



# SHORT COURSE STUDENT HANDBOOK

**YOOBEE**

COLLEGE  
OF CREATIVE  
INNOVATION

COVERING ALL SHORT COURSES BY YOOBEE

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## ABOUT THIS HANDBOOK

The Student Handbook covers all Short Courses delivered by Yoobee Colleges, including: NCEA Credit Courses, Holiday Programmes, Training Packages and Micro-Credentials. It is published each year with current information about our policies and procedures. This is a good place to start if you have questions throughout your studies and should be read in conjunction with your Programme Handbook for specific course and academic information. Please take some time to read through the handbook and refer back to it whenever you have a question about how things work at Yoobee Colleges.

If you need more information about anything here, or you would like to know more about our qualifications and courses please see the back of this handbook for our campus contact details.



## JOIN THE COMMUNITY

yoobee.ac.nz  
@yoobeeColleges

## ATTENDANCE LINES

Yoobee Colleges: 0800 66 55 44  
Please see page 43 for further Campus contact

# SERVICES & FACILITIES

## ATTENDANCE

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Your tutor will take a roll in all classes and record all absences to ensure you meet course attendance requirements.

If you are leaving early from a session please notify your tutor. Permission to leave any class should be sought from your tutor. The roll is checked during fire drills or in the event of an actual fire/ emergency and it is vital that this is accurate. Please refer to our Attendance Policy on page 25.

## CAMPUS RECEPTION

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Each campus has an administrator to support you through your journey at Yoobee Colleges and provide on-campus assistance. Your Campus Administrator can help you with:

- Passing on messages to your tutor about absences
- Making telephone calls (a charge applies, please enquire)
- Student support information including helpful agencies
- First aid kit and lost property
- General inquiries
- Providing copies of student forms

## CHILDCARE

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For students who have children or childcare obligations please ensure you have arranged childcare as soon as possible to avoid missing out on study time.

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If you are a Work and Income client you may be eligible for an OSCAR childcare subsidy—please contact your nearest Work and Income centre on 0800 559 009 or visit [workandincome.govt.nz](http://workandincome.govt.nz) for more information.

## CULTURAL/COMMUNITY & SUPPORT SERVICES

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A directory is located at the end of this handbook on page 36. If you need further help locating information, see your tutor, enrolment advisor, or support officer.

## COMPUTERS

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Computer facilities are available for course-related work. The internet is available for research and your work. Yoobee Colleges monitors internet for excessive usage on a daily or weekly basis.

Note: It is very important to back up your work on your own portable hard drive frequently as there may be times when your device has technical issues, or in the very unlikely event that another student accidentally erases your work.

If you experience any computer or equipment problems you should seek guidance from your tutor in the first instance. If the problem is unable to be fixed you need to log it with your tutor or campus receptionist. The maximum response time will be 72 hours. You may need to move to another device temporarily.

## EMERGENCY SERVICES

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**Police, Fire or Ambulance:**  
Telephone 111

## EQUIPMENT BOOKINGS

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Yoobee Colleges makes certain equipment and rooms available for use by students, and occasionally external people.

If you are borrowing equipment, please take care of it and make sure you return it on time. Students who return equipment late may be denied access to that equipment.

Refer to the campus specific information for borrowing times and procedures in your campus.

Note: We are not able to extend insurance cover to students for any equipment that is loaned or borrowed. All equipment loaned to students must be signed for. Signing for equipment means that you take full responsibility for the safety of that equipment, whether it is on campus or off-site. All students are responsible for the cost of repair or replacement for any equipment lost, stolen or damaged while in their care and will be invoiced for these costs. Please treat all campus and student property with respect. Deliberate damage or negligence will incur disciplinary action.

## FEEDBACK

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### **How can we improve?**

Yoobee Colleges wants to make your time here as enjoyable and successful as possible - that is why we encourage regular feedback from you on issues affecting the student body. Telling us what you think helps us to know if we are meeting your expectations and ensure continuous improvement occurs.

### **Anonymous online evaluations:**

Yoobee Colleges operates an internal course evaluation procedure, which takes place during the course. Students are asked to participate in an anonymous questionnaire that surveys the Yoobee Colleges student experience. All aspects of your course are covered including facilities, student support, and tutors.

**Class meetings:** These are encouraged and can be arranged as required with your tutor. These meetings can be an opportunity to discuss issues affecting everyone, for example programme content, assessments, or school facilities. If appropriate, issues are forwarded to the student representative meeting.

**Graduate feedback:** As well as online and representative feedback during your programme, you may also be contacted approximately 4 and 12 months after completion so that Yoobee Colleges can evaluate the relevance of your training for your workplace.

## FIRE SAFETY & EVACUATION

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If you hear an alarm sound while on campus, follow the instructions of the safety warden who will be identifiable in their safety vest. Do not run or use the lifts. Proceed immediately to the closest emergency exit and then to the assembly area.

More information about emergency procedures are on notice boards around the campus.

## FIRST AID

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Staff at each campus have completed first aid training. Find out who by looking at notice boards. There are first aid kits located at reception.

## FOOD

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Eating and drinking is restricted to the student common room only. No eating in labs. Please clean up after yourself when you leave and keep the common room clean and tidy.

## HARRASSMENT

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Harassment of any type (sexual, racial, bullying, etc.) is unlawful and will not be tolerated under any circumstances. Should you feel uncomfortable about any situation or have any questions or concerns in this regard please see your tutor or any other staff member. Should you be experiencing any harassment outside of school, your tutor will be available to help and will also have a

list of support services that may be able to assist you. See page 46 for more information.

## HAZARDS

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If you notice anything around the campus which you think could be a hazard and may cause physical harm, please inform your tutor, Campus Manager, or Health and Safety representatives immediately. The Health and Safety representative will report the issue in the hazard register and take steps to minimise or eliminate the hazard.

## INDUCTION/ORIENTATION

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All students enrolled at Yoobee Colleges are required to attend an orientation at the beginning of the programme. During orientation you will have the opportunity to meet staff, familiarise yourself with campus facilities and local areas of interest.

During your first week of study you will receive:

- A tour and explanation of the campus layout
- An introduction to relevant campus staff
- An explanation of the rules, regulations, code of conduct expectations (including dress code), as found in this Student Handbook.
- Health and Safety overview and briefing
- Familiarisation of computer areas and rules, user ID and password
- Academic induction: an introduction to the programme where the programme outline is discussed. This is a summary of the components required to achieve the specific qualification. The relationship between components, assessment and qualifications is explained during induction and is outlined in the Student Handbook.

## INTELLECTUAL PROPERTY

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Display and ownership of student work at Yoobee Colleges: The school

can archive, display or utilise any student work generated during the programme of study.

## LOST PROPERTY

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Please do not leave valuables or personal items unattended in classrooms or elsewhere on campus. Yoobee Colleges will not take responsibility for damaged or lost property (including folders and books left in class after hours). This also includes student vehicles. If you do find misplaced property, please hand it to campus reception.

International students usually cannot claim for lost items left in a public place (for example on a desk in a classroom) on their insurance policy. Check individual policy details for more information.

## MAIL AND MESSAGES

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Only in urgent cases will messages for students be accepted at our office. To be contacted during class time for urgent messages (e.g. sick children), please direct calls to your campus reception team who will make every effort to pass the message on to you.

General notices or mail will be emailed or posted to students as and when appropriate. Personal mail should not be sent to the campus to be passed to you and we do not accept responsibility for forwarding student mail.

## MEDICAL SERVICES

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If you have a serious medical condition such as an allergy, you should ensure you are registered with a doctor/medical centre.

You must also advise your enrolment advisor, campus management and your tutor of your condition and provide Yoobee Colleges with your doctor's name and telephone number. This ensures that this information is available should you become sick or have an accident whilst in class. If you are not registered with a doctor or need a doctor in a local area, your enrolment advisor or support officer will be able to provide you with contact information for a doctor within your local area. The support team can give you the contact details of doctors who speak languages other than English.

For all medical emergencies, telephone the Ambulance Service on 111.

## NEWS

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News and information can be found on Yoobee Colleges' websites and Facebook, with campus, class and international student groups available to join.

Campus notice boards are used for messages, job vacancies and other relevant student information.

Students with access to the Learning Management System (LMS) will find news and information also posted here.

## OPEN DOOR POLICY

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Yoobee Colleges has an "open door" policy, with staff being available to students during campus hours.



## PRIVACY

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The Privacy Act treats personal information as being private and confidential. Any information collected from you will not be used other than for the purpose it was collected.

Yoobee Colleges staff follow the Privacy Act (1993) and will not give out information about you to members of the public, family members or employers without your written consent. This also includes requests from authorities such as the Police - requests like this must be in writing, clearly stating what information is required and why, and under what authority it is being sought. If you are under 18, specific information may be communicated to your parent or guardian.

## PUNCTUALITY

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So that we can begin teaching on time, please ensure you are in the appropriate learning room five minutes prior to the commencement of each session.

## RECORDS

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We will retain secure records of your enrolment and academic information on your electronic student file. Information will be available to you on request should you require a copy.

## RESOURCES

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Don't forget! You can also join up at the public library, in the area in which you live, for free. You need to take proof of your residential address with you - this could be a letter or bill addressed to you.

If you wish to download resources or media from the internet, first check with your classmates that someone else hasn't already downloaded that same material. If they have you should discuss placing a single copy of it in the class shared drive - this way your own space isn't used and everyone can access it. Again your tutor will show you how to do this.

**Print resources:** Tutors and lecturers at Yoobee Colleges have access to a broad range of learning materials and resources and will provide all students with the resources required.

In some programmes additional textbooks are required, in which case students are advised of costs and where the textbooks can be bought, prior to enrolment. Efforts are made to keep costs low for students. In some programmes there are class sets for sharing and books are not to be taken home.

## SAFETY

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We promote safe practices and a safe environment. All injuries, accidents, and near misses must be reported (by law), so management can take steps to prevent these happening again. Please report all injuries, accidents, or near misses to a staff member, campus H&S representative or to campus reception.

## SCHOOL HOURS & SECURITY

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For the specific times that your campus is open, please see your campus specific information.

This service is based on limited security and trust in the honesty and integrity of our students. We can only maintain this service with the support of every student.

To enable us to keep these extended hours, please follow these security procedures:

- Access to all teaching and computer lab space is restricted to students and staff. 'Outsiders' are not permitted to enter these areas without specific permission from the Campus Manager or a Head of Faculty (HOF)
- It is important to secure the building when you leave. Make sure doors and any open windows are shut and locked and that the lights have been switched off
- Report any suspicious activity to a staff member or ring the Police on 111.

The campus reserves the right to alter the hours of extended access where the security of equipment or personnel is at risk.

## SMOKING & VAPING

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Increasing numbers of employers prefer employing non-smokers and we aim to provide a smoke-free environment for our students.

Smoking directly in the front entrance of buildings or in other outside areas designated as smoke-free is prohibited as this can make it difficult and unpleasant for other people arriving on campus.

If your campus has a designated smoking zone, please be mindful of others by smoking only in this area. We ask you to respect campus grounds and the environment by putting cigarette butts and litter in the bin.

If your campus does not have a designated smoking zone, you must not smoke within campus grounds and buildings. Anyone wishing to smoke must be at least 50 metres away from campus grounds. We ask you to show respect to our neighbourhood community by not smoking and/or moving away where requested, and by disposing of cigarette butts in rubbish bins.

## STUDENT ALLOWANCES

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StudyLink: Domestic students enrolled with us may be eligible for student loans and/or allowances. Please contact StudyLink directly to check your eligibility for such assistance. Your enrolment advisor will be able to provide you with StudyLink brochures to guide you in this process, or you can contact them directly:

### StudyLink

Phone: 0800 88 99 00  
[www.studylink.govt.nz](http://www.studylink.govt.nz)

StudyLink applications should be completed as soon as you receive your provisional acceptance information before your study start date. StudyLink is very busy with nationwide applications during peak enrolment times (December - April and June - August) so we encourage you to apply early.

If you are paying your fees via StudyLink, Yoobee Colleges will receive updates of your application status. Please ensure that you sign your contracts and return them to StudyLink along with the required documents as soon as possible

*Please note: StudyLink requires that students must pass at least half of their course load (EFTS) over a set period to remain eligible for a student loan. Students who do not complete and pass at least half of their programme may not be entitled to a student allowance next time they wish to study.*

### Training Incentive Allowance (TIA)

If you are on a benefit you could be entitled to a Training Incentive Allowance (TIA) from Work and

Income. TIA subsidises programme fees for Sole Parent Support students looking to further their employment skills for qualifications up to Level 3. Unlike StudyLink loans, students do not pay back TIA allowances. Please contact Work and Income for more information. The campus administrator can fill out the provider section on your TIA application form.

## TRANSPORTATION

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We suggest that when possible, students arrange to car pool, catch public transport, walk or cycle to keep study costs down. Your campus orientation will cover parking and bus stop locations.

## PUBLIC TRANSPORT

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If you plan on travelling by public transport, you can find out the best way to get to your campus by visiting the relative transport websites for your location.

## TE REO MĀORI

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If you wish to present any of your written or oral work for assessment in Te Reo Māori, please discuss this with your Head of Faculty at the time the assessment brief is issued.

## TUTORS & LECTURERS

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Your tutor/lecturer will support you in developing the knowledge and skills to be successful in your programme. They are available to help you with and provide information relating to:

- Programme content and academic support

## S/T

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- General class issues
- General campus queries

Your tutor/lecturer will advise you of any hours outside of class that they are available to support you with your studies.

### VISITORS

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You are welcome to show friends or family around campus during normal office hours, but before doing so please check in with one of the reception team and ensure that your guests follow the check in system.

All visitors must sign the visitors' book held at reception.

If you are experiencing a problem with unwelcome visitors, or think that a problem may occur, please feel free to advise the Administrator so they

# STUDENT SUPPORT

We want your experience to be trouble free so you can focus on learning. We genuinely care about our students and make it a priority to be aware of all kinds of support you can be connected to within our community.

The A-Z guide pages 4-12 and the student support directory pages 36-39 will help you find information on the services and support we can help you with. If you can't find what you are looking for you may simply approach your tutor, enrolment advisor, international student support officer, or any other staff member you feel comfortable speaking to, and they will direct you to the right person, people or agency.

## TEACHING TEAM

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Your tutor will support you in developing the knowledge and skills to be successful in your programme. They are available to help you with and provide information relating to:

- Programme content and academic support
- Assessment support, progress and extensions
- General class issues
- General campus queries
- Pastoral support

Your tutor will advise you of any hours outside of class that they are available to support you with your studies.

## CAMPUS RECEPTION

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The campus reception team can support you through your journey with us, as well as provide on campus assistance. Things the campus reception team can help you with include:

- Passing on messages to your tutor or lecturer about absences
- Student ID cards and replacement student ID cards (a charge applies)
- Making telephone calls (a charge applies, please inquire)
- Agencies and information for student support
- First aid kit and lost property
- General inquiries
- Change of Student Details form

## CAMPUS MANAGEMENT TEAM

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Each campus has a Campus Manager and Heads of Faculty who are available to help and support our students with all operational aspects of their study experience.

If you would like to discuss any aspect of your study journey with a member of campus management, please contact campus reception to make an appointment.

## CHANGE OF ADDRESS AND CONTACT DETAILS

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It is important to keep the campus informed of your current contact details as important documentation such as course completions and graduation information will be sent to the address on our records. We take no responsibility for lost documentation which has been sent to the last known address, so make sure you inform us of any changes to your contact details, including changes in residential address and phone numbers. You can update your contact details by completing a Change of Student Details form available from campus reception.

# KEEPING HEALTHY, WELL AND SAFE

Staying healthy and happy during your studies is so important to your success and meeting your goals. Please read and consider the information and resources below.

## DISCRIMINATION, HARRASSMENT AND WELLBEING

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We welcome diversity on our campuses. Any discriminatory behaviour, bullying or harassment based on gender, sexual orientation, social status, culture, ethnicity or religion against any person or group of people is unacceptable and in breach of the Human Rights Act [hrc.co.nz](http://hrc.co.nz)

*If you feel that you are being subjected to this kind of behaviour, either from a staff member or another student, experienced directly in person, or by written or electronic communication including social media, please bring it to the immediate attention of a staff member.*

## SEXUAL HEALTH

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In New Zealand the age of sexual consent is 16 and it is illegal to have sexual contact with persons under this age even if he or she consents. If you choose to have sexual relationships you need to protect yourself from both unwanted pregnancy and from sexually transmitted infections (STIs). For more information on STIs and contraception visit [familyplanning.org.nz](http://familyplanning.org.nz) or seek advice from a health professional.

## MEDICAL CONDITIONS, INFECTIONS & SERIOUS ILLNESS

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If you are experiencing diarrhea, flu-like symptoms or a serious infection please refrain from coming to campus and see a doctor for diagnosis and treatment. If you have travelled recently from overseas and experience the above conditions you must seek medical advice immediately.

If you have a serious medical condition such as an allergy, and this is managed by prescription medicine, ensure campus management is aware of this. Also advise your tutor of this so they are able to access your medicine in case of emergency.

Your campus provides sanitised bathroom facilities, please follow good hygiene practices to avoid the spread of bacteria and germs.

## PREGNANCY SUPPORT

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Please note that our staff members are advised not to give advice to students regarding unplanned pregnancies. Staff will refer you to a health professional, the Family Planning Association or an appointed counsellor.

# HEALTH & SAFETY

The health and safety of everyone is of prime concern to our organisation. As an enrolled student, you have responsibilities too. These include:

- Taking reasonable care of your own health and safety.
- Ensuring your actions do not adversely affect the health and safety of others.
- Complying with all health and safety procedures, guidelines, instructions and notices communicated to you.
- Only using equipment in a manner that is safe and according to relevant instructions.
- Reporting anything that is identified as a safety hazard to a staff member and to campus reception immediately.
- Reporting accidents and incidents immediately to a staff member and to

## ACCIDENTS & INCIDENTS

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Accidents and incidents (including near misses) must be reported to a staff member and to campus reception. A staff member or the campus administrator will record the details of any incident or accident.

First aid equipment and surgical gloves are available from reception in the event of a medical emergency.

All accidents or incidents that occur on work experience or internship must also be reported to a staff member or campus reception at the soonest possible time.

## BRING YOUR OWN DEVICES

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Students must only use devices that are electrically safe on campuses. Devices should be inspected and in safe condition prior to use. If in doubt, consult the advice of a competent technician.

## HEALTH AND SAFETY ON WORK-BASED EXPERIENCE, PLACEMENTS AND INTERSHIPS

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As part of their programme, students may undertake work experience, placements or internships with a host organisation.

Students must carry out the health and safety responsibilities outlined above and will also need to comply with the instructions and procedures of the company they will be working with. However if you feel you have been asked to carry out a task that is unsafe for you or others, you should cease work and immediately inform your internship or careers advisor.

## SECURITY

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If you see anything or anyone suspicious on campus or near campus grounds, report any incidents or concerns to a staff member immediately. Remember this is your campus and your home for the remainder of your studies, so treat it like your own and look out for your fellow students and staff.

Students who will be away during scheduled class times must apply for leave. If we cannot get hold of you, the campus will contact your next of kin, emergency contact and any other contacts and people known to us to ensure that you are safe. We appreciate landline numbers as alternative numbers in the event where students lose their mobile phone or run out of credit. However please note the 0800 number is free so there are no excuses for lack of communication.

## EMERGENCIES

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It is important to know what to do in an emergency on campus. Your induction will cover meeting points and who the fire warden is, but you should also familiarise yourself with alarm sites and emergency exits – exit maps can be found on campus noticeboards.

Remember an emergency can happen anywhere at any time – so it is a good idea to check out the Civil Defence emergency 'GetThru' website to help you know how what to do – no matter where you are [getthru.govt.nz/](http://getthru.govt.nz/)

## EVACUATIONS

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In the event of a drill or emergency evacuation please follow the evacuation process for your campus using the emergency exit you are directed to and going to the designated meeting point.

## LOCKDOWN

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If a lockdown is initiated, students are to minimise noise and movement and follow the instructions of staff members.

## FIRE

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If you discover a fire, raise the alarm immediately by operating the nearest fire alarm or informing reception. Call the Fire Brigade on 111 or notify reception.

- On hearing the sound of the alarm bells ALL students and staff must LEAVE THE PREMISES IMMEDIATELY
- Use the nearest exit available
- Those appointed as Fire Wardens will search the school. When the Fire Wardens are satisfied that everyone has evacuated the school they will report to the Fire Control Officer
- Move quickly and quietly – DO NOT RUN. DO NOT USE THE LIFTS
- Do NOT collect personal belongings from any part of the premises
- NO person is to re-enter the building until instructed to do so
- Once the all clear has been declared by the Fire Department, the school Fire Warden will advise that you can re-enter the building.



## EARTHQUAKE

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In the event of an earthquake, remain in the building, move no more than a few steps, drop, cover (under solid furniture such as tables or desks) and hold.

When the quake has passed, exit the building if it is safe to do so

If fire is discovered or an evacuation order given, follow the fire evacuation procedures.

## TSUNAMI

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In the event of a tsunami warning move to high ground and follow the instructions of staff members.



# ACADEMIC INFORMATION

## PROGRAMME CONTENT

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You will receive a programme outline at enrolment. This document summarises:

- The subjects (components) you will be covering
- The credits and level of the programme
- The length of the programme
- Your pathway options after completion

**Programme components:** are also known as subjects, papers, courses, units and standards. All the components together make up your programme.

**Learning outcomes:** each component has specific learning outcomes that describe in detail what you need to know, or be able to do and which you will be assessed against. In order to be credited for a component you must achieve all of the component's learning outcomes.

**Credits:** each component is assigned a credit value. One credit is equivalent to 10 hours of learning. This time includes direct contact hours during class delivery as well as study outside of class times and time spent working on assessments.

## ACCESS TO ENROLMENT & ACADEMIC INFORMATION

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For credit bearing programmes you will be earning credits progressively during your programme. NZQA

assessment standards are advised to NZQA each month. On completion of the programme you will receive a transcript of your Record of Learning showing titles of the programme, and components, including the credit value and date of achievement.

Yoobee Colleges will retain secure records of your enrolment and academic information on your electronic student file. Information will be available to you on request should you require a copy of your Student Record of Learning, enrolment forms, documentation or agreements. As your records are private and confidential, to maintain record security we ask you to formally request these in writing from your Campus Manager and present your ID for verification.

## CREDIT RECOGNITION AND TRANSFER

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At the time of enrolment you will have been informed whether you will require reassessment in any units.

You may already have gained credit for components at school or with another training provider. If these components are also in your Yoobee Colleges programme then you might not have to be re-assessed on the same components.

### **NZQA assessment standard**

**components:** We will print out your NZQA Record of Learning to confirm what you have completed. Where the components are identical, we

will transfer credit across to your programme of study.

**Yoobee Colleges components:** we will transfer any previously achieved Yoobee Colleges components on your Yoobee Colleges record of learning across to your programme of study where these are identical.

**Other components:** see Recognition of Prior Learning.

## RECOGNITION OF PRIOR LEARNING

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Short Courses does not have provision for Recognition of Prior Learning Application (RPL).

## ASSESSMENT PROCEDURE

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Whilst training with us, you will be assessed against set criteria for component learning outcomes. Each assessment will state whether it is assessed according to competency, grading or weighting criteria as well as specifying the learning outcomes being assessed and the evidence required.

If you are not sure about any aspect of a particular assessment, please ask your tutor to explain. Your tutor will inform you of the conditions of assessment and the expectations for evidence.

You can expect to receive a result for your submitted evidence within fourteen working days. Sometimes this can take longer where the assessment tasks are of a complex nature or the assessment evidence is undergoing verification for quality assurance purposes. Your tutor will advise you if there is going to be a delay in releasing your result.

You will have a Yoobee Colleges academic record for each area of your programme. When you have successfully met the requirements in a component you will gain credit for that component on your academic record.

## ASSESSMENT APPEALS

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If you are dissatisfied with the result of an assessment or you feel there has been an error in marking, always check with your tutor in case there has been any misunderstanding. If after speaking with your tutor you are still not satisfied with the result you may make a formal appeal for the result to be reviewed. Our Appeals Process is outlined in the flowchart on page 21.

## EXCEPTIONAL CIRCUMSTANCES IMPACTING ASSESSMENT PERFORMANCE

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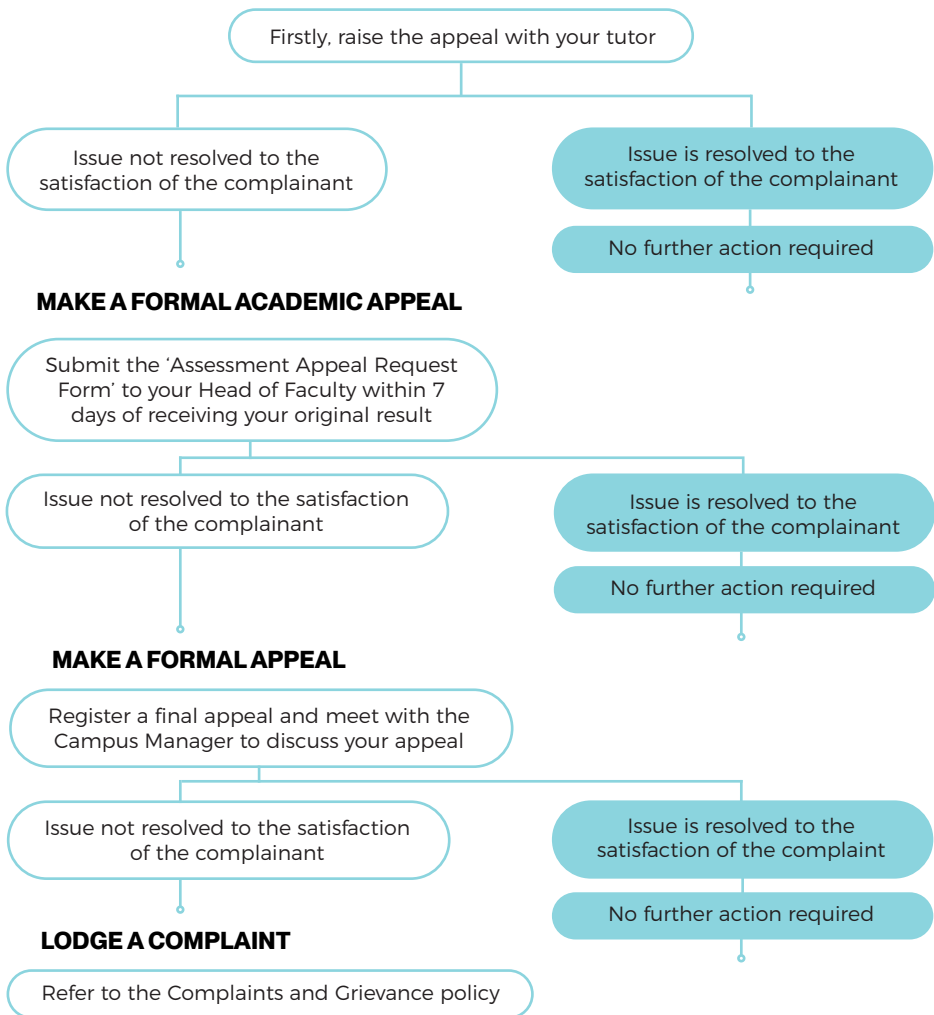
We understand that exceptional circumstances such as mental or physical illness and injury, bereavement, family crisis, emergency situations can occur and that these circumstances are often beyond your control.

If you find your performance in an assessment is compromised due to exceptional circumstances beyond your control, you can submit an application to the Campus Manager to have your result reconsidered due to impaired performance. Further evidence may be requested e.g. medical certificates.



# ACADEMIC APPEALS PROCESS

ARE YOU UNHAPPY WITH THE RESULTS OF AN ASSESSMENT?  
DO YOU THINK YOU DID BETTER THAN THE RESULTS SHOW?



## ASSESSMENT DEADLINES AND EXTENSIONS

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You will receive a plan from your tutor showing the due dates for your assessments. Your tutor will also remind you of the deadline at the time the assessment is handed out.

You must submit assessment tasks to your tutor according to the scheduled date and there are consequences for not handing in assessments by the deadline:

- Competency based assessments are recorded as a submission opportunity that has not been achieved
- Graded or weighted assessments will be eligible for a minimum pass mark only
- Some programmes may incur a deduction in overall marks – if it is applicable to your programme, this will be highlighted in your specific Programme Handbook.

If you have a legitimate need for an extension, an extension may be granted by your tutor under the following conditions:

- Prior to scheduled assessment date—an extension is applied for in writing at least two days before the assessment deadline
- After scheduled assessment date—absence approval form has been approved by your tutor and Campus Management for the due date.

## ASSESSMENT SUBMISSIONS AND OPPORTUNITIES

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Our students are provided up to three opportunities to meet the minimum requirements for an assessment. The total number of opportunities includes the first submission as well as any additional attempt to make corrections.

If your evidence does not meet the minimum requirements on the first submission, your tutor will ask you to correct specific parts of your assessment and resubmit it. Your tutor will set a new deadline for the resubmission.

For graded assessments, if your first submission receives a passing grade you cannot request to be assessed again in order to achieve a higher mark. If you need to resubmit an assessment and the corrected assessment meets requirements, you can achieve the minimum pass result only.

*Please note that this process may differ slightly based on your Programme – please ask your tutor for further information*

## RE-ENROLMENT AND COMPLETION ARRANGEMENTS

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Students who have used up the maximum number of assessment opportunities without meeting component requirements may be referred to campus management to apply to re-enrol in the incomplete component.



If you are advised to re-enrol, the Campus Manager or Head of Faculty will discuss whether there are any associated fees and agree on a completion plan with you, for the next available opportunity to complete outstanding assessment evidence during your current programme of study.

Should it be likely you will not be able to complete all your programme evidence requirements by the scheduled programme end date, and you wish to submit after this date, you will need to make a written application for 'assessment after programme completion' to your Head of Faculty before the end date of the programme. The Head of Faculty will discuss your performance to date with the Campus Manager. Where exceptional circumstances may have impacted your ability to complete the programme, your application may be considered in relation to impaired performance.

Approval for completing programme requirements after the completion date is at the discretion of Campus Management.

## ACADEMIC MISCONDUCT AND AUTHENTICITY OF ASSESSMENT EVIDENCE

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Academic misconduct refers to any action taken by a student that results in assessment evidence that is not authentic or the student's own work and/or accurately references the author. Academic misconduct also refers to actions taken by a student to purposely disadvantage another student's assessment result. Academic misconduct is also known as academic/assessment fraud/dishonesty, cheating, or plagiarism.

All the work you submit as assessment evidence must be authentic to you; this means it must be free from plagiarism and completed by you in your own words with no aid from any other people or by using prohibited resources. Assessment evidence must always acknowledge the author of any external sources used through correct referencing formats.

There are very serious consequences where academic misconduct has been investigated and proven to have occurred. See the Protocols section on page 30 for details on what constitutes academic misconduct and the consequences.





# ENROLMENT INFORMATION

## ATTENDANCE

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Programme attendance is very important as this supports learning and successful achievement of qualifications. In addition, strong time management, punctuality, and commitment to a programme of study helps to improve your work ready skills.

You are required to attend every scheduled activity and lesson for the full duration of your programme and to maintain a minimum of 90% explainable attendance rate. Full duration means being on time for the specified time of the day's tuition, and except for scheduled breaks, participating and remaining for the entire lesson.

If you are running late or are unable to attend, it is important that we are aware of this. You are required to contact us on the attendance line to advise us of your absence or lateness before class starts.

### **Attendance line:**

Yoobee Colleges: 0800 66 55 44

If you are absent and do not make contact, your tutor will attempt to contact you on that same day. If there is an issue you believe might be affecting your ability to attend class, please let your tutor, enrolment advisor or support officer know.

An explainable absence approved by campus management will not impact your attendance rate. Therefore ensure you provide

appropriate evidence to support reasons for absence as requested such as medical certificates. Medical Certificates must be issued by a New Zealand registered Doctor unless you went overseas for treatment. Medical certificates must be issued by a NZ registered doctor. Medical certificates from natural health clinics, acupuncturists or other traditional medicine practitioners will not be accepted.

Where you have not made contact with us, on-going non-attendance may result in the following:

- Formal warning letters will be issued
- Notifying external agencies according to contractual requirements (StudyLink, Immigration New Zealand, international student's agent)
- Interruption or cessation of student allowances (domestic students)
- Your withdrawal from the programme
- Penalties imposed by external agencies such as termination of international student visas by Immigration New Zealand (international students).

## FEE PROTECTION

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Yoobee colleges has arranged student fee protection mechanisms to ensure the protection of your investment in your education.

Fees paid by students are banked directly in a Trust account

administered by the Public Trust. For refund details please refer to the **Short Course Terms and Conditions**.

In the unlikely event that Yoobee Colleges is unable to continue delivery of your programme for any reason, your fees are protected by Public Trust. The amount held in Trust covers the unused portion of the fees paid for the course of study. The contact details for settlement of claims under these circumstances are Public Trust 0800494 733.

Additional information about fee protection can be found on the NZQA website under Student Fee Protection: <https://www.nzqa.govt.nz/providers-partners/approval-accreditation-and-registration/student-fee-protection/>

## COMPLAINTS AND GRIEVANCES

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We aim to provide you with a study environment that is physically safe, free from harassment of any kind and conducive to the achievement of good learning outcomes. Where a complaint has been made, we will follow a set process to ensure fairness and confidentiality for all parties concerned without fear of retribution.

If you have concerns about the facilities, programme or your treatment by a staff member or another student, try to resolve the problem directly with the person(s) concerned. If your complaint relates to an assessment result please refer to the appeals process on page 21.

If you cannot reach an agreement about the issue, or if you do not want to approach the person(s) directly, please talk to your enrolment advisor, support officer, tutor, or another member of staff you feel comfortable speaking to.

Should your complaint involve discrimination, bullying, harassment, or a threat to your personal safety, we will immediately put you in contact with an appropriately trained staff member and make sure of your safety on campus. Counselling staff can also be arranged to support or assist by mediating any situation that might arise.

Our Complaints Process is outlined in the flowchart on page 29. Save time by following the steps in our complaints process. If you skip ahead and make contact with NZQA instead of trying to resolve the issue internally, NZQA will redirect you back to the internal process.

## WITHDRAWAL POLICY

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- All withdrawal requests must be done in writing via email to the Co-ordinator or a relevant member of the Short Course team. Each request will be considered according to the course withdrawal policy. Please see the guide on page 28 for notice periods associated with the programme.

- If the withdrawal/cancellation is due to an issue caused by Yoobee Colleges Limited, please speak to the Co-ordinator. Each withdrawal is handled on a case-by-case basis, and a refund cannot be guaranteed.
- If a student withdraws or cancels their enrolment once the course has commenced, or during the course has commenced, or during the course at any point they will not be entitled to a refund.
- If a student enrolls into any programme with Yoobee Colleges but they do not attend the full number of lessons of the course due to any reason, Yoobee Colleges Limited is not obligated to provide a refund, transfer request, or facilitate any extra lessons.
- In the circumstances a class needs to be postponed due to unforeseen circumstances as decided by Yoobee Colleges Limited, the institution will ensure the full learning hours are delivered, usually by adding an additional lesson at the end of the programme. All NZ public holidays are accounted for in the scheduling of the lessons.
- If the student enrolled in a programme but did not arrive on the first lesson (No Show), if the student did not follow the withdrawal process listed then they will not be eligible for a refund and will be charged the full outstanding amount.

## COURSE TRANSFER POLICY

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In the case the student needs to transfer their enrolment to another intake, Yoobee Colleges Limited has a strict policy around how this is managed.

- Once the student has requested for their first transfer, from this point onwards their enrolment will not be eligible for any withdrawal period benefits e.g. refund eligibility as listed in these terms and conditions.
- **First Transfer to next available intake** - Free of charge provided this is completed no less than 48 hours prior to the course commencing and is completed in writing to the Short Course team. **Second Transfer to next available intake** - A fee will be invoiced to the student of \$100.00 NZD. This also must be completed no less than 48 hours prior to the course commencing and is in writing to the Short Course team.
- **Third Transfer and beyond** - The student will be charged the full amount of the course and will not be eligible for a refund. If the student would still like to enrol in the programme from this point forth, the student will have to submit and pay for a new enrolment.

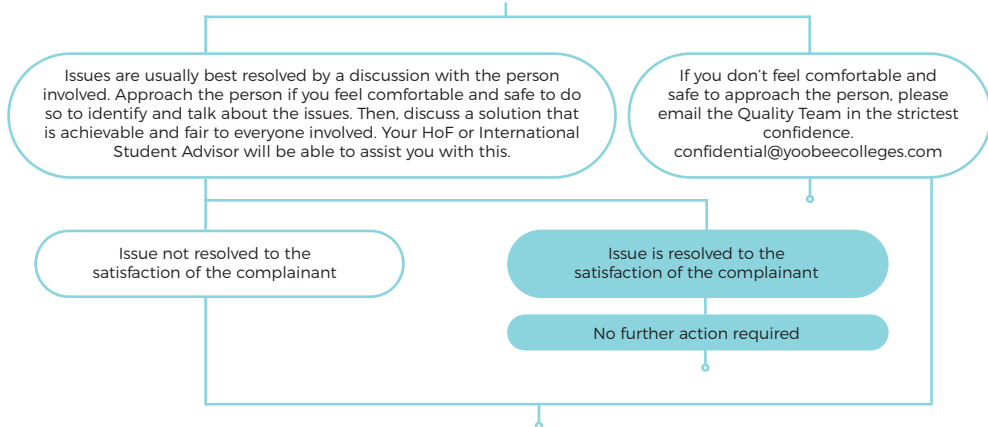
- Due to there being numerous reasonings for a transfer request or refund, Yoobee Colleges Limited will not be accepting refund requests or withdrawal requests that are outside of the standard policy listed for any of the below reasons, but not limited to:
  - ◊ Sickness of any kind including COVID-19 related (please refer to transfer policy)
  - ◊ Work commitments
  - ◊ Change in personal circumstances
  - ◊ Overseas or relocation
- ◊ Partial attendance of a programme or if the student is late for a class
- ◊ Not meeting the entry requirements including basic computer proficiency and equipment access. (Students are responsible for ensuring they meet they meet the entry requirements listed on the course website pages upon enrolment)
- Any special refund requests will be considered and can be emailed to the Co-ordinator and may be escalated to Management. Yoobee Colleges Limited is not obligated to accept any refund requests that are listed outside the standard policies stated in this document.

## COURSE WITHDRAWAL POLICY - Period and Notice

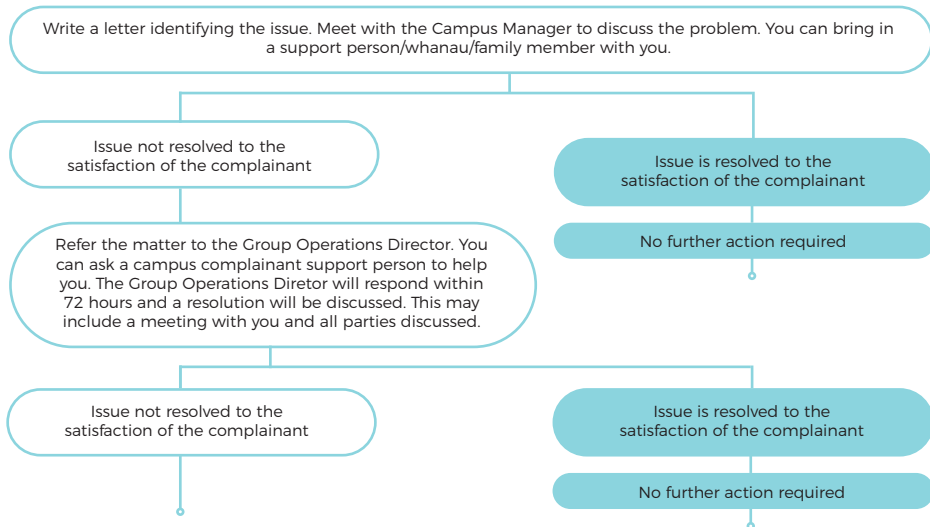
Course Type	Withdrawal Period & Notice	Refund Amount
<b>For courses of 2 days or less (10 learning hours)</b> i.e Essentials, Some Holiday Programmes and NCEA Credit Courses	More than 14 calendar days prior to course commencement date	Full refund
	Between 10 and 14 calendar days prior to course commencement date	You will receive a 75% refund on the course costs. (Paid or to be invoiced)
	Within 9 calendar days prior to course commencement date	No refund (Outstanding invoice will be issued)
<b>For courses of more than 2 days but under 5 weeks (30 learning hours)</b> i.e Some Holiday Programmes and Custom Courses	More than 14 calendar days prior to course commencement date	Full refund
	Between 2 and 14 calendar days prior to course commencement date	You will receive a 75% refund on the course costs. (Paid or to be invoiced)
	Within 1 calendar day prior to course commencement date	No refund
<b>For courses of 5 weeks or more but less than 3 months (42 learning hours)</b> i.e Training Packages and some NCEA Courses	More than 14 calendar days prior to course commencement date	Full refund
	Between 5 and 14 calendar days prior to course commencement date	You will receive a 75% refund on the course costs. (Paid or to be invoiced)
	Within 4 calendar days prior to course commencement date	No refund (Outstanding invoice will be issued)
<b>Micro-credential programmes only</b>	More than 14 calendar days prior to course commencement date	Full refund
	Between 14 calendar days prior and 5 calendar days after the course commences	You will receive a 75% refund on the course costs. (Paid or to be invoiced)
	More than 5 calendar days after the course commencement date.	No refund (Outstanding invoice will be issued)

# COMPLAINTS PROCEDURES

## ISSUE IDENTIFIED BY COMPLAINANT



## ISSUE BECOMES A FORMAL COMPLAINT



### THE COMPLAINTS OFFICER, QUALITY ASSURANCE DIVISION

The New Zealand Qualifications Authority  
PO Box 160, Wellington 6140

PHONE: 0800 697 296

DOMESTIC + INTERNATIONAL STUDENT EMAIL: risk@nzqa.govt.nz

COMPLAINTS KIT: <https://www.nzqa.govt.nz/about-us/make-a-complaint/make-a-complaint-about-a-provider/>

# PROTOCOLS

Your campus is a place where good work attitudes, practical skills and knowledge are gained in a work-like situation. In any place of work there are disciplines and social rules.

We require you to meet our Code of Conduct, work within our rules and comply with New Zealand legislation where you are involved in activities on campus, off site activities and work-based training. Our rules are listed on page 49. Failure to comply with protocols may result in disciplinary action.

## STUDENT CODE OF CONDUCT

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The primary reason for your enrolment with us is to provide you with the necessary skills to obtain further employment opportunities or pathway onto further study. To achieve this, we require a commitment from you at all times to behave considerately to fellow students, campus staff and visitors, and where you will be visiting workplaces or completing work based training.

By enrolling with us, we expect you will:

- Engage and communicate with others in a respectful, considerate manner. Any behaviour or communication that is disruptive, bullying, abusive or threatening to another student, staff member or campus visitor will not be tolerated
- Present yourself in a professional manner by adhering to the dress code and hygiene standards required for your programme
- Demonstrate reliability and punctuality by attending all your scheduled classes and training activities on time, contacting the campus if you are going to be late or unable to attend
- Demonstrate academic integrity, honesty and respect for the work of others by referencing correctly, staying within the limits of copyright licenses, and not engaging in assessment misconduct, cheating or plagiarism of any kind
- Encourage participation and communication with your classmates, by using English as the common language during learning activities
- Treat all students, staff, and campus visitors fairly and equally. It is unacceptable to harass, bully, or discriminate based on another's culture, disability, ethnicity, gender, religion, sexual orientation, or status
- Maintain clean and tidy classrooms, computer rooms and libraries that are food and spill free, using lids on drinking containers and disposing of any rubbish; chewing gum is not permitted

## STUDENT CODE OF CONDUCT

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- Respect the shared learning spaces by silencing and not using mobile phones/devices during class time – except where your tutor has approved the device as part of learning activities
- Obey all directives concerning parking restrictions
- Comply with non-smoking regulations and smoke only in designated areas
- Respect your campus environment and surroundings by refraining from littering, damaging, defacing or destroying campus property and equipment
- Follow all reasonable directions given by staff members in order to maintain good order and safety
- Observe regulations governing the use and misuse of computing equipment, including but not limited to software piracy, hacking, transmitting, accessing or supplying any prohibited or offensive material
- Not be under the influence of, be in possession of, or distribute any prohibited substance on campus
- Not carry, or be in possession of weapons of any kind and/or items designed to injure or threaten on campus
- Refrain from unauthorised possession of, or wrongful sale of property
- Conduct yourself professionally while engaged in work-based learning and comply with the workplace rules of the employer or host organisation.
- Avoid potential conflicts of interest with regard to Yoobee Colleges/host organisation intellectual property; notifying Yoobee Colleges where a personal or professional relationship may give rise to a conflict of interest.
- Obey the principles of the Privacy Act in relation to another person's private and confidential information, files, data, or records.

## STUDENT MISCONDUCT, INVESTIGATION AND DISCIPLINARY PROCEDURES

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We understand students can experience a wide range of challenges and this can result in making hasty decisions that put their enrolment at risk. Any student seeking help is encouraged to talk to a trusted party, who will, if necessary, confidentially refer the student to a counsellor as soon as possible.

Yoobee Colleges will be fair and equitable in conducting our interactions with students and in implementing student discipline procedures and we will always consider the wellbeing of students and staff when determining the appropriate disciplinary outcome.

Any student who is a party to a breach of the rules committed by another student may, at the discretion of management, be deemed to be also guilty of that offence. Being 'a party to' may include aiding, abetting, inciting, counselling, encouraging, assisting to conceal, and assisting to cheat, or in any way assisting in a breach of the rules.

### **Investigation**

Where a student is involved in alleged misconduct and/or a breach of Yoobee Colleges protocols, they will receive notice in the form of a letter advising them of the subject matter of the breach and an invitation to meet with the Campus Manager. The notice letter will also include an invitation for the student to bring a support person to the meeting, the letter will advise of all possible penalties up to or including the final stage of expulsion from the programme and Yoobee Colleges.

During the meeting the student will be given the opportunity to be heard in a fair and confidential manner. All relevant evidence will be presented at the meeting to be and viewed and discussed by the parties. Where the investigation finds no misconduct has occurred, all parties will be advised and no additional action is required.

Where a finding of misconduct is upheld, the Campus Manager will advise the student the consequences\* of their actions.

*\* Breaches of a very serious nature may result in a final written warning or immediate expulsion without notice.*



## DISCIPLINARY PROCESS

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If you are unable to receive a warning because you are absent from your programme, then the warning is considered to have been received if sent by mail to your last known address.

Where the breach is serious, the student may be suspended while this is being investigated. Indefinite suspension may occur where a student fails to comply with any written warning.

**STAGE 1:** First formal written warning from the Campus Manager. This warning will be recorded on the student's confidential file and the student will be requested to sign an acknowledgment that the warning has been given.

**STAGE 2:** Second formal written warning. This warning will also be recorded on the student's confidential file and the student will be requested to sign an acknowledgment that the warning has been given.

**STAGE 3:** Third and final written warning. This warning will be recorded on the student's confidential file and the student will be requested to sign an acknowledgment that the warning has been given.

**STAGE 4:** The final stage is expulsion from the programme and Yoobee Colleges. If an international student is expelled/had their enrolment terminated, Immigration New Zealand will be notified immediately.



# CAMPUS INFORMATION

Please use 0800 665 544 and follow the instructions to get through the campus you are calling.

## AUCKLAND

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### **SOUTH SEAS FILM SCHOOL CAMPUS**

southseas@yoobeecolleges.ac.nz

#### **Office hours**

Monday to Friday: 8.30am-4.30pm

### **CITY ROAD CAMPUS**

auckland@yoobeecolleges.ac.nz

#### **Office hours**

Monday to Friday: 8.30am-4.30pm

### **MANUKAU CAMPUS**

auckland@yoobeecolleges.ac.nz

#### **Office hours**

Monday to Friday: 8.00am-5.00pm

## ROTORUA CAMPUS

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#### **Office hours**

Monday to Friday: 8.30am-5.15pm

## WELLINGTON CAMPUS

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wellington@yoobeecolleges.ac.nz

#### **Office hours**

Monday to Friday: 8.30am-5.00pm

## CHRISTCHURCH CAMPUS

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christchurch@yoobeecolleges.ac.nz

#### **Office hours**

Monday to Friday: 8.00am-5.00pm

# SUPPORT & GUIDANCE DIRECTORY

## EMERGENCY

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**Police/ Fire Service/ Ambulance 111**

## ALCOHOL AND DRUG PROBLEMS

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### **Al-Anon Family Groups**

(All Hours) 09 379 4871

### **Alcoholics Anonymous**

24 Hour 0800 229 6757

### **Alcohol Drug Helpline**

0800 787 797

### **Community Alcohol and Drug Service**

0800 787 792

### **Narcotics Anonymous**

0800 628 632

### **Quitline (smoking)**

0800 778 778

## BANKS

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**ANZ** 0800 269 296

**ASB** 0800 803 804

**BNZ** 0800 800 468

**Westpac** 0800 400 600

**Kiwibank** 09 336 1133

## COUNSELLING, HEALTH & INFORMATION

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### **AIDS Foundation**

09 303 3124

### **AIDS Hotline**

0800 80 2437

### **Anger Management Programme**

09 835 0509

### **Anglican Trust for Women & Children**

09 276 3729

### **Auckland City Mission**

09 303 9200

### **Auckland Sexual Abuse Health**

09 623 1700

### **Human Rights Commission**

0800 496 877

### **Cancer Information Service**

0800 800 426

### **Chinese Lifeline**

0800 888 880

### **Chinese New Settlers Services Trust**

09 570 1188

### **Christian Prayer Line (NZ)**

0800 508 080

### **Doctors/Hospitals**

*Check online for local providers*

**Family Planning Association**  
0800 372 546

**Family Support Services**  
09 360 0229

**Gambling Youthline**  
0800 654 659

**Healthline**  
0800 611 116

**Lifeline**  
0800 54 33 54

**Manukau Youth Health Services**  
0800 775 222

**Rape Crisis (National)**  
0800 88 33 00

**Child Abuse Prevention Helpline**  
0800 568 856

**Plunket Line 24 Hour**  
0800 933 922

**Prisoners Aid & Rehabilitation Society**  
09 630 0862

**Rainbow Youth Trust**  
09 376 4155

**Relationship Services**  
0800 735 283

**Salvation Army  
(Wellington Headquarters)**  
04 802 6269

**Samoa Atia'e I Magele Inc Society**  
09 256 0900

**Schizophrenia Fellowship  
Auckland Inc**  
09 378 9134

**Sexual Abuse Helpline**  
09 623 1700

**Shakti Asian Woman's Safe House**  
(24 hours) 0800 742 584

**Stroke Foundation Ltd**  
0800 78 76 53

**Tenancy Services**  
0800 836 262

**Toughlove Auckland Inc.**  
0800 868 445

**Victim Support**  
0800 842 846

**Women's Refuge (Domestic Abuse)**  
0800 733 843

**Youthline Crisis Phone Counselling**  
0800 376 633

## GENERAL

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**Automobile Association**

0800 500 222

**AT HOP – Bus Information**

0800 103 080 (Auckland)

**Citizens Advice Bureau (CAB)**

0800 367 222

**Doctor**

Please check your local area

**Library**

Please check your local area

**Youthtown**

0800 004 566

**Youth Help Line**

0800 376 633

**Community Law Centre (Auckland)**

09 377 9449

**Community Law Centre (Hamilton)**

07 839 0770

**Maternity Care**

0800 686 223

## GOVERNMENT AGENCIES

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**Birth, Deaths & Marriages**

0800 225 252

**Employment Relations Info-line**

0800 800 863

**Human Rights Commission**

0800 496 877

**Inland Revenue**

0800 227 774

**Legal Aid**

09 306 3315

**Land Transport and Safety Authority  
(LTSA)**

**LTSA General Road Safety**

0800 699 000

**LTSA Driver Licensing**

0800 822 422

**LTSA Road User Charges**

0800 655 644

**LTSA Motor Vehicle Registration**

0800 108 809

**NZ Immigration**

09 914 4100

**OSH**

09 277 7415

**Police**

09 379 4500

**Post Office**

09 302 1059

**Co-operative Bank**

0800 807 747

**StudyLink**

0800 889 900

**Workbridge**

0508 858 858

## POISONS AND HAZARDOUS CHEMICALS

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**National Information Centre**

**Urgent Information**

03 474 7000

**Non-urgent & General Information**

**Weekdays 9am-5pm**

03 479 1200

## RESCUE SERVICES

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**Civil Defence**  
0800 222 200

**Search & Rescue** 111

## SERVICES FOR PEOPLE WITH DISABILITIES

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**Auckland Deaf Society Inc**  
09 630 6980

**Disability Resource Centre**  
09 414 5360

## TE MĀORI

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**Hoani Waititi Marae**  
09 818 2323

**Nga Puawai O Wikitoria Kohanga Papakura**  
09 296 2143

**Ngati Whātua O Orākei Māori Trust Board**  
09 521 2884

**Rangimarie Kohanga Reo Takanini**  
09 299 2630

**Te Unga Waka Marae Epsom**  
09 520 0861

**Te Kura O Hoani Waititi Marae**  
09 818 2323

## TRAUMA & COUNSELLING ASSISTANCE

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**Auckland Central Victim Support Group**  
0800 842 846

**Auckland HELP Foundation (Sexual Assault Victims) 24 Hours**  
09 623 1700

**Gambling Crisis Hotline**  
0800 654 655

**KAAT Trust**  
09 274 6918

**Lifeline 24 Hour Counselling**  
09 522 2999

**Mid North Budgeting Services Trust**  
09 401 2216

**SANDS**  
0508 726 372

**24hr Sudden Death Helpline**  
0800 164 455

**Orakei Marae Social Services**  
09 521 0123

**Pacific Island Refugee Centre**  
09 634 4662

## ELECTRIC POWER LINES

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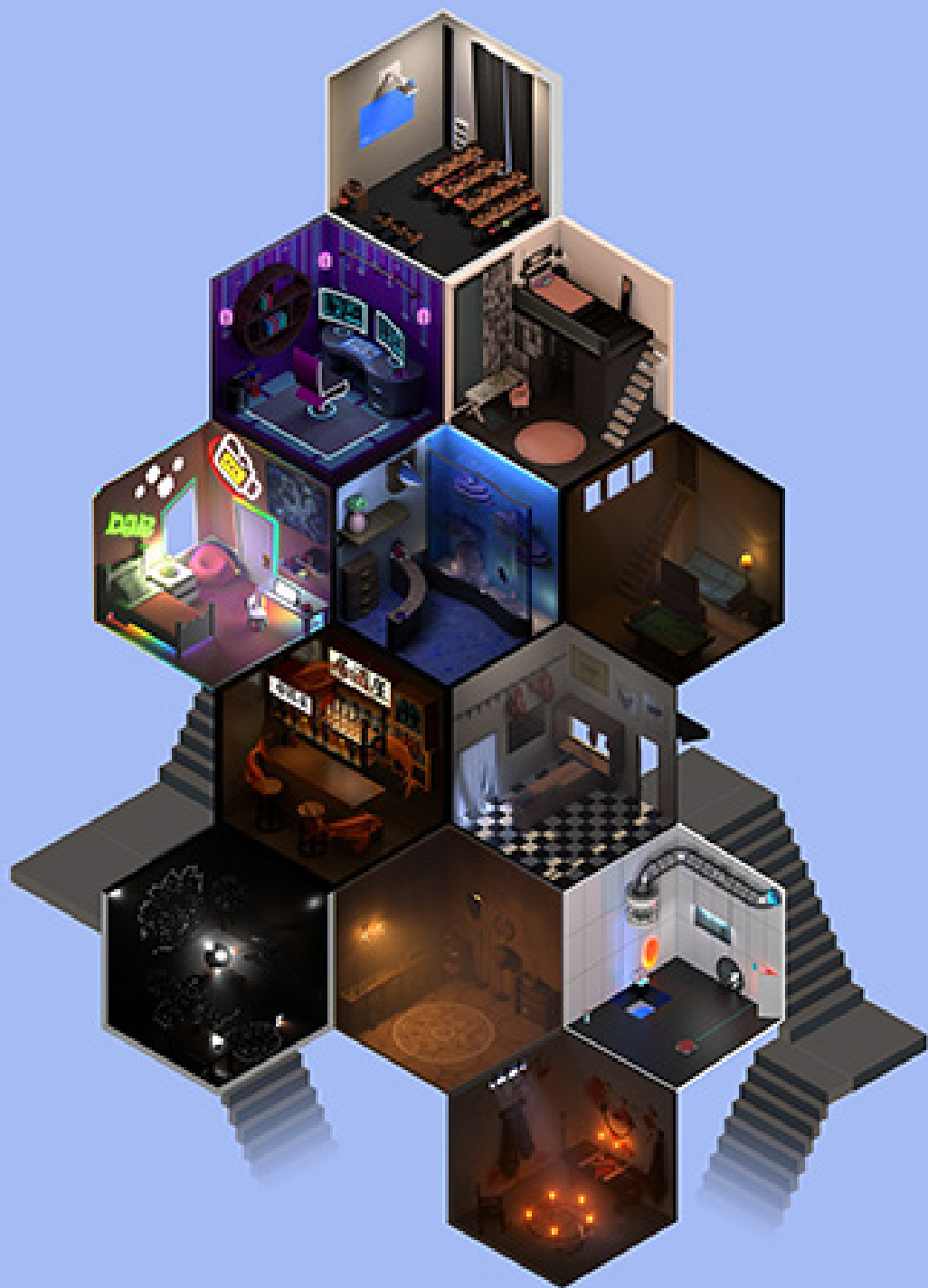
**Mercury Energy**  
0800 101 810

**Contact Energy**  
0800 809 000

## WATER/SEWAGE

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**Watercare 24 Hour**  
09 442 2222 – press 1





# POLICY & PROCEDURES

Failure to comply with the protocols laid down may result in disciplinary action. *See page 33 for disciplinary process.*

Note: Breaches of a very serious nature may result in a final written warning or immediate expulsion without notice.

## ASSESSMENT RULES

1. Students must submit assessment tasks to their tutor according to the date specified by their tutor
  2. Students must not engage in academic misconduct of any kind, this includes but is not limited to the actions in the below list:
    - Plagiarism of any nature
    - Submitting work copied, closely paraphrased or disguised (through minor word changes or format alterations) from information sources without acknowledging the source of the material
    - To use/provide resources during an assessment prohibited under the assessment's conditions
    - Unauthorised access to 'assessor only' resources such as assessment schedules
    - To take an assessment out of the training area without the permission of the responsible teaching staff member
    - To fabricate data, evidence or results
    - To make a false declaration of authenticity in relation to submitted assessment evidence
    - To communicate or attempt to communicate with other students during assessments or examinations which are written under conditions which forbid communication with others
    - To engage in any other behaviour forbidden under the relevant assessment or examination conditions
- To submit work completed as part of another programme component without teaching staff approval
  - To not correctly attribute the author using approved referencing style when using another's idea or words
  - To complete an assessment in a group (of two or more) and submit work without making significant individual contribution to the submitted evidence
  - To collude with other students to produce work that is submitted as individual work
  - To purchase, or otherwise obtain and submit another's work or pass off another's ideas as their own
  - To impersonate someone else and produce the work for another
  - To arrange for another to take one's own place in an assessment
  - To allow assessment work to be copied by another student
  - To allow own work to be handed in by another student as if it were the other student's work
  - To deliberately destroy another's assessment work

## **ATTENDANCE**

3. Students contact the campus if they are late or unable to attend a class
5. Students must attend punctually all scheduled classes and training activities

## **CLASSROOM ETIQUETTE**

- 5.. Classrooms, computer rooms and libraries are food free areas. Drinking from cups and bottles without lids is not permitted. Any drinking containers brought into these rooms must be disposed of to ensure the space is tidy for the following class. Chewing gum is not permitted
6. Except where it has been permitted by the tutor to support learning activities, students must silence and refrain from using mobile phones/devices during class time
7. English is the common language across our student body, as such, to avoid language barriers and ensure full participation, students are requested to speak English during learning activities

## **CONDUCT**

8. Students must comply with all reasonable direction given by a staff member in order to maintain good order and safety
9. Whilst undertaking work experience, students must comply with such rules as the employer or host has for their own staff
10. Students must respect the environment by refraining from littering, and by not damaging or defacing campus property
11. Students must comply with the non-smoking regulations and not smoke in any area of the premises, except where designated as smoking areas
12. Students must obey all directives concerning parking restrictions

14. Students must return all Yoobee Colleges property in their possession – including books – upon completing a course of study
15. Students must inform Yoobee Colleges of any personal or professional relationships entered into that may give rise to a conflict of interest
16. Students must avoid any potential conflicts of interest with regard to working for another competitive organisation during their enrolment/ study with Yoobee Colleges and/or using Yoobee Colleges' resources or intellectual property for the benefit of a competing organisation
17. Students must not engage in any behaviour that is likely, in the opinion of management, to create a safety hazard, impede operational activities, or damage the goodwill of the public
18. Theft or embezzlement of, damage to, destruction of unauthorised possession of, or wrongful sale or gift of property is strictly prohibited
19. No student may access, alter or remove items from the records of any present or past student or staff member, in either printed or electronic form. No information pertaining to present or past students or staff members may be provided to any other party

## **DRESS CODE**

20. Students provided with a uniform must wear the uniform on campus, off-site activities and work-based training
21. Where a uniform is not supplied, students must wear clean and comfortable clothing on campus, offsite activities and work-based training
22. It is inappropriate to wear clothing that is revealing or has

offensive or threatening logos, slogans or badges

23. Wearing insignia, patches and colours indicating a gang affiliation is strictly prohibited
24. Appropriate footwear is to be worn at all times as this is a H&S requirement
25. Wearing unauthorised head-wear and sunglasses is not permitted in class. Note: approval may be given where advised of medical conditions and/or religious reasons

### **DISCRIMINATION, HARASSMENT & BULLYING**

26. Students must not behave in an abusive or bullying (verbal, emotional or physical) manner to another student, staff members and campus guests. This includes communicating via public and/or private/social media
27. Students must not use campus resources to access or transmit any material which might be deemed abusive, hateful, degrading, demeaning, derogatory or defamatory to others

### **INFORMATION & COMMUNICATIONS TECHNOLOGY RULES**

28. Students must adhere to copyright limits and conditions according to the copyright guidelines and license displayed on campus
29. Campus information and communications technology systems and resources must be used for programme related work only
30. Students must not use any information and communications technology systems and resources for commercial purposes
31. Students must not download or upload information via

a personal device without permission

32. Gaining unauthorised access to another person's property, files, data, programmes or materials is strictly prohibited
33. Students must not damage, disable, vandalise, hack or destroy technological systems, files or resources
34. Unauthorised copying, downloading, uploading or theft of software, copyright material and/or other intellectual property
35. Accessing or supplying prohibited or offensive material that might be deemed illegal, pornographic, obscene, sexually explicit, indecent or vulgar

### **PROHIBITED ITEMS & SUBSTANCES**

36. Students will not possess on the premises weapons of any kind and/or items designed to injure or threaten
37. Unless permitted by management for specific events and/or programme activities, students must not consume alcohol on the premises
38. Students will not possess on the premises any alcohol, non-prescribed drugs or substances, or be on the premises whilst under the influence of alcohol, substance abuse, and/or non-prescribed drugs
39. Students must observe current legislation that prohibits the use or possession and distribution of illegal drugs. Any student suspected of carrying, using or distributing illegal drugs on campus will be reported to the police.



Y003EE

COLLEGE  
OF CREATIVE  
INNOVATION