



STUDENT HANDBOOK

YOOBEE
COLLEGES



Excellence Partnership Innovation Care

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**Haere mai, Talofa lava, Kia orana, Fakaalofa lahi atu, Ni hao, Taloha ni, Bula vinaka, Malo e lelei, Namaste, Mabuhay, Annyeong haseyo
–Welcome!**

At Yoobee Colleges we know the difference that quality education can make to your future. Whether you have just enrolled, or are considering studying with us, you can be assured that our programmes provide the training and qualifications to help you succeed.

We understand that every student has different needs – that’s why all students – be it studying Online or in a physical campus - receive tools designed to deliver a seamless learning experience putting our learners at the heart and delivering applied learning opportunities to suit their needs. This is done via our purpose built online platform, or individual, one-on-one attention and assistance by highly qualified and experienced lecturers or learning and support staff who are dedicated to seeing you achieve your goals.

Your time at Yoobee Colleges will be exciting, challenging and rewarding. To succeed in our sector talent and practical skills are essential, as is self-discipline, time management, self-motivation, managing conflicting priorities, remote networking skills, and resilience – all of these key attributes have been considered when building your education journey.

Whether you plan to continue further study after you have gained your qualification or wish to find employment, the focus at Yoobee Colleges is to provide you with knowledge, skills, and experience that is directly transferable to the workplace. Our combination of practical learning and academic teaching will give you the ability to confidently enter the world of work and thrive in your career.

Whatever your education and career aspirations, we invite you to contact us at any time for information or support, and we are delighted to welcome you to the Yoobee Whanau.

Best wishes

Ana Maria Rivera
CEO Yoobee Colleges



About this handbook

The Student Handbook 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 Guide 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 programmes and courses please see the campus contact details towards the back of this handbook.

Join the community

yoobeecolleges.ac.nz

facebook.com/yoobeecolleges

instagram.com/yoobeecolleges

twitter.com/yoobeecolleges

youtube.com/yoobeecolleges

Attendance lines

Yoobee Colleges: 0800 66 55 44

Enrolment Information

Induction/Orientation

All students enrolled at Yoobee Colleges - whether attending a physical campus or Online - are required to attend an orientation at the beginning of the programme. During orientation you will have the opportunity to meet staff, other students, familiarise yourself with environment and the facilities.

During your first week of study you will receive:

- A tour and explanation of the campus layout or online learning platform
- An introduction to relevant campus staff
- An explanation of the rules, regulations, code of conduct expectations (including dress code and netiquette), as found in this Student Handbook. At this time you will also have the opportunity to sign the learner contract to demonstrate your agreement to abide by these.
- Health and Safety overview and briefing and information about the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019
- Familiarisation of computer areas and rules, user ID and password
- Academic induction: an introduction to the programme and what to expect. The relationship between assessment, courses, programme and qualifications is explained during induction and is outlined in the Student Handbook.
- International pastoral care information on support services.

Additional information will be provided to students new to New Zealand to help you settle in more easily. Included will be tips on safety, where to find help and information about the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019

Settling into the Semester

Our campuses have a range of activities early in the semester to support students to make friends, create peer support study groups and meet others attending classes at their campus. All students are encouraged to attend these and other social events run throughout the year on campus.

ID cards

Upon payment of fees and commencement of your study, Yoobee Colleges will take your photo and apply for your student ID card.

You will receive your student ID card within three weeks from the start date of your course. You can use your student ID card to get discounted travel on certain bus and train services.

Please talk to your tutor for more information or if there are any problems with your card. A fee may apply for replacement cards.

Change of address and contact details

It is important to keep the campus informed of your current contact details, this is especially important in

case of events relating to your health and wellbeing. 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 your tutor

Student allowances

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

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.

Accommodation

Need a place to live?

Ask your enrolment advisor for help with temporary, permanent, or home-stay accommodation.

Childcare

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.

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 for more information:

Phone: 0800 559 009 or visit workandincome.govt.nz.

Medical information

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.

Privacy

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.

Fee protection

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. The fees are only paid out of the Trust account, at intervals, after the eight day from the start of course for domestic on campus students, and after 10 days for International and Online students. You will be asked to sign the Public Trust Form, confirming that you are our student.

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/>

Withdrawal and fee refund entitlements– domestic students

(Not applicable for international students. Refer to the 'Additional Information for International Students' booklet for information).

Withdrawal from courses of 13- weeks or more

If you withdraw within 8 calendar days for domestic on campus students or 10 working days for domestic online students, after and including the scheduled start date of your programme, all tuition fees will be refunded minus a deduction of 10% of the fees paid or \$500 (whichever is the lesser amount).

If you withdraw from your programme before the completion date, on day 9 or later for domestic on campus students, or from 5pm of the 10th working day and before completion date for domestic online students, you would only be eligible for a refund of tuition fees in exceptional circumstances, at the Financial Controller's discretion.

You would need to provide documentation to support any such application which must be made within one month of the last day of attendance.

On day 9 or later, for domestic on campus students and from 5pm of the 10th working day for domestic online students, there can be no refund where: you wish to transfer to another provider; you have been expelled; inaccurate or false information was included in your enrolment application.

Written confirmation of withdrawal

Before processing a refund of fees, you may be required to provide written confirmation of the withdrawal from your parents or guardian (if under 18 years old). If you obtained a bank loan for the purpose of studying with Yoobee Colleges, we may require confirmation that the lender consents to your withdrawal.

Discontinuation of a programme If for any reason your programme of study is discontinued before the planned start date, all paid tuition fees will be fully refunded.

Payment of refunds

Where Yoobee Colleges receives student fees via an education consultant or directly from a member of a student's family, we will endeavour to refund fees to the party that paid the fees to Yoobee Colleges.

Involuntary withdrawal

Campus management may, at its discretion, withdraw a student who does not demonstrate a willingness to learn by the end of the second week of the course. This step is taken only after consultation with the student and tutors concerned.

Punctuality

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.

Attendance

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% 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.

Your tutor will record all absences to ensure you meet course attendance requirements. Attendance, engagement and progress is also closely monitored for Online students ensuring all students achieve to the best of their ability.

If you are enrolled in a physical campus and leaving early for the day 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.

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.

You can apply for explainable absence approval by campus management. Ensure you provide appropriate evidence to support reasons for absence, such as medical certificates. Please note that an explained absence still impacts your overall attendance percentage.

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).

Credit recognition and transfer

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

If you believe that you are already competent in what is required for a particular component (say in previous study or work) then you may wish to make a Recognition of Prior Learning Application (RPL). We will look at your evidence and see if it sufficiently matches components in the programme to be recognised for credit. Your enrolment advisor has details of what is involved in this process and the types of evidence you will need to provide.

Complaints and grievances

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 23.

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 15. 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.

Visas (International Students Only)

In order to commence study at Yoobee Colleges, international student must hold the correct visa to study when in New Zealand. This means the name of the school, your programme of study, and location must all be correct. If these details are incorrect or your visa expires, you will not be able to attend class or complete coursework.

Full details of visa requirements and advice on student visa employment rights can be found at immigration.govt.nz and naumainz.studyinnewzealand.govt.nz

It is your responsibility to hold a current visa while in New Zealand. If anything changes about your visa or you get a new passport, please update your international student support officer immediately.

When you graduate, you may be eligible for a Post Study Work Visa. Please visit the Immigration New Zealand website above or speak to our licensed immigration adviser for more details.

What happens if I do not come to class or withdraw from my course?

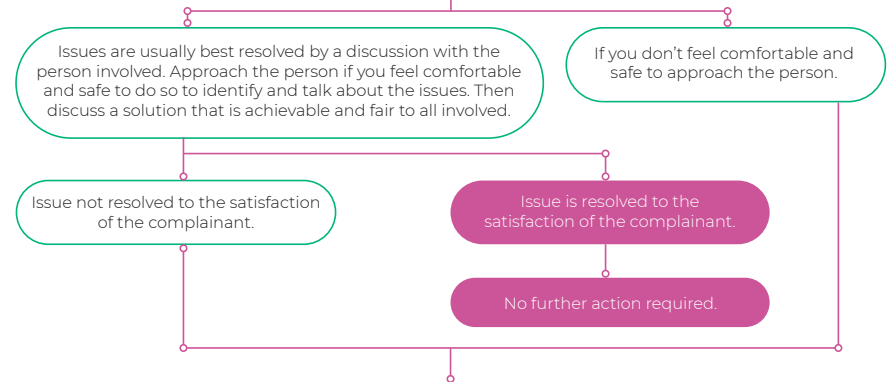
- We are obliged to inform NZ Immigration and your visa will be revoked
- International students may work up to 20 hours per week if they have received a variation of conditions on their visa
- You may also apply for permission to work during the Christmas and New Year holiday period, on completing your course of study, or as a postgraduate student.

Insurance (International Students Only)

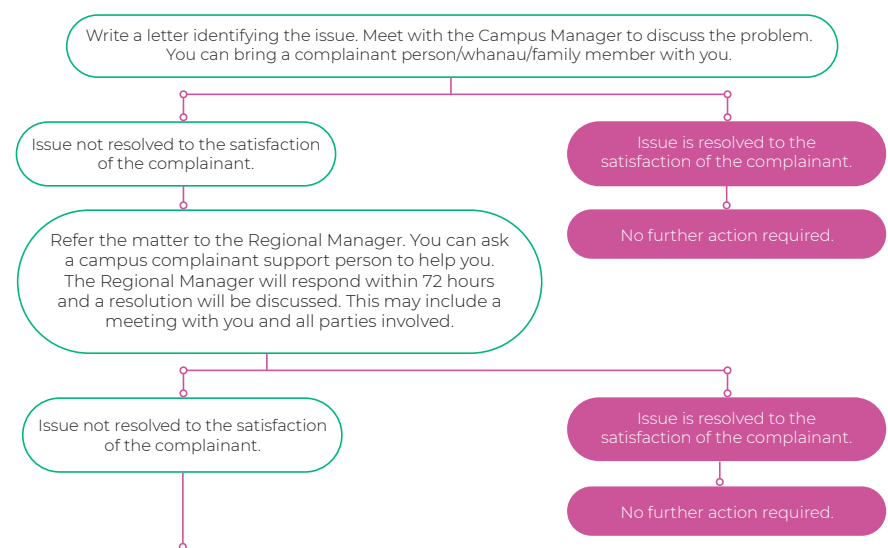
International students must have a comprehensive medical accident and contents policy as a condition of their student visa. We recommend the Southern Cross International Student policy. Insurance must cover the length of your stay on a student visa in New Zealand.

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
EMAIL: risk@nzqa.govt.nz
COMPLAINTS KIT: <http://www.nzqa.govt.nz/aboutus/make-a-complaint/make-a-complaint-about-a-provider>

Academic Information and 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.

This Student Handbook provides information on various support available to you. The Support and Guidance Directory at the back of this Student Handbook will also help you find information on external services and support available to you. 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.

As a signatory to the Education (Pastoral Care of Domestic Tertiary Students) Interim Code of Practice 2019, we will uphold the standards set out to recognise and meet the needs of all students. A separate publication has been developed that covers these aspects – in addition to this Student Handbook, international students will receive a copy and briefing of the *'Additional Information for International Students'* booklet at induction.

Programme content

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

- The qualification your programme leads to
- The courses (components) you will be covering
- The credits and level of the programme
- The length of the programme
- Your pathway options after graduating

Programme course: are also known as **components**, subjects, papers, modules, topics, units and standards. All the components together make up your programme and lead to a recognised qualification.

Learning outcomes: each course 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 course you must achieve all of the course's learning outcomes.

Credits: each course 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.

Resources

Where your local campus has a dedicated resource centre, you will be able to self-access computers, online tools, the Learning Management Systems (LMS), electronic books, journals and magazines. See your campus resource centre or programme handbook for a list of the relevant resources available for your programme.

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.

When you are on a physical campus and 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.

Open door policy

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

Access to enrolment and academic information

You will be earning credits progressively during your programme. Where the programme contains NZQA assessment standards, these are reported to NZQA on a regular basis. On completion of the programme you will receive a transcript of your Record of Learning showing titles of the programme, qualification(s) and courses, 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 student ID card for verification.

Intellectual property

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. Where students are working on commercial products Yoobee Colleges will not share in any monetary profits, instead will seek 'bragging rights' through media outlets.

Feedback

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.

Evaluation Surveys:

Yoobee Colleges operates an internal course evaluation procedure, which takes place during the course. Students are asked to participate in a questionnaire that surveys the Yoobee Colleges student experience.

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 after completion so that Yoobee Colleges can evaluate the relevance of your training for your workplace.

Student representation: Every class has a student representative. Elected by you and your classmates, the student representatives make up the Student Council. This is a forum where your class feedback is communicated to campus management so issues affecting students are discussed and solutions reached.

Being a student representative is a great opportunity to strengthen your existing leadership skills, and it looks great on your CV.

News

News and information can be found on Yoobee Colleges' websites and on your class Teams page. Students can also join other interests groups within Yoobee, with their own group Teams pages you can 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.

Correspondence with industry

Programme activities may require you to seek information from people who are working in an industry that relates to your programme, either by email or letter. As these communications are going out under Yoobee Colleges these must be approved by your tutor.

Emails: Emails are to be printed and taken to your tutor for checking.

Letters: Letters have to be taken to your tutor in draft form to be checked and when it is correct they will sign the draft. Once it has been approved, obtain a sheet of letterhead from your tutor and print. All letters have to be counter-signed by your Team Leader who will then post the letter for you.



Assessment procedure

Whilst training with us, you will be assessed against set criteria for course 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 assessment within fifteen 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 course you will gain credit for that course on your academic record.

Te Reo Māori

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

Assessment appeals

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 23.

Assessment opportunities

Our students are provided up to three opportunities to meet the minimum requirements for an assessment. The total number of opportunities includes the first attempt.

If your evidence does not meet the minimum requirements on the first attempt, your tutor will ask you to correct specific parts of your assessment and will set a deadline for the resubmission or resit.

If you need to resubmit/resit an assessment, you will not be discredited (the final outcome will not be lower than the previous attempt). For performance based assessments you can not gain advantage beyond a pass grade, or your original grade.

For performance based assessments, if your first attempt receives a passing grade you cannot request to be assessed again in order to achieve a higher mark.

Please note that minimum requirements for assessments differ for each Programme – please ask your tutor for further information.

Assessment deadlines and extensions

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 meeting deadlines:

- Missed assessments are recorded as a submission opportunity that has not been achieved, therefore the late submission is counted as the second submission and only one submission attempt will remain.
- If no attempt is made or minimal evidence is provided, the assessment may not be marked and will be recorded as an opportunity that has not been achieved.
- In addition, graded or weighted assessments will be eligible for a minimum pass mark only.
- For late, no or minimal attempts, a resubmission/resit date will be set by the tutor

If you have a legitimate need for an extension, you may be granted an extension via the special consideration process. Please see the Special Consideration Guide within your Learning Management System for further details. Where possible, it pays to apply for an extension ahead of time.

Special Consideration for exceptional circumstances impacting assessment performance

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 have your result reconsidered due to impaired performance. Further evidence may be requested e.g. medical certificates. Please see the Special Consideration Guide for further details on which situations may be included, and which circumstances are excluded from this process.

Academic misconduct and authenticity of assessment evidence

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 for details on what constitutes academic misconduct and the consequences.

Re-enrolment and completion arrangements

Students who have used up the maximum number of assessment opportunities without meeting minimum requirements may appeal to the Board of Studies for special consideration.

The Board of Studies will consider the appeal and explore options for further opportunity to be successful.

If the Board of Studies advises you to re-enrol, there are conditions that will need to be discussed and considered such as associated fees and class space availability. For international students this may require a new student visa.

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 Team Leader before the end date of the programme. The Team Leader will discuss your performance to date at the Board of Studies meeting. 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.

Programme Completion and Awarding of Qualification

On completion of your programme, you will be provided with a Transcript of Courses Completed and a copy of your Qualification.

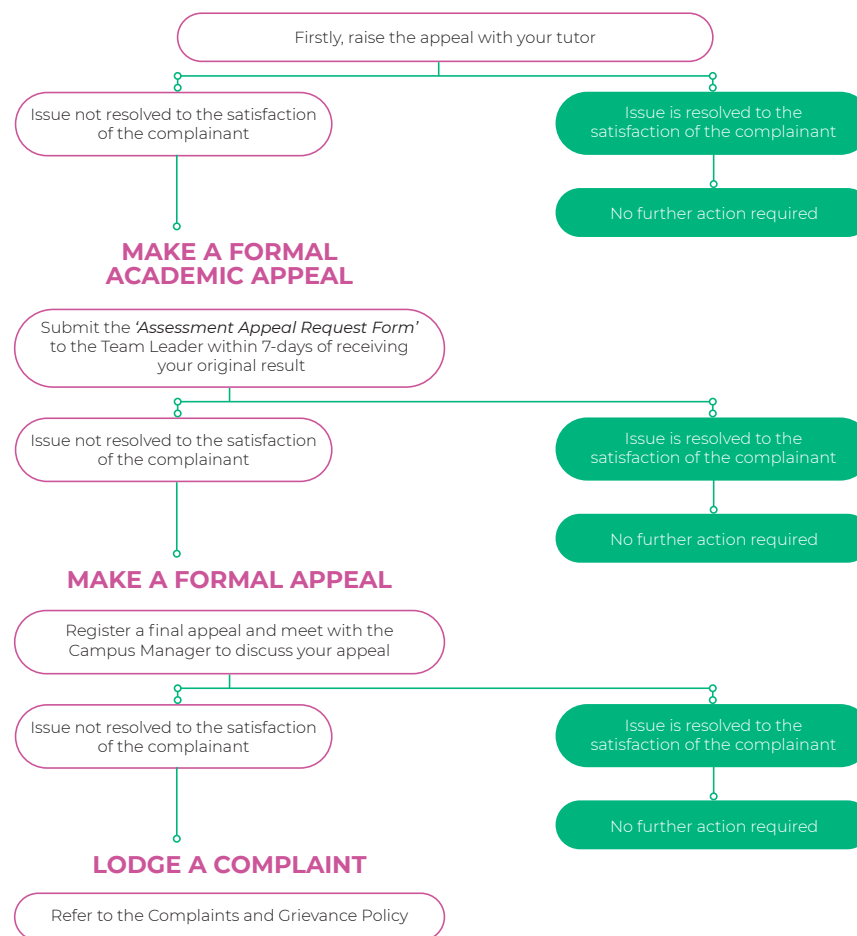
You will receive the transcript within three weeks of finishing your programme. The transcript will indicate your level of achievement for each course according to the grading and reporting system for your programme. This document will also indicate any components that have not been achieved.

Charges apply for additional reprints and copies as follows:

- Qualification and Certificate reprints – \$15
- Transcript of Courses – no charge.

ACADEMIC APPEALS PROCESS

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



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, harassment and bullying

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

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.

Cultural / community and support services

A directory is located at the end of this handbook on page 44. If you need further help locating information, see your tutor, enrolment advisor, or support officer.

Counselling

Full-time study can be very demanding around assessment times, especially on top of other demands of family, work, and other commitments. Seeing a counsellor during these periods is an especially good idea to help you cope with stress and anxiety while you are studying.

If there are any issues which are impacting on your ability to study at the school it is important that you seek professional help. If you require assistance in dealing with a personal matter, please feel free to contact any staff member. Yoobee Colleges has access to internal/external counsellors for students who may require assistance in areas of relationships and stress management. They have fully qualified female and male counsellors available.

Sexual health

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 or seek advice from a health professional.

Pregnancy support

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.



Artwork by: Viet Nguyen

Health and Safety on Campus

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 immediately.
- Reporting accidents and incidents immediately to a staff member and to campus reception.

Student Safety

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. Please avoid warning letters and causing unwanted worries and concern regarding your whereabouts by keeping communications open with your campus team. 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.

Medical conditions, infections and serious illness

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.

Accidents and incidents

Accidents and incidents (including near misses) must be reported to a staff member. 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 campus staff 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 at the soonest possible time.

Hazards

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.

First aid

Many staff at each campus have completed first aid training. Find out who by looking at notice boards. There are first aid kits available from campus staff.

Emergencies

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/

Fire safety and evacuation

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.

Evacuations

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

If a lockdown is initiated whilst you are on campus, you are to minimise noise and movement and follow the instructions of staff members.

Fire

If you discover a fire, raise the alarm immediately by operating the nearest fire alarm or informing a staff member. 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
- Do NOT carry any food or drinks with you whilst vacating 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

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

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

Security

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.

Health and safety on work-based experience, placements and, internships

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.

Bringing your own devices

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.

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 34. Failure to comply with protocols may result in disciplinary action.

Student code of conduct

The primary reason for your enrolment with us is to provide you with the necessary skills to obtain employment 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

- 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

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

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.

Rules and Regulations

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 must maintain 90% attendance rate
4. 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

6. 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
7. 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
8. 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

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

Te Reo Māori Alphabet Chart



Campus Information

Campus management team

Each campus has a Campus Manager, Team Leaders and a Learning and Support Leader 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 arrange an appointment via your tutor.

Teaching team

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 special consideration
- General class issues
- General campus queries
- Work experience placements
- Pastoral support
- Post-placement advise

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

Visitors

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

All visitors must sign in using the electronic sign-in system at reception.

If you are experiencing a problem with unwelcome visitors, or think that a problem may occur, please feel free to advise campus staff so they can protect your privacy.

Computers

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. The maximum response time will be 72 hours. You may need to move to another device temporarily.

Equipment bookings

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.

Printing, photocopying and phone

All campuses have photocopying/printing facilities available to students during normal hours. On your first day you will be allocated a user ID and password. It is important that you

change your password immediately. Using another student's login is against school policy—please do not provide your login details to friends or family.

Each student is issued with a print credit limit for the duration of their programme. Printing credit limits are based on the printing demands of your programme. These allocations vary depending on the amount of printing that is required to be done in your programme and should last for the duration of your programme. You are free to manage your printing within the credit allowance.

Your account balance will be updated each time you print. If you run out, additional print credits can be purchased.

Check with your tutor for additional printing processes and costs where applicable. There are also printing and photocopying facilities available at public libraries and some stationery stores.

Food

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.

Smoking and vaping areas

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.

Lost property

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.

Transportation

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

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.



Campus Hours & Contact

School hours and security

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

Extended hours: Yoobee Colleges offer extended hours of access to enable you to work at times that best suit you.

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. 'Guests' are not permitted to enter these areas without specific permission from the Campus Manager or a Team Leader (TL)
- 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 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.

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

AUCKLAND

SOUTH SEAS FILM SCHOOL CAMPUS

day: 8.30am–4.30pm

CITY ROAD CAMPUS

Monday to Friday: 8.30am–4.30pm

MANUKAU CAMPUS

Monday to Friday: 8.00am–5.00pm

ROTORUA CAMPUS

Monday to Friday: 8.30am–5.15pm

WELLINGTON CAMPUS

Monday to Friday: 8.30am–5.00pm

CHRISTCHURCH CAMPUS

Monday to Friday: 8.00am–5.00pm

ONLINE CAMPUS

Monday to Friday: 8.00am–4.00pm

online.learning@yoobee.colleges.com

Support and Guidance Directory

Emergency

Police/ Fire Service/ Ambulance 111

Alcohol and drug problems

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

ANZ 0800 269 296

ASB 0800 803 804

BNZ 0800 800 468

Westpac 0800 400 600

Kiwibank 09 336 1133

Counselling, health and information

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

Automobile Association
0800 500 222

AT HOP - Bus Information
0800 103 080

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

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

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

National Information Centre

Urgent Information
03 474 7000

Non-urgent & General Information
Weekdays 9am-5pm
03 479 1200

Rescue services

Civil Defence
0800 222 200

Search & Rescue
111

Services for people with disabilities

Auckland Deaf Society Inc
09 630 6980

Disability Resource Centre
09 414 5360

Te Māori

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 and counselling assistance

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

KAAAT 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 Refuge Centre
09 634 4662

Electric power lines

Mercury Energy
0800 101 810

Contact Energy
0800 809 000

Water / Sewage

Watercare 24 Hour
09 442 2222 – press 1

YOOBEE
COLLEGES