulations will be applied to determine who will be offered a place.
- b. If no selection criteria are approved, then preference will be given to students in the order in which applications were received.
- c. Selection criteria must be notified to students prior to or at the time of application for admission.

3.4 Fees

- a. Fees for domestic and international students will be published on the Institution's website.
- b. Prior to the formal publication of fees, students may be advised of an 'estimated fee' to assist their financial planning. The student is liable to pay the published fee. If an administrative error results in an incorrect fee being published or quoted to a student, the institution reserves the right to

correct the error and the student is liable to pay the corrected fee.

- c. All fees must be paid in full prior to the start of the programme unless alternative arrangements have been agreed in writing. Students who have not paid all fees or have agreed arrangements in place to pay fees by the due date:
 - May be referred to debt collectors;
 - May be denied admission to classes and access to facilities including library and computing; and
 - Will not be able to graduate until all approved fees are paid.

3.5 Cancelling Programmes or Courses

- a. Only the Executive Dean has the authority to cancel a programme prior to its commencement. In such cases, admitted and enrolled students will be notified immediately and all fees will be refunded in full.
- b. Where it appears to the Associate Dean that two weeks prior to the start of a particular course the number of students accepted is insufficient to justify its running they may seek approval to cancel the course offering. If the course is a core compulsory course that is required by students

to enable them to complete their programme in a particular semester/trimester, the course may be offered as an independent study option.

- c. The Institution has the right to cancel, postpone or reschedule classes without notice, or otherwise breach the enrolment contract, if the breach is caused by a reason beyond its control including, but not limited to, prevention from or hindrance in obtaining materials or supplies, labour disputes of whatever nature, act of God, fire, act of Government or state, social or political unrest or war.

3.6 Changes to Enrolment in Programmes

3.6.1 Transfer of Enrolment

- a. A student may make changes to their enrolment contract prior to starting the programme/course or within the first 10% of the delivery period with no academic penalty.
- b. No transfers are available for programmes leading to non-formal awards.

3.6.2 Withdrawal from Course/Programme (Domestic Students)

- a. A student may withdraw from a course (or programme) anytime in the first 10% or one month of the delivery period (whichever is lesser) of the course with no

academic penalty by notifying the institution of the intention to withdraw.

- b. Where a student is enrolled but does not participate in any of the scheduled learning activities of a particular course or courses during the first 10% or first month of the delivery period (whichever is lesser), they may be withdrawn from the course(s) as a 'no show'. In such cases, the student will have no academic record for the course(s).
- c. Where a student is enrolled on a course, has begun to participate in their scheduled learning activities and then stops, but has not initiated a formal withdrawal process, and has not responded to communications, Toi Ohomai may withdraw the student from the course.
- d. Where a student withdraws from a course or programme after 10% or one month of the delivery period (whichever is lesser), their academic record will be amended to reflect this.
- e. Any refunds of fees resulting from withdrawal fees will be in line with refund policy.

3.6.3 Withdrawal from a Course/Programme (International Students)

- a. International students who have accepted a place and have approval in principle for a visa which is subsequently declined

by Immigration New Zealand will be entitled to a full refund of fees paid, less the international administration fee.

- b. International students who have accepted a place; paid fees; been issued with a visa; but then withdraw during the month prior to the course start date may be entitled to a refund of fees as determined by the Toi Ohomai Enrolment/Fee Refund Policy (see website).
- c. International students who withdraw after the course has commenced will not be entitled to a refund of fees paid except in extenuating circumstances. Determination of such refunds will be at Toi Ohomai's discretion.

3.6.4 Changes to an International Student's Residency Status

An international student who gains permanent residency is entitled to be treated as a domestic student. They will not receive a refund of fees for the semester/trimester during which the permanent residency is granted. However, the student will be entitled to pay domestic fees for subsequent semesters/trimesters that start after permanent residency was granted, and will be refunded any difference between domestic and international fees for those semesters/trimesters. For non-semester/trimester courses, international fees are payable for the full year. If permanent residency is granted during the year in this later

instance, no part of the international fee for that year is refundable.

3.7 Credit Recognition and Transfer

- a. Applications for the credit recognition and transfer (including through cross credits or exemptions) and/or RPL will normally consider the credit or experience gained within the five years prior to the application (or for a period as specified in the programme regulations). This ensures currency of knowledge and skills.
- b. The maximum credit that can be granted through recognition of credit, where no articulation agreement or programme regulations are in place, is normally:
 - two-thirds (66%) of the credit value of the qualification being sought (where the credit was gained at another New Zealand tertiary institution, or where RPL or RCC is being used to recognise achievement); or
 - one-half (50%) of the credit value of the qualification being sought (where the credit was gained at an overseas tertiary institution), unless a formal articulation agreement is in place.

Variations to this may be considered on a case by case basis and approved by Academic Board.

4.0 Attendance, Student Conduct, Academic/Professional Requirements and Satisfactory Progress

4.1 Attendance

- a. The attendance/participation requirements for all courses will be set out in the programme/course information provided to students at the start of their course. All students are expected to attend/participate at the commencement of their course unless they have been given permission to start later.
- b. Where attendance/participation is specified as a requirement as part of a student visa, or enrolment contract, students must provide notification of any absence from or non-participation in a course.
- c. Any student who does not meet the attendance/participation requirements of their course (including attending practicum or workplace experience) will be considered to be in breach of their enrolment contract and may be suspended or withdrawn from their course/programme.

4.2 Student Conduct

- a. All students must comply with the Toi Ohomai Student Code of Conduct and all New Zealand laws while on campus or engaged in any learning activity that is part of their programme of study or Learning Contract. Students not complying with the Student Code of Conduct may be asked to leave their class or the premises and may be subject to the disciplinary procedures set out in the Student Code of Conduct. Any immediate removal of a student for Health and Safety reasons must then be reported to the Academic Leader and Health and Safety.
- b. Students must not bring or consume alcohol or illicit drugs on any campus or workplace used for learning activities or during work experience.
- c. Toi Ohomai reserves the right to drug test students where there is reasonable cause or where it is considered there is a health and safety risk.
- d. Where a student is taking prescription drugs that may impair their performance in a practical task and any such impairment increases the risk of injury to themselves or others, the student must notify their tutor/lecturer that they are taking such medications.

4.3 Practical/Professional Requirements

- a. Any student who fails to meet the prerequisite requirements in preparation for professional, practical or work experience that is part of a course/ programme will not be allowed to engage in the professional, practical or work experience component and will not be awarded credits for that component. Such requirements may include completing an alcohol or drug test.
- b. If a student's performance or participation in any practical activity, professional practice or work experience is judged as unsatisfactory for whatever reason, the Academic Leader responsible for the programme may temporarily suspend that student's attendance in the practical activity, professional practice or work experience, until the Associate Dean responsible for the programme examines the situation and recommends an appropriate course of action to resolve the unsatisfactory performance.
- c. Where a course has a component requiring a student to meet requirements set by a professional body prior to their participation, assessment of the student's 'fitness to practice' will be undertaken in compliance with those requirements. Students not meeting those requirements will not be allowed to proceed until those and any institutional requirements are met.

4.4 Satisfactory Progress

- a. Satisfactory progress means a student passing at least half of the courses in which they were enrolled in any year.
- b. Normally, a student who does not pass at least half of the courses in which they were enrolled in any year, or has enrolled in the same course on two occasions and has not passed that course, will be considered to have made unsatisfactory academic progress.
- c. Any student who has made unsatisfactory academic progress will have their study and enrolment history reviewed, and may have their programme enrolment terminated.
- d. Any student who has been excluded or had their enrolment from a programme/course terminated and who wishes to re-enrol, must gain permission from the Associate Dean responsible for the programme at least one month before the start of the semester/trimester.
- e. When applying for re-enrolment, the student will need to satisfy the Associate Dean that, as a result of study or other activity in the intervening period, there is a reasonable chance of success in subsequent study.
- f. A student who enrolled in the same course on two occasions and has not passed, will not be enrolled again in that course except with the permission of the academic committee responsible for managing student matters.

5.0 Assessment Matters

5.1 General

- a. The nature of assessments and their due dates will be made available in the course information/timetable and given to students at the beginning of their course. Students are expected to comply with all assessment requirements and conditions.
- b. No changes to assessment requirements may be made during the course unless approved by the appropriate academic committee and notified in writing to all students.
- c. Students must reasonably attempt and/or submit all summative assessment items as required, in the requisite format/mode and within the timeframe, due date and/or at the place stipulated in the course information/timetable provided unless a valid extension has been granted.
- d. Students who anticipate having difficulty in submitting assessments by the due time and date, may request an extension providing this is received by the tutor at least one week prior to the assessment due date.
- e. Extensions for assessments that fall outside of the course end date can only be approved by the Faculty Dean. Normally such extensions will be limited to no more than three months post the course end date. Extensions beyond three months of the course end date must be approved by the Executive Dean- Academic Development, Innovation and Research.
- f. Permission to sit a test, practical assessment or examination at a time or place other than that designated must be obtained from the relevant Academic Leader at least two weeks prior to the scheduled test/assessment/examination date. Such permission will be granted where an appropriate environment and adequate supervision can be arranged.
- g. Unless otherwise specified in programme regulations, students are entitled to have each piece of marked written work (or a copy thereof) returned within ten (10) working days of the final date for submission.
- h. Students will be given access to information on the criteria used to allocate marks.
- i. All marked student assessments and assessment materials must be retained for one year post the end of the programme.
- j. Final course results will be provided to students within fifteen (15) working days of the end date of the course.

5.2 Assessment in Te Reo Māori

- a. Students can request to have their summative assessments conducted in te reo Māori, except where the task is an assessment of English language capability.
- b. If a student wishes to answer their assessments in te reo Māori, this must be communicated to the relevant Academic Leader within four weeks of the assessment due date
- c. Determination of a student's capability to undertake such assessment may be undertaken prior to the assessment task being provided and, where required, additional support may be made available.

5.3 Alternative arrangements in tests and examinations for students with a disability/impairment

- a. Students who have a temporary or permanent disability/impairment can apply for alternative arrangements in tests and examinations in order to fairly demonstrate knowledge and ability to complete an assessment.
- b. Applications should be made at least two weeks prior to the assessment date.
- c. All applications will be received by the Equity Facilitator and will be supported by current

documentation. Some of the services available are:

- Additional time
- The assistance of a reader or writer
- The use of a computer
- Enlarged print
- Alternative venue

5.4 Conduct of Examinations

- a. Scheduled timeframes for examinations will be notified to students at the start of their semester/trimester and any changes, including final timetables, must be notified to students not less than four weeks before the examination is held.
- b. Examination papers may be released to students in advance of sitting the examination where appropriate.
- c. Written examinations will be invigilated by a person(s) approved by the relevant Academic Leader.

5.5 Assessment Penalties

- a. Students who:
 - i. do not submit an assessment by the due date and time without an approved extension and/or
 - ii. do not sit a test or examination on the scheduled day and/or
 - iii. do not attempt any practical assessment activity which may have been timetabled

to occur once only during the programme.

may be affected by one or more of the following:

- iv. their assessment being marked as if it had been received on time, but 5% per calendar day late penalty mark or grade deducted from the mark/grade assigned
 - v. their written assessment, or any missed practical assessment activity which may have been timetabled to occur once only during the programme assessments, being assigned a grade of Not Assessed (NA)
 - vi. losing their entitlement to resubmit their assessments and/or attempt any missed practical assessment activity which may have been timetabled to occur once only during the programme.
- b. Penalties for late submission of assessment should be documented in the programme handbook.

5.6 Reconsideration of assessment decisions

- a. Students have the right to request reconsideration of any decision made in respect of any assessment matter.
- b. A reconsideration request is a challenge made by a student who feels that an assessment method and / or outcome is unfair to them. Reconsideration requests

arising from assessment methods and / or outcomes should be notified to the Academic Leader in the first instance no later than five working days after the assessment has been marked and returned to the student , and should be based on one or more of the following grounds:

- i. perceived numerical errors
 - ii. perceived inaccuracy in assigning a grade
 - iii. perceived lack of adherence to a marking schedule
 - iv. perceived lack of fairness of assessment method
 - v. perceived non-validity of assessment method
 - vi. perceived poor timing of assessment method.
- c. All challenges will be investigated and appropriate action that is approved by the Academic Leader will be taken. This may include a re-count, re-mark, reassessment, resit, restricted pass, resubmission or no action.

5.7 Resubmissions or Resits of Assessment Tasks

- a. Unless otherwise indicated in the programme regulations or unit standard assessment conditions:
 - i. a student who has submitted and reasonably attempted all the requirements for a piece assessment and who has failed that assessment task (i.e. not yet competent or a grade between 30% and 49%), will be allowed one resubmission or resit of the assessment task

- ii. a request for a resubmission resit must be made to the relevant Academic Leader, no later than five working days after the assessment has been marked and returned to the student, and
 - iii. the maximum mark available for any resubmission or resit of an assessment task shall be the minimum pass mark.
- b. Where a student's performance in summative assessment has been affected by any circumstance or situation which could not have been reasonably prevented, including sickness or injury to the student or bereavement, the student may be given a reassessment opportunity. In such cases the mark given will be the true mark the student achieved for the assessment task.

5.8 Reassessment Opportunities

- a. Unless otherwise specified in the programme regulations, a student who gains a fail grade in a course with a mark of 45% or more will be provided with one opportunity to undertake a reassessment of the course on the approval of the Associate Dean.
- b. This reassessment will be developed to reflect the learning outcomes of the whole course and their respective weightings.
- c. The student must be advised of the reassessment opportunity within one week of the final grade being known to teaching staff and before the initial results approval committee.
- d. The reassessment must be taken within one month of the end of the semester/trimester in which the student was enrolled, and must be an approved extension as in 5.1 e).
- e. A student passing the reassessment will gain the minimum grade available as a pass in the course.

5.9 Approval of Final Course and Programme Results

- a. Final results for a course and/or programme will be approved by the relevant results approval committee based on the student's achievements in the summative assessment tasks approved for the course and the overall achievement across all courses in a programme.
- b. Unless otherwise stated in the programme regulations and in accordance with clauses 5.1c) and 5.7a)j
- c. above, students must have reasonably attempted and/or submitted all assessment components in a course to gain a final grade in a particular course.
- d. Final course marks containing fractions of a mark will be rounded to the nearest whole number prior to the final grade

- being determined. A 0.5 mark will be rounded up.
- e. Final grades awarded will be based on the final mark and will use the Grade Key(s) approved for the programme.
 - f. Where allowed in programme regulations, a Restricted Pass may be awarded. Restricted passes may not be given for any professional practice or capstone course.
 - i. Only one restricted pass may be granted to a student towards the requirements for a particular qualification, and is normally granted only in the final semester/trimester of study
 - ii. A Restricted Pass in a course will not be able to be used to meet prerequisite requirements where these are specified for another course in the student's programme.
 - g. An Aegrotat Pass may be awarded for a course in cases of personal illness, injury, bereavement or other extenuating circumstances beyond a student's control which may have affected the student on the actual day of the assessment whereby a student is:
 - i. unable to present work for, or sit an assessment,
 - ii. or a student is seriously impaired in their performance during an assessment, and the student's in-course results have shown they were likely to pass the course.
 - h. Aegrotat passes cannot be given for work experience, major projects, competency courses, competency assessments, capstone courses or practicums.

5.10 Academic Appeals

- a. A student may appeal the final grade awarded in any course by applying in writing to the Executive Dean within ten (10) working days of receiving their final result. The application should set out the grounds for academic appeal. The Executive Dean will investigate the grounds for the appeal and establish an Academic Appeals Panel to review the matter if required.
- b. Grounds for convening an Academic Appeals Panel include:
 - i. availability of additional information that was not available to the relevant results approval committee approving the result, or
 - ii. possibility of material irregularity in the conduct of assessments in the course or in the procedures of the resulting process.
- c. If, in the opinion of the Executive Dean, the grounds for appeal have not been satisfied, the Executive Dean will notify the student within five (5) working days that the appeal will not be heard.

6.0 Graduation

- a. Approval for a student to graduate with either a New Zealand or Toi Ohomai qualification will be given by the Academic Board on the recommendation of the relevant results approval committee. The recommendation to graduate will be based on a student passing the minimum requirements of levels and credits as approved in the qualification and meeting any other requirements, such as timeframes for qualification completion, stipulated in the programme regulations. Students with outstanding debts will not be able to graduate.
- b. Approval for a student to be awarded a non-formal qualification will be given at the relevant results approval committee on evidence the student has successfully completed all requirements of the programme.

7.0 Academic or Other Misconduct

- a. Where any student is suspected of academic misconduct, or breach of the regulations, policies or Student Code of Conduct is identified, the Academic Leader will investigate the complaint and recommend a course of action to the Associate Dean responsible for the programme.
- b. Before reaching a decision, the Associate Dean responsible for the programme must:
 - i. Advise the student of the complaint and give them a reasonable time to respond;
 - ii. Undertake an appropriate investigation, which may include meeting with staff and students; and
 - iii. Consider all evidence provided.
- c. If an allegation of misconduct is proved, all or any of the following penalties may be applied by the Faculty Dean responsible for the programme:
 - i. The award of a fail grade or a nil mark for the affected summative assessment event
 - ii. Disqualification of the student from sitting for any summative assessments for a period
 - iii. Cancellation of credit if the student has been credited with a pass in the course in respect of which the allegation arose

- iv. Suspension from any course for a period
 - v. Recommendation to the Executive Dean of the student's exclusion from the programme for a period
 - vi. A reprimand
 - vii. Record of the penalty imposed on the student's file for a specified time, and
 - viii. Recommendation to the Chief Executive for exclusion of the student from any programme within Toi Ohomai.
- c. The Complaints Officer will report to all parties involved with the results of their findings within twenty- eight (28) working days. The outcome of the investigation may include the initiation of a Discipline and Academic Appeals Committee meeting.
 - d. If the student is not satisfied with the outcome, the student may appeal the decision, in writing, to the Chief Executive within ten (10) working days of receipt of the investigation outcome. The Chief Executive's decision will be final.
 - e. At all times throughout this process, students have the right to involve a support person of their choice. It is the responsibility of the staff member involved to advise the student of this right.

8.0 Concerns and Complaints

- a. Students who wish to express a concern or lodge a complaint about another student must first discuss the matter with their tutor/lecturer who will initiate an investigation and, where possible, resolve the issue. If unable to resolve the issue, the tutor/ lecturer will refer the matter to the Complaints Officer.
- b. If a student has any other concern or wishes to lodge a complaint in relation to any other matter, the student should report the matter to the Complaints Officer who will initiate an investigation.



PART 4 – STUDENT CODE OF CONDUCT

Purpose

This Student Code of Conduct (Code) ensures that the responsibilities of students at Toi Ohomai are clearly articulated. The expectations set out in this Code apply to the behaviours expected of students when they are on campus and when they are undertaking activities associated with their studies off campus. A breach of this Code may activate the disciplinary process and this may result in disciplinary action, in accordance with Toi Ohomai's Academic Regulations.

Scope

This Code of Conduct applies to all students enrolled with Toi Ohomai while they are engaged in activities associated with their studies. This is regardless of where those activities are taking place including on and off-campus. The Code encompasses the Expectations of Students, Academic Misconduct, Conduct in Examinations and Tests and Conduct in Relation to Computers and ICT.

This Code may be amended with approval of the Academic Board at any time. The most current version will be available on Toi Ohomai's website.

Expectations of Students

Students are expected to:

1. Respect the rights of other students, behave in a manner that is not disruptive and does not interfere with other students' wellbeing, learning and/or study activities.
2. Act in the best interest of children, young people or vulnerable adults both on campus or when engaged in activities related to their study off campus. This includes sharing information with staff where there is suspected abuse of any child, young person or vulnerable adult.
3. Be respectful and considerate towards all students, staff, employers and co-workers they engage with both on campus and while on placement or work experience, acting in a manner that does not jeopardise their own safety or the safety of others.
4. Respect all Toi Ohomai staff and show a commitment to their studies, particularly:
 - meeting the requirements of a chosen programme of study, including attendance and participation

- arriving for class on time and engaging in class activities in a constructive and positive manner
 - not using mobile phones or accessing social media for personal use during class time (unless allowed by a teacher)
 - meeting deadlines for assignments, and
 - contributing to maintaining a safe learning environment including following all instructions.
5. Comply with all institutional rules, regulations and policies including:
 - academic regulations (particularly those relating to enrolment, participation and assessment)
 - not smoking* on campus or attending class activities (on or off-campus) under the influence of drugs or alcohol
 - preventing bullying, harassment and discrimination
 - not sharing their student ID card with anyone else
 6. Not engage in any form of academic misconduct.
 7. Comply with rules relating to assessment, particularly when participating in examinations and tests.
 8. Comply with health and safety practices, in particular:
 - any instruction(s) on safe use of equipment or other safety instruction(s)
 - wearing safety glasses, prescribed footwear and/ or protective clothing in designated areas as required
 - in the event of fire or other emergency, following all evacuation procedures
 - providing relevant information on any personal disability(ies) to avoid harm to themselves, other students or staff
 - reporting all accidents to a staff member, or incidents that have led to an accident, or near miss accident, and making themselves available where an investigation is required
 - observe all New Zealand laws and local territorial authority bylaws.
 9. Be free from the influence of non-prescription drugs and/or alcohol

*Smoking includes the use of any tobacco-based product or other synthetic substance that is inhaled

- or any other harmful substance. Behaviour believed to be caused by such substances will not be tolerated. Where such behaviour is suspected, Toi Ohomai reserves the right to undertake an investigation including a search for drugs or alcohol or undertaking alcohol/drug testing where there is reasonable cause to believe that there may be a health and safety risk.
10. Not wear or possess gang colours, patches, insignia and/or any other items considered to be gang affiliated.
 11. Not bring to class any other person, including a child, who is not enrolled in the programme without permission.
 12. Not bring on campus any animals other than guide dogs, except where animals are to be used in formal class activities. Any use of animals in teaching will be subject to supervision and regulation by the Animal Ethics Committee.
 13. Drive carefully and considerately on campus, complying with campus speed restrictions and parking directions.
 14. Resolve concerns through appropriate channels.
 15. Respect Toi Ohomai property, equipment and resources. Theft, damage, and defacing will not be tolerated.
 16. Respect the property of all students and staff.
 17. Respect that Toi Ohomai has a zero tolerance policy to all forms of violence.
 18. Where representing Toi Ohomai or using Toi Ohomai media, act with honesty and integrity in all matters involving Toi Ohomai, including taking care to uphold the reputation of Toi Ohomai and not engage in activity that would or may bring Toi Ohomai into disrepute.

Academic Misconduct

Academic misconduct is seeking to gain for oneself, or assisting another person to gain, an academic advantage by deception or other unfair means. Academic misconduct includes any breach of any rules relating to summative assessment, including tests or examinations and any dishonest practice occurring in the preparation or submission of any work (whether in the course of an examination or not) which counts towards the attainment of a grade in any course or otherwise occurring in connection with any summative assessment.

A Student is considered to have engaged in academic misconduct if they:

- a. Collaborate, share, or otherwise allow their work to be copied, in full or in part, by another for purposes of cheating.
- b. Copy, paraphrase or summarise another person's work or ideas from any source and represent

it as their own work, without correctly acknowledging the original source (i.e. plagiarism).

- c. Copy from their own previously assessed work and present it as findings or discussion in a new assessment task.
- d. Submit work that has been prepared for another purpose without permission or without referencing.
- e. Falsify data, information or citations.
- f. Falsely claim to have submitted an assessment or provides false information as to the reason for missing a deadline.
- g. Prevent other students from completing their work.
- h. Look at the work of another person or copy from another person during an assessment.
- i. Allow another person to look at their work or copy from another person during an assessment.
- j. Contract a third party to undertake their examination or other assessment.
- k. Breach the Examination and Tests code of conduct below.
- l. Commit any other act or act of omission considered by Toi Ohomai to be academically dishonest.

Conduct in Examinations and Tests

During examinations or formal tests used for summative assessment, students must:

- a. Comply with all directions given by the examination supervisor including all instructions to students set out on the examination materials or displayed in the examination room. Students must take care, and take responsibility, for making themselves familiar with all instructions.
- b. Not disturb, distract or adversely affect any other student.
- c. Not enter the examination room more than one hour of the examination or test commencing, or before 50% of the exam time has lapsed, excluding reading time.
- d. Not communicate in any way with any person except the examination supervisor.
- e. Not leave the examination room (and then only with the permission of the examination supervisor and upon handing in their script), until at least the first hour of the examination period has elapsed or in the final 20 minutes of the examination time period.

- f. Not begin any writing (answers or notes) during reading time or until the examination supervisor announces that they may do so.
- g. Not continue writing after the examination supervisor has announced the expiration of time. Under no circumstances is any time over and above the time allotted to the examination or formal test paper to be allowed for any student for any reason whatsoever.
- h. Keep their student identification card or approved photographic ID displayed throughout the examination.
- i. Not bring into the examination room any electronic calculator, electronic device, smart device or dictionary except by explicit direction of the examination supervisor. Where an examination has been designated “calculator or dictionary permitted”:
 - i. the device used in the examination or formal test must be electronic, truly portable and self-powered, noiseless and no audible alarms may be used
 - ii. no supplementary material related to the use and operation of the device will be permitted in the examination room other than spare batteries
 - iii. in all cases it is the responsibility of the student to maintain the operation and operating power of the device, and
 - iv. where dictionaries are permitted they must not be marked in any way.
- j. Mobile/smart phones or devices will not be permitted unless specifically approved by the examination supervisor. Where examination supervisors allow mobile phones or smart devices as electronic calculators or dictionaries students must follow the rules for these devices and operate in “airplane mode”.
- k. Not bring to an examination or formal test any written or printed matter except by direction of the examination supervisor. All paper used during the examination or formal test must be handed to the examination supervisor before the student leaves the examination room.
- l. Not use equipment, such as cameras, smart devices, electronic dictionaries, calculators, cell phones or other electronic devices in a formal test or examination unless given permission to do so.
- m. Not use e-mail, text, SMS or other electronic communication methods during a formal test or examination unless given permission to do so.

Conduct in Relation to Computers and ICT

ICT is information and communication technology and includes (but is not limited to) audio, video, mobile or other phones, digital or other cameras, electronic musical instruments and sound mixing equipment, computers, laptops, tablets, smart phones, ipods,

assistive technology, voice operated equipment, the internet, social media, interactive whiteboards and similar interactive presentation technologies, software. Toi Ohomai provides ICT to support students learning needs. Where Students use Toi Ohomai's ICT they must not:

- a. Infringe copyright regulations including the Copyright Act 1994 and the Copyright (Infringing File Sharing) Amendment Act 2011.
- b. Use or access ICT that in any way affects the lawful and efficient utilisation of ICT by Toi Ohomai.
- c. Attempt to access restricted ICT without authority.
- d. Allow any other person to use or access Toi Ohomai's ICT if that person does not have authority to do so.
- e. Attempt to access, obtain, alter, add or erase any data to which they are not entitled.
- f. Make, hold or modify copies of any software or other information provided by Toi Ohomai, unless authorised.
- g. Attempt to access any other computer system, whether elsewhere in New Zealand or overseas, unless authorised.
- h. Use Toi Ohomai's ICT in any way that contravenes its permitted use as notified by Toi Ohomai from time to time. This includes but is not

limited to, using ICT for purposes other than those for which access was granted, willfully impeding the operation of the system or any other user, and avoidance of quotas or other restrictions on use.

- i. Access, receive, process or send objectionable material* using Toi Ohomai's ICT.
- j. Use Toi Ohomai's ICT for any non-study related purposes (e.g. gaming, movies, posting or sharing any material on social media), whether written or photographic, that:
 - i. Potentially breaches the Human Rights Act 1993 e.g. shows discrimination against someone's sexual orientation, religious belief, colour, race, nationality, citizenship etc, or
 - ii. May be considered intimidating, bullying or defamatory towards another student or staff member, or
 - iii. Brings Toi Ohomai into disrepute.
- k. Students using Toi Ohomai's ICT to engage on social media (or interact with any other website), must comply with the terms and conditions as published by those sites.

*Definition of 'Objectionable' This term is used as set out in Section 3 of the Films, Videos and Publication Classification Act 1993

PART 5 – STUDENT CODE OF RIGHTS

Students of Toi Ohomai can expect that the Institution's staff will:

1. Uphold students' mana and show respect, including demonstrating:
 - sensitivity towards difference in ethnicity, culture, age, gender, religion, sexual orientation, background and individual levels of ability, and
 - zero tolerance towards any form of harassment, discrimination, coercion, intimidation or violence by staff or other students.
 - In the instance of Sikh Kirpan, this must be kept under clothing and not visible in public at all times.
2. Provide access to information through:
 - the Institution's website, e-Learning platform, Facebook page and other social media
 - course outlines, timetables and programme handbooks
 - the Institution's libraries and on-line library resources, and
 - access to personal records and official information pursuant to the Privacy Act 1993.
3. Provide study and career advice and guidance including information on refund policies, course requirements and costs, prior to enrolment.
4. Provide course information prior to commencing study including: learning outcomes, study commitments, assessment deadlines and weightings, timetables, textbooks, practical requirements and any other course requirements.
5. Deliver competent and effective teaching, learning facilitation and class management.
6. Ensure a reasonable workload and allocation of study time relating to any one course.
7. To an extent that is reasonably practicable, provide:
 - an up-to-date and well-resourced learning environment
 - a safe, clean, healthy and comfortable learning environment
 - library facilities, information and communications technology, personnel and resources to help students to achieve the learning outcomes of their programmes of study, and
 - access to computers outside class hours.

8. Provide fair, valid and reliable assessment tasks which specifically assess the learning outcomes of the course.
9. Ensure return of assessment results and other constructive feedback in a timely manner.
10. Deliver fair and honest and timely decisions with regards to academic outcomes (i.e. assessment grades, accuracy of translations, reconsideration, resubmissions, resits and reassessment opportunities, and/or the right to appeal an academic decision).
11. Provide access to members of staff at reasonable times to discuss issues relevant to their study.
12. Maintain an effective model of student representation to ensure students have a say on matters that directly affect them including student input into teaching and course evaluation.
13. Maintain an effective model of student advocacy.
14. Ensure effective access to the official complaints procedures of Toi Ohomai.



PART 6 – STAFF CODE OF CONDUCT

This Code of Conduct can be changed/amended with approval of the Executive Leadership team at any time. The most current version will be available on the Institution’s intranet.

Purpose

The Staff Code of Conduct ensures that there is transparency regarding employer and employee expectations at Toi Ohomai Institute of Technology. Having an agreed Code of Conduct ensures that everyone is treated fairly, and that the interests of Toi Ohomai and its staff are protected.

Scope

The Code of Conduct applies to all employees (whether permanent, contract or fixed term).

Principles

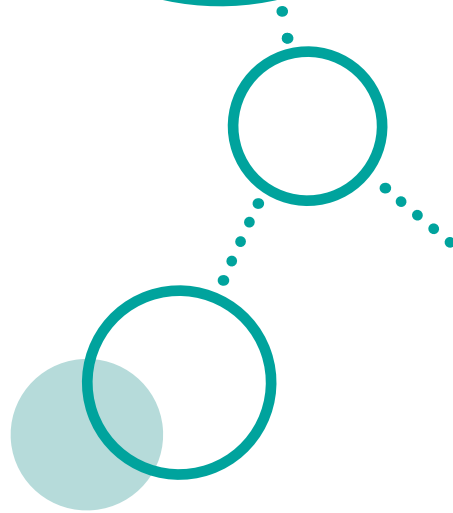
Toi Ohomai regards honesty, integrity and discretion to be of overriding importance.

The organisation expects all employees to:

- be honest in all matters
- conduct themselves professionally and ethically at all times and be accountable for their behaviour
- ensure the safety of students, particularly those who are under the age of 18 or who are classed as vulnerable adults
- develop and maintain a high degree of competence in respect to their role, their interactions with others and their cultural awareness
- be conscientious and efficient in carrying out their duties and always ensuring compliance with policies, procedures and expected standards
- maintain strict confidentiality of students, customers and company affairs subject to legislative requirements for disclosure

- act with integrity and in a manner befitting Toi Ohomai's name and reputation and behave in a manner that upholds Toi Ohomaitanga
- consider the impact of their behaviour on Toi Ohomai at all times. This may include online or in social media and outside of work engagements (refer to the Toi Ohomai Social Media Policy)
- declare and manage any real or potential conflicts of interest
- not use knowledge gained in the course of their duties for the benefit of themselves or their associates
- take all precautions to ensure their own safety and the safety of others in compliance with the Health and Safety at Work Act 2015.

The above expectations apply at all times both when in the office and when representing Toi Ohomai for example when attending internal and external events, when dealing with colleagues or external stakeholders and when liaising with students.



PART 7 – GLOSSARY OF TERMS

The table below contains terms and acronyms used in the Regulatory Framework and commonly used in the Institution's business.

AB	The Academic Board of Toi Ohomai established by Council pursuant to section 182 (2) of the Education Act 1989 and its amendments.
Admission	The process by which students enter into a programme of study. Students are first admitted into a programme and then enrolled in a semester/trimester course load that meets their study requirements.
Advanced standing	<p>A process of enrolling students in degree level programmes based on the recognition of credit for studies gained elsewhere. This form of entry assigns credit into a programme at an advanced level, following an assessment of prior learning or qualification equivalence where the applicable rules for Advanced Standing will be provided in detail in the approved Programme Regulations. Enrolment with advanced standing means that students do not need to study all courses in a programme (e.g. Year 1/Year 2), only the ones where they have not already substantively met the learning outcomes and/or the graduate profile outcomes (e.g. Year 3 of a degree).</p> <p>Advanced Standing is only available on pathways which are pre-approved and subsequently recorded on the Guaranteed Credit Agreement Schedule.</p>
Aegrotat	An Aegrotat Pass may be awarded for a course in cases of personal illness, injury, bereavement or other extenuating circumstances beyond a student's control whereby a student is unable to present work for, or sit an assessment, or a student is seriously impaired in their performance during an assessment, and the student's course results have shown they were likely to pass the course. Aegrotat passes cannot be given for work experience, major projects, competency courses, competency assessments, capstone courses or practicums.
ALNAT	Adult literacy and numeracy assessment tool
APMC	The Academic Programme Management Committee established by Academic Board. Responsible for programme development and approvals.
Applied technical and professional education	Is education integrating theory with practice and is designed to assist graduates into employment. This is also called vocational and professional education.
Award	The qualification issued for successful completion of a programme of study.

Capstone course	A course used to assess that all graduate outcomes for a programme are met.
Certificate of Proficiency	An award given for a programme of study designed to meet the needs of an individual learner, consisting of one or more assessed courses from an already approved programme.
Chief Executive CE	The person appointed by the Council to the office of Chief Executive of Toi Ohomai pursuant to section 180 (1) (a) of the Education Act 1989.
Composite programme	An approved programme of study that results in the award of two separate qualifications.
Complaint	A complaint is a grievance, problem, difficulty or concern that is not resolved. A complaint expresses a desire for redress of a grievance.
Concern	A concern is something that affects one's welfare or happiness. A concern expresses a hopeful resolution to what you, at least, consider a problem.
Concurrent programme	Where a student takes papers from two different education providers that are credited towards one recognised programme at one of the education providers.
Conjoint programme	Where a student studies towards two recognised programmes at the same time, at one education provider.
Credit	The value of the programme, course unit standard when counted towards a qualification. One credit is approximately equivalent to 10 student learning hours.
CRT – Credit Recognition and Transfer	Recognition and transfer of learning already credentialed (cross credit) awarded at a course level, when the previous study is recognised as being substantially equivalent to the course in the programme of study in which the student is enrolling.
Credit Transfer	Recognition of previous credits awarded where the student has completed the same course (or unit standard) in another qualification or institution.
Cross credit	Academic credit given for a course that has been assessed as having being substantially equivalent outcomes to the course in the programme of study in which the student is enrolling.
Council	The governing body of Toi Ohomai established under section 165 of the Education Act 1989.
Course	A self-contained block of study for which credits are granted upon successful completion
Did not complete (DNC)	If the student has not attempted any assessments for the unit standard, course or unit.

Embedded award	<p>An award to recognise specialised learning, that is a compulsory component of the programme, and which is certificated by an external agency. E.g. First Aid, STCW, Grow Safe, PADI, Site Safe</p> <ul style="list-style-type: none"> • The award is recorded in programme regulations in the approved programme document. • The certification is awarded by the external agency. • The certification is handed over to Toi Ohomai graduates by Faculty Administration. <p>The certification is not recorded in EBS as an award.</p>
Endorsement	<p>A specialisation within a level 7 and above qualification that represents a major component of the qualification (usually 40%), and is at the level of the qualification. Endorsements are documented through endorsement-specific outcomes in the graduate profile.</p> <ul style="list-style-type: none"> • May be added to recognise more than one specialty within a qualification. • Endorsements should be of equal credit value. • A qualification with endorsements may not be awarded without an endorsement. <p>Endorsements would normally only be needed where there are additional graduate profile outcomes that cannot be incorporated into the overall graduate profile that recognise key role-specific specialties.</p> <p>A learner can only be awarded an individual qualification once. If additional learning (e.g. endorsements) relating to the qualification is undertaken it will be recorded on the learner's academic record or record of achievement. The qualification may be re-issued to include achievement of additional learning.</p>
Enrolment	<p>The contract between a student and Toi Ohomai Institute of Technology to complete an agreed number of courses within a defined study period.</p> <p>Enrolment should normally be confirmed on a semester/trimester by semester/trimester basis.</p>
EER	<p>External Evaluation and Review.</p>
EPI	<p>Education performance indicators, namely course completion, qualification completion, retention and progression.</p>
Extenuating circumstances	<p>Circumstances beyond the control of the student which would not normally be anticipated and have had or may have had an effect on a student's studies. Examples include extended illness, bereavement, loss of job.</p>

Fee Refund	The return of a specified amount of money to the fee payer in an instance when a student withdraws from a programme. This might relate to programme fees, course fees or course related costs. Where this relates to programme fees, any EFTS claimed will be reversed.
Fee Waiver	The retention of programme fees and course related costs when a student withdraws from a programme and has the intention of enrolling in the next intake of that programme. Any EFTS claimed will be reversed and the EFTS claimed in the intake for which the fee has been waived. The student will not be charged any fees when they re-enrol in the next intake of the same programme.
Exit Qualification	<p>An award designed to ensure that students who successfully complete a coherent course of study, but are unable to complete the full (parent) programme of study, are appropriately recognised.</p> <p>Exit qualifications must:</p> <ul style="list-style-type: none"> • meet all criteria for approval as for any other qualification • be documented in the Programme of Study document of the relevant parent qualification. <p>The intention is that students will enroll in the parent qualification.</p> <p>An exit qualification is only awarded to students who complete all stated requirements for that exit qualification and actually do 'exit' from enrolment in the parent qualification. (example –student enrolled in a Bachelor's degree that has a potential exit of a NZ Diploma Level 6)</p> <p>Students who complete the parent qualification are not awarded an 'exit qualification'.</p> <p>If a graduate of an 'exit qualification' subsequently wishes to return to continue their learning, within a one year period, (e.g. Graduate Diploma, Post Graduate Diploma), a credit recognition process is undertaken, and the exit qualification must be surrendered, and the parchment returned.</p> <p>For graduates returning to study after more than one year, the surrender of the exit qualification is not required.</p>
Formal Award	The outcome of education towards a qualification that has been approved under the NZQA rules
GCA	Guaranteed Credit Agreement.
Graduand	A person who is eligible to graduate with an award from Toi Ohomai Institute of Technology.
Graduate	A person who has graduated with an award from Toi Ohomai Institute of Technology.

Harassment	Harassment is behaviour that is unwelcome or offensive to someone else and is repeated or serious enough to have a detrimental effect on them. Harassment is behaviour that is unwanted by the recipient even if the recipient does not tell the harasser that the behaviour is unwanted.
Honoris causa	<p>An honorary degree. This is an academic degree for which Toi Ohomai has waived the usual programme completion requirements. The degree is typically a doctorate or, less commonly, a Master's degree, and may be awarded to someone who has no prior connection with Toi Ohomai or no previous postsecondary education. An example of identifying a recipient of this award is as follows: Doctorate in Business Administration (<i>Hon. Causa</i>).</p> <p>The degree is often conferred as a way of honouring a distinguished visitor's contributions to a specific field or to society in general.</p>
IELTS	International English Language Testing System.
INZ	Immigration New Zealand, the Ministry responsible for approving study visas for international students.
ITO	An Industry Training Organisation (ITO) is an industry-specific organisation, recognised under the Industry Training Act 1992. An ITO sets NZQA accredited skill standards for their specific industry, and runs industry training that helps learners achieve those standards through providers.
Investment Plan	Means the plan approved by the Tertiary Education Commission that describes Toi Ohomai's commitments to achieving Government priorities, our programme offerings and related activities and the proposed outcomes with relevant performance indicators, over a defined period.
LLN	Language Literacy and Numeracy.
LQSC	The Learning Quality and Standards Committee – the committee of AB that is responsible for maintaining academic standards.
Major	A major is a substantial component of a degree (usually at least one-third and often consisting of one subject area only) selected by the individual, in accordance with the programme structure and regulations, as the principal area of study for the degree. In addition, a major normally includes outcomes at the highest level of the degree.
Mark	The result awarded to a student in respect to an individual item of assessment. Marks contribute to the grade assigned at the end of a course.
Micro-credential	A training scheme of 5 to 40 credits in size developed to meet the specific needs of employers, industry and/or community.

Moderation	A process of ensuring an organisation's assessment activities are fair, valid, and consistent with the required standard across a number of assessors or assessing organisations.
MoA	Memorandum of Agreement.
MoE	Ministry of Education.
MoU	Memorandum of Understanding.
No show	A term given to a student who has been admitted and enrolled in the programme but who does not turn up in the first 10% of the study period.
Not Assessed (NA)	Where the student has already achieved a unit standard on their NZQA Record of Achievement OR this is an elective unit standard within a Toi Ohomai course.
NZQA	New Zealand Qualifications Authority.
NZQF	New Zealand Qualifications Framework.
NZSCED	New Zealand Standard Classification of Education – a system used to classify subject areas aligned to industry or employment subject areas.
Parchment	The actual certificate presented to students on graduation.
PBRF	Performance Based Research Fund.
PGBOS	Postgraduate Board of Studies – the committee of AB that is responsible for maintaining postgraduate standards.
Programme	A self-contained block of study or training or a combination of courses with which a student is required to be credited in order to be awarded a specified qualification by Toi Ohomai.
Qualification	Either a certificate, diploma, degree, conjoint degree, graduate certificate, graduate diploma, postgraduate certificate or postgraduate diploma approved by Toi Ohomai or NZQA and awarded by Toi Ohomai or NZQA.
Quality Management System (QMS)	The system of defined organisational structures, processes, responsibilities and resources used to assure quality, as approved by the Academic Board.
Recognition of Current Competence (RCC)	Credit based on the assessment of a student's existing skills and knowledge against Toi Ohomai or nationally recognised standards. RCC usually applies to students who have been working in a particular organisation and/or industry sector but do not have formal qualifications recognising that experience. RCC is only applied at the Unit Standard level.
Reassessment	Repeating an assessment developed to reflect the learning outcomes of the whole course and their assessment weightings.

Recount	The process of adding assessment marks up by an independent person to ensure accuracy of addition and grade translation.
Re-mark	The process of a second person marking an assessment. The re-mark may result in an increase or a decrease in the original mark. Where there is less than 10% difference between the original and the second mark, the second mark will apply. In cases where the difference between the original mark and the second mark is 10% or greater, the Academic Leader will consult the two markers (i.e. original and re-marker) on the appropriate mark to be applied. Where the Academic Leader has been one of the two markers, then the Associate Dean will consult the two markers.
Resit	An opportunity for a student to sit the same practical assessment, test or examination a second or subsequent time.
Restricted pass (RP)	Where allowed for in programme regulations, RPs may be awarded only where a student has narrowly (48-49%) failed a course, where the course result is inconsistent with the student's achievements in the other courses they have studied and where the result prevents them from graduating/progressing in their studies (refer to the determination and approval of final course grades). An RP Pass does not qualify as a pass for pre- requisite or co-requisite purposes
Resubmission	The opportunity to hand in an assignment for a second (or subsequent) time having had the opportunity to add to the original assignment or amend it in response to feedback.
RPL - Recognition of Prior Learning	<p>Recognition of learning that may give a student credit through</p> <ul style="list-style-type: none"> • Previous study applied as enrolment with advanced standing • Credit which includes skills and knowledge obtained through employment and life experience. <p>All of these are reliant on assessing a portfolio of evidence.</p>
SAC	Student Achievement Component funding. A unit of funding from the TEC.
Stakeholder	A person, group, or organisation who affects or can be affected by Toi Ohomai's actions and/or decisions.

Strand	<p>An NZQA term used in qualification development – A specialisation within a qualification that represents a major component of the qualification, and is at the level of the qualification. Strands are documented through strand-specific outcomes in the graduate profile.</p> <ul style="list-style-type: none"> • May be added to recognise more than one specialty within a qualification. • Strands should be of equal credit value. • A qualification with strands may not be awarded without a strand. • Strands would normally only be needed where there are additional graduate profile outcomes that cannot be incorporated into the overall graduate profile that recognise key role-specific specialties. <p>A learner can only be awarded an individual qualification once. If additional learning (e.g. strands) relating to the qualification is undertaken it will be recorded on the learner’s academic record or record of achievement. The qualification may be re-issued to include achievement of additional learning.</p>
Student	A person enrolled for one or more courses/programmes at Toi Ohomai.
TEC	Tertiary Education Commission.
TES	Tertiary Education Strategy.
Training Scheme	An assessed programme of study of 20 to 40 credits, that does not lead to a qualification on the NZQF.
Transcript	The official record of a student’s results across their entire programme of study. This is awarded on graduation.
Unsatisfactory progress	A situation where a student has not passed at least half the courses in which they were enrolled within one academic year, or when a student has enrolled in the same course on two occasions and has not passed that course.
Unspecified Credit (UC)	Where allowed for in programme regulations, this is credit based on a student’s previous study’s learning outcomes which are not equivalent to a Toi Ohomai course, but the level and a credit value can be awarded as credit.
Validation	Is the process of checking that assessment marking is fair and that marks are accurately added
Variation to delivery	Variation to delivery means that Toi Ohomai may need to alter hours or delivery weeks to benefit a student cohort or industry requirements, but will ensure the programme is delivered based on the total amount of notional learning hours required as outlined in the approved programme of study.

Vulnerable adult	An adult student with a disability.
Vulnerable student	A student under the age of 18 years or an adult student with a disability.
Withdrawn (W)	The result awarded to a student who formally withdraws from a course after the 10% point.
YG	Youth Guarantee.



APPENDIX ONE – APPROVED GRADING SCHEMES AND GRADE KEYS FOR PROGRAMMES APPROVED BY TOI OHOMAI INSTITUTE OF TECHNOLOGY*

1. The Programme Regulations for each programme shall specify the grading system to be applied to each course, and the course descriptor shall specify the criteria for awarding final marks and grades.
2. Transition arrangements to bring legacy programmes into alignment with the Grade Schemes and Grade Keys below will be defined in procedures.

Grades for course assessments

The following tables set out the results and grades that are used for assessments within a course.

a. Courses using Competency Based Assessment

Assessments using Ungraded Competency

In courses with ungraded competency-based assessment, results against an assessment (or unit standard) will be recorded as follows:

Assessment Result	Result	Definition
Achieved	A	The student has successfully passed the assessment.
Not achieved	N	The student has attempted the assessment and not passed.
Credit transfer	CT	The student has completed the same assessment or unit standard in another qualification or institution. In the case of a unit standard credit will not be reported to NZQA.
Not assessed	NA	The student has not attempted this assessment. NB: This result will apply where the assessment is an elective within the course, or where the assessment was required but the student has not attempted it.

*Approved from 2017

Assessments using Graded Competency

In courses with graded competency-based assessment, results against an assessment (or achievement standard) will be recorded as follows:

Assessment Result	Result	Definition
Achieved	A	The student has successfully demonstrated competency in the assessment.
Achieved with Merit	M	The student has successfully demonstrated competency in the assessment with very good performance.
Achieved with Excellence	E	The student has successfully demonstrated competency in the assessment with outstanding performance.
Not achieved	N	The student has attempted the assessment and not passed.
Credit transfer	CT	The student has completed the same assessment or unit standard in another qualification or institution. In the case of a unit standard credit will not be reported to NZQA.
Not assessed	NA	The student has not attempted this assessment. NB: This result will apply where the assessment is an elective within the course, or where the assessment was required but the student has not attempted it.

b. Assignments/Assessment using Achievement Based Assessment

For each assessment in the course, a mark will be entered between 0-100.

Course results and grades

The following tables set out the results and grades that are used for reporting final course achievements.

a. Competency Based Courses

Ungraded Competency

In courses with ungraded competency the following course grades will apply:

Course Result	Grade
Pass	P
No Pass	NP

Graded Competency

In courses with graded competency the following course grades will apply:

Course Result	Grade
Pass with Excellence	PE
Pass with Merit	PM
Pass	P
No Pass	NP

Other Grades

Other grades that may be awarded for particular circumstances in competency based courses – these apply to both ungraded and graded competency:

Course Result	Grade
Course credit awarded by Credit Transfer	CT
Course credit awarded by Cross Credit	CC
Course credit awarded by Recognition of Prior Learning	RPL
Course credit awarded by Recognition of Current Competency	RCC
Withdrawn	W

b. Courses using Achievement Based Assessment

In courses in which grades are allocated according to the level of achievement, the results will be awarded according to the following grading scheme.

Graded achievement (except where otherwise specified in Programme Regulations)

Course Marks	Grade	Outcome
90-100	A+	Pass
85 - 89	A	Pass
80 - 84	A-	Pass
75 - 79	B+	Pass
70 - 74	B	Pass
65 - 69	B-	Pass
60 - 64	C+	Pass
55 - 59	C	Pass
50 - 54	C-	Pass
40 - 49	D	No Pass
0 - 39	E	No Pass

c. Other Grades that may be Awarded for Particular Circumstances

Course Result	Grade
Aegrotat	Apply relevant grade as approved by results approval process
Restricted pass	RP
Course credit awarded by unspecified credit	UC
Course credit awarded by Credit Transfer	CT
Course credit awarded by Cross Credit	CC
Course credit awarded by Recognition of Prior Learning	RPL
Course credit awarded by Recognition of Current Competency	RCC
Not passed due to non-achievement of some set requirement	N
Withdrawn	W

Other programme specific grades may be defined in programme regulations approved by Academic Board.



APPENDIX TWO – EXTRACT FROM STRATEGIC FRAMEWORK

Whanaungatanga

We build and nurture relationships and connections

What it is

- Seeking and maintaining partnerships, collaborations or connections that advance and/or bring diversity
- Welcoming contributions that enhance our delivery
- Prioritising opportunities for building relationships that are in Toi Ohomai's interest
- Taking the time to be with people and demonstrate interest in their interests
- Being self-aware of how you support the needs of others
- Shares feedback and support in the development of others

What it isn't

- Engaging in relationships that are not advancing ones delivery or enabling Toi Ohomai
- Being resistant to feedback and the diverse views of others
- Seeking 100% consensus on decisions
- Working in isolation and excluding others
- Prioritising the relationship at risk of harming others or even oneself

Manaakitanga

We uphold and strengthen the mana of others and our communities

What it is

- Caring for and respecting ourselves, others and our environment.
- Making others feel safe, confident and at ease
- Anticipates others needs and demonstrates consideration of this
- Actively supports team decisions and challenges team members who don't
- Provides thoughtful, honest feedback that is constructive and enables development
- Represents Toi Ohomai proudly; honouring our legacy and all those that have contributed to our rich history
- Seeks to understand others and establishes how one can contribute positively to their day and their mahi
- Even when under pressure is supportive and cooperative with others

What it isn't

- Ignoring the behaviours of others that undermine our values and purpose
- Being reckless and not complying with policies procedures
- Is known to criticize others when they are not around rather than providing feedback appropriately
- Lacks transparency or openness creating uncertainty and weariness
- Mis-using resources for the promotion of oneself

Kotahitanga

We are united in our shared purpose

What it is

- Supports and acts for the collective interest ahead of personal interests
- Welcomes diversity that strengthens our shared interests
- Demonstrates commitment in and care for Toi Ohomai's success
- Proactively participates in Toi Ohomai initiatives that enhance our colleagues and students experience
- Recognises each of our colleagues for their contribution to Toi Ohomai
- Once a decision is made is supportive and applies oneself to action
- Embraces great ideas regardless of origin, rejecting the 'not from here' mindset

What it isn't

- Being critical of Toi Ohomai, colleagues, stakeholders and partners
- Shutting down difference without reasonable debate and discussion
- Acting in ways that are contrary to Toi Ohomai's purpose
- Working in silo and reluctant to engage in Toi Ohomai initiatives and projects
- Shows passive or insufficient support for team decisions after they are made
- Tends to continue debating or revisit old issues
- Demonstrates bias that disadvantages others

Toitutanga

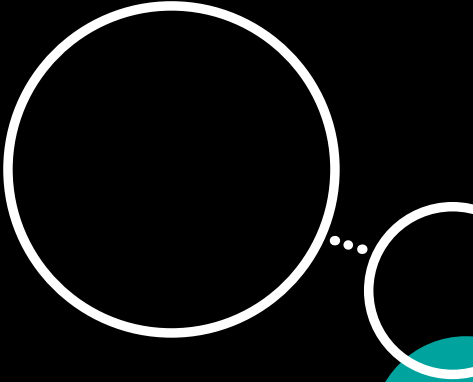
We are courageous and humble in our pursuit of excellence

What it is

- Being accountable and doing what you say you will do
- Being bold and energised by new challenges
- Empowering ourselves so we can be better than we know ourselves to be
- Strives for continuous improvement on behalf of Toi Ohomai
- Is resilient and perseverant, taking personal responsibility for overcoming obstacles
- Shows eagerness to grow, develop and improve by seeking feedback and coaching
- Keeps others engaged with progress, including any delays or issues
- Sets stretching goals and holds others involved accountable for their contribution.
- Demonstrates a continuous improvement mindset that considers how to engage and encourage others in the same pursuit

What it isn't

- Holding back delivery for the perfect solution
- Doing the same things the same way
- Accepting mediocrity or not meeting commitments and thinking that that is okay
- Demonstrates reluctance to set stretch goals for one-self
- Struggles to display resourcefulness and positive behaviours when faced with challenges
- Is indifferent or unable to respond constructively to feedback



TOI-OHOMAI
Institute of Technology