



MAIHI

Tauira handbook

THE

2024

Te Wānanga
o Aotearoa



Ngā hua o roto

Contents

He kupu whakataki nā Te Kaiwhakaterere – Welcome from Te Kaiwhakaterere	4-5
Whakataukī – proverb	6
Mahere-ā-tau 2024 – important dates	7

First connection

Our mission, vision, values	8
Kaupapa Wānanga	9
Ako Wānanga	10
Te kaupapa matua o Te Wānanga o Aotearoa	10

Pre-enrolment

Programme entry criteria and eligibility	11
Programme delivery methods	11
Activity directed learning	12

Enrolment

Terms and conditions of enrolment	13
Proof of identity	13
Certified copies of documents	13
Under 18 years of age	13
Our Disability Services	14
Eligibility for Student Loans and Allowances	14
Fees	14
Academic Records	15
Credit Recognition	15
Government Fees Free Eligibility	15
Refunds	16
Withdrawals	16
Change of Enrolment	17
Late enrolment	17
Regulations	17
Digital Systems	18
Privacy Information	18
Taura Support Services	19
Electronic Messages	19

Induction

Ngā uara (values), expectations of behaviour	20
Assessment Misconduct	21
Copyright FAQs for taura	22-23
Academic Conduct	23
Using computers and the internet at TWoA	24
Safety and wellness	24
Reporting - accident, incident and security events (AIS)	25

First aid.....	25
Tamariki (Children) onsite	26
Safety procedures	27
Emergency preparedness	28
COVID-19 General Information	29
Smoke-free environment.....	30
Te uru taiao Sustainable Environment	30
The resource efficiency pyramid or waste hierarchy	30
Security	31
Tauira services.....	31
Tauira services offered by Tauira Support Advisors	32
Scholarships and grants.....	33
Student ID Cards.....	33
Tauira Voice	34
Tauira representatives.....	34
Concerns and complaints	35
Education Code of Practice 2021	36
Te Matakā (your student portal).....	37
Your tauira login.....	37
101 student information service system.....	38
Te Pātaka Māramatanga – Library	39
Visit your local TWoA library	39
Free, door-to-door service.....	40
Te Ata Hāpara - The Breaking Dawn	40
Change of personal details.....	40
Learning experience	
Kaiako and kaitiaki (tutors and assessors).....	41
Attendance	41
Appointments with Home Based Learning (HBL) kaitiaki.....	41
Aromatawai (Assessments).....	42
Assessment results – non-degree programmes.....	42
Assessment results: degree programmes	42
‘Yet to achieve’ (YTA) result.....	43
Storage of assessment materials	43
Assessments and tauira responsibilities	43
Keeping tauira assessments and return of original assessments.....	43
Assessments in te reo Māori.....	43
Extensions.....	44
Programme extensions for Home Based Learning tauira	44
Resubmission and reassessments	44
Educational reviews and appeals	45
Compassionate consideration	45
Course Completion	46
Graduation.....	46

He kupu whakataki nā Te Kaiwhakaterere

Welcome from Te Kaiwhakaterere (CEO)

Piki mai taku manu

Kake mai taku manu

Ki te taha o te Wainui

ki Te taha o te Wairoa

Ka tū te rupe ki tai

Ka whakakikī

Ka whakakaka

Nau mai, piki mai, tau mai.



Mihia te wāhi ngaro i āna tini manaakitanga mai ki a tātau, tatū atu hoki ki a Kīngi Tuheitia, te mauri o te motu. Kei te rau o tītapu, te iwi hokinga kore ki muri nei, nā roimata koutou i tuku, heoi, mā ngākau koutou hei pupuri mai hei maharatanga ake, okioki atu rā.

Kei ngā kanohi ora o rātau mā, tātau ngā waihotanga ake, e puta nei, ki te whai ao, ki te ao mārama, tēnā rā tātau katoa.

Tēnā rā koutou e ngā whānau, e ngā hapū, e ngā iwi, otirā, e ngāi tauira mā, kua piki mai ki runga i te waka o Te Wānanga o Aotearoa, nā runga i te hiahia ki te whakaterere i te moana nui o ō tūmanako, e māro ai te rere o te waka ki tua o pae, hei oranga mōu, waihoki mō tō ao me ōna tāngata katoa kei roto.

Mā Te Manu nei koe hei āwhina, e mārama ai koe ki ngā mōhihio e tautoko ana i tōu haerenga i runga i te waka o Te Wānanga o Aotearoa; ko ngā ratonga ērā, ko ō motika ērā, ko ō haepapa ērā, aha atu, aha atu hoki. He taunakitanga tēnei i ngā āwhinatanga nui kei tō kaiako, kei tō kaitiaki rānei, me Te Puna Manaaki (tautoko tauira) - katoa, hei taunaki i a koe kia tino eke panuku ai koe ki roto i ō mahi.

Nō reira, ko koe tēnā e kaha nei ki te whakatutuki i ō whāinga, ā, ko tētahi o ā mātau whāinga, ko te tautoko i a koe ki te pērā - nō reira ko tātau tērā.

Welcome aboard our waka of higher learning for 2024. We are pleased to have you choose us, Te Wānanga o Aotearoa, for your journey.

Our vision and our mission have you, our tauira (student), at our heart. These are our guiding lights by which we navigate.

Our Vision is:

He takapau mātauranga, he whānau huarewa
Whānau transformation through education.

Our Mission is:

Kia angitu te tauira
Tauira success.

During your journey with us, you'll learn much more than just your chosen programme of study. As you become part of our wānanga community, you'll learn about who we are, why we believe in what we do and how we strive to provide an education of the highest standard, that is rich in mātauranga Māori. We want you to learn and grow, and make a difference in your whānau, hapū, iwi and community.

It's important to us that you feel welcome, supported, and inspired during your learning journey, so we aim to ensure you have what you need. Inside this handbook – Te Manu – you'll find everything you need to know, including your rights and responsibilities and details about the range of support services we offer to help you navigate your way. You'll quickly learn that your kaiako (tutor) or kaitiaki (support person for home-based learners) is a great source of help, support, and inspiration; encouraging your success. If they can't help you, they'll connect you with someone who can.

We are pleased to have you with us, and wish you all the success as you paddle towards your goals.

Ngā mihi,



Nepia Winiata
Kaiwhakatere (Chief Executive Officer)

Whakataukī

Proverb

**Ko te manu e kai ana i te miro, nōna te ngāhere.
Ko te manu e kai ana i te mātauranga, nōnā te ao.**

The bird who feasts on the miro berry, theirs is the forest.
The bird who feasts on knowledge, theirs is the world.



What is Te Manu?

Te Manu is your taura (student) handbook; a resource to guide you on your journey as our taura. Its contents are laid out in the seven steps of our taura footprint: first connection, pre-enrolment, enrolment, induction, learning experience, course completion, stay connected.

Why is it called Te Manu?

This is in reference to the whakataukī (proverb) above. The manu (bird) is like you, our taura, and we - the kaimahi (staff) of Te Wānanga o Aotearoa (TWoA) - are the miro berry. It is our responsibility to nurture you and provide you with the sustenance you need on this journey. It is a privilege to provide this manaakitanga (support) and contribute to the nourishment and development of your whānau, hapū, iwi and the world.



Mahere-ā-tau 2024

Important dates

<p>Kohi-tātea January</p> <p>1 New Year's Day 2 New Year Holiday 22 Wellington Anniversary Day 29 Auckland, Northland & Nelson Anniversary Day 29 School Term 1 starts *</p>	<p>Hōngongoi July</p> <p>5 School Term 2 ends 22 July School Term 3 starts</p>
<p>Hui-tanguru February</p> <p>6 Waitangi Day</p>	<p>Here-turi-kōkā August</p> <p>18-21 Koroneihana (TBC)</p>
<p>Poutū-te-rangi March</p> <p>11 Taranaki Anniversary Day 25 Otago Anniversary Day 29 Good Friday</p>	<p>Mahuru September</p> <p>23 South Canterbury Anniversary 27 School 3 ends* 29 Daylight saving starts</p>
<p>Paenga-whāwhā April</p> <p>1 Easter Monday 2 Southland Anniversary Day 7 Daylight savings ends 12 School Term 1 ends * 25 ANZAC Day 26 O-Tāwhao Marae opened (1985) 29 School Term 2 starts *</p>	<p>Whiringa-ā-nuku October</p> <p>14 School Term 4 starts 25 Hawkes Bay Anniversary Day 28 Labour Day 28 Declaration of the Independence of New Zealand signed at Waitangi (1835)</p>
<p>Haratua May</p>	<p>Whiringa-ā-rangi November</p> <p>4 Marlborough Anniversary Day 15 Canterbury Anniversary Day 27 TWoA semester B ends **</p>
<p>Pipiri June</p> <p>3 King's Birthday 12 Waipā Kōkiri Centre - Officially opened (1987) 28 Matariki (public holiday)</p>	<p>Hakihea December</p> <p>2 Chatham Island & Westland Anniversary Day 15 All TWoA campuses and sites close for the year. 20 School Term 4 ends* 25 Kirihimete Christmas Day 26 Boxing Day</p>

* School terms can vary across the regions.

** Individual programme start and end dates may vary.

First connection

Our mission, vision, values

**Ko te
Whakakitenga**
Our Vision



**He takapau mātauranga,
he whānau huarewa**
Whānau transformation
through education

Ko te Uaratanga
Our Mission



Kia angitū te taura
Taura success

Ko ngā Uara
Our Values



Te Aroha

Having regard for one another and those for whom we are responsible and to whom we are accountable

Te Whakapono

The basis of our beliefs and the confidence that what we are doing is right

Ngā Ture

The knowledge that our actions are morally and ethically right and that we are acting in an honourable way

Kotahitanga

Unity amongst iwi and other ethnicities; standing as one

Kaupapa wānanga

Kaupapa wānanga is a way of describing our unique way of being and doing and has been born from our mission and philosophy.

It guides us to put our mission, philosophy and values into action. It helps us consider all we do in relation to its four takepū (applied principles). We use it like a lens we look through to make sure everything is good and right. We might call it putting on our kaupapa wānanga glasses!

Kaupapa wānanga are life principles in practice. We apply them in our wānanga spaces, and they help us to operate as a collective. Ngā takepū are deep and rich and have multiple layers of meaning. The following is simply a glimpse into some of the possible ways of considering kaupapa wānanga.

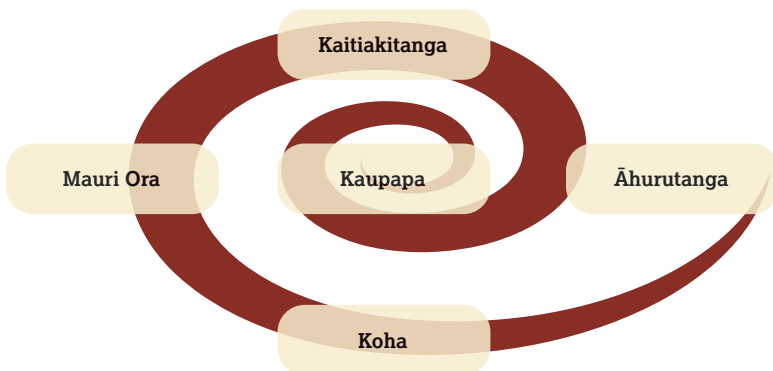
Kaupapa wānanga encourages us to strive to achieve balance (a state of mauri ora) within our lives and working relationships. It also encourages us to contribute towards mauri ora through institution-wide endeavours and in our many external stakeholder relationships. In accordance with the principles of kaupapa wānanga, Te Wānanga o Aotearoa views kaitiakitanga, āhurutanga and koha as key elements that contribute to the success of these endeavours.

Kaitiakitanga - The constant acknowledgement that participants (including Te Wānanga o Aotearoa as an institution) at any time and place are always engaged in relationships with others, their environments and kaupapa.

Āhurutanga - The constant acknowledgement that quality spaces must be claimed and maintained to enable activities to be undertaken in an ethical and meaningful way.

Koha - The constant acknowledgement that valued contributions are be given and received responsibly.

Mauri ora - The constant acknowledgement that pursuit of wellbeing is at the core of all Te Wānanga o Aotearoa kaupapa and activities.



Ako Wānanga

Ko te kounga o te ako te take. For quality living, learning and teaching.

Ako Wānanga is a framework unique to Te Wānanga o Aotearoa. At the heart of Ako Wānanga is a commitment to nurturing transformative education and awesome ako (learning) experiences. Ako Wānanga is inspired by key elements that guide our organisation:

- › Te kaupapa o Te Wānanga o Aotearoa
- › Ngā uara (values)
- › Ngā takepū (the principles of Kaupapa Wānanga).

The framework consists of four primary huanga (attributes):

- › Ako – living, learning, teaching
- › Aro – reflective practice
- › Te Hiringa – Passion, motivation and spirit
- › Whanaungatanga – respectful relationships and connections.

How we will conduct ourselves to achieve successful outcomes. These are the essential elements of ako wānanga and when considered holistically, these concepts provide the philosophy and applied educational practice for teaching and learning at Te Wānanga o Aotearoa.

Ako wānanga aims to explicitly position mātauranga Māori (Māori knowledge) as the basis of quality teaching and learning experiences that are empowering, redemptive and transformative.

Ako wānanga is new. While there have been many key contributors in the evolution that is ako wānanga the intent has been constant. Aro and ako have been our hoa haere (partner); continuous quality improvements have been and will continue to be made.

Te kaupapa matua o Te Wānanga o Aotearoa

Ko te whakakitenga (vision)	Future direction
Ko te uaratanga (mission)	What we will undertake to support
Ko te kaupapa (philosophy)	Our fundamental nature
Ko te uara (ngā uara - values)	How we will conduct ourselves to achieve successful outcomes
Ko te Kaupapa Wānanga (ngā takepū - principles)	How we will approach situations to strive for constant acknowledgement
Ko te ako wānanga (ngā huanga - attributes)	How we will apply practice of excellence to foster continuous improvement for quality reflection, teaching & learning.

Pre-enrolment

Programme entry criteria and eligibility

Some programmes have specific entry criteria. There may be a requirement to attend a pre-enrolment interview and/or complete a pre-entry assessment. There may be an info session, and drug test and criminal conviction vetting for specific programmes.

We can then determine your eligibility or suitability for entry and/or selection. Entry requirements often relate to the professional requirements of a sector such as teaching or social work. **Ask your kaiako** (tutor) **/kaitiaki** (support person for home-based learners) for details of the programme (e.g. structure, delivery method and duration) or **refer to our website.**

Programme delivery methods

During your programme, you will be required to attend scheduled classes with your kaiako (please note that there are different arrangements for home-based learning programmes). These may be referred to as 'kaiako directed learning' activities. Examples of '**kaiako directed learning**' and 'directed learning' include but are not limited to:

- › noho/noho marae
- › wānanga
- › kura whakaako
- › classes
- › tutorials.

Throughout your programme you will also be expected to complete learning activities outside of class. These may be referred to as '**activity directed learning.**'



Activity directed learning (ADL)

This comprises of planned learning activities that will be pre-set within your programme of study for completion in between classes. Examples of ADL include but are not limited to:

- › Workbook activities
- › Pre-recorded resources e.g. DVDs, YouTube, CDs
- › Homework and home play activities
- › Study as requested by your kaiako
- › TWoA Online activities e.g. Akorau and iAkoranga (see below).

This delivery method will help immerse you in āhuatanga Māori (traditions) and tikanga Māori (customs). The cultural experience adds an invaluable richness to the programmes. This will provide insight into a wānanga way of thinking, doing and being.

‘TWoA online platforms’ are:

Akorau - one of our digital platforms at Te Wānanga o Aotearoa and it also encompasses our online spaces. Akorau means you can learn anytime, anywhere and extend the learning that occurs face to face. Akorau is the new exciting online learning space where you will:

- › Complete a range of fun, interactive activities related to what you have been doing in class
- › Communicate with kaiako and other akongā (learners), for example, participating in online class forums and discussions, or complete learning journals to reflect on your own learning
- › access resources, for example, kupu hōu (new words), readings, and audio/video resources
- › download activities that you can do offline even when you don’t have access to the internet

The Akorau digital platform supports the TWoA Te Ara Reo Māori programmes (levels 1 – 4).

iAkoranga - a digital classroom where you can practice what you learn in class in your own time. You can also upload aromatawai (assessments), participate in online forums and access resources such as readings and workbooks. Access to iAkoranga is via Te Matakā – our student platform. Messages from iAkoranga will be sent to your tauira email, so check this email regularly. Once you are in iAkoranga there are self-help videos to help you become familiar with the platform you can access from your dashboard.

Enrolment

Terms and conditions of enrolment

All students must receive and agree to the following information:

Proof of identity

To qualify as a domestic student and to be entitled to the government tuition subsidy, you must be a citizen of New Zealand (including students from the Cook Islands, Tokelau or Niue), or you must prove that you are a permanent resident of New Zealand, or a citizen or permanent resident of Australia residing in New Zealand for the required period.

To enrol as a domestic student you must provide one of these documents as evidence of citizenship or permanent residency:

- › Birth Certificate with place of birth in New Zealand, Cook Islands, Tokelau or Niue
- › New Zealand or Australian passport
- › An active and verified NSI (National Student Index) Number
- › Statement of Whakapapa including date of birth signed by a Kaumatua if you're over 60 years old
- › Certificate of Citizenship
- › Overseas passport with permanent residence visa
- › MOE Exemption for Under 16 years

If you have supplied an active and verified NSI number, you are considered the legitimate owner of the claimed identity.

Your name, date of birth and residency as written on the enrolment form will be included in the National Student Index and used in an authorised information matching programme with the NZ Birth Register. For further information visit www.nsi.govt.nz.

Certified copies of documents

You can bring in original identification documents to one of our sites to be certified or you can send us certified copies with your completed enrolment form. You will need to copy your identification and have it certified. A certified copy is a photocopy of your original document, signed as being a true and accurate copy by a Justice of the Peace, a solicitor or a court registrar.

Under 18 years of age

If you are under 18 years old and wish to enrol in one of our fee-paying programmes, you will need to provide a fully signed parental or legal guardian consent form. This form is available from Student Registry. If you wish for your parent or legal guardian to request information from us relating to you on your behalf, please ensure you

state this in the form. By completing the form and providing those details to us, you consent to TWoA using that person's details to contact you when TWoA is unable to contact you directly.

Our Disability Services

By completing information relating to any disabilities, you consent to our Tauria Disability Services team contacting you to provide assistance and discuss your needs and support that we can offer. Alternatively, if you would like to directly request this service, please contact the [Tauria Services Centre](#) before you start your studies, to arrange an appointment, to discuss your needs, and to confirm that the support you require is available. Please bring your medical verification regarding your long-term injury, illness, or disability to your appointment.

Services offered: advice and assistance, reader/writers, provision for Support Workers, New Zealand Sign Language (NZSL) interpreters, assistance for students who are blind or have low vision, referrals to appropriate service providers. [View our disability services](#) for more information.

Eligibility for Student Loans and Allowances

TWoA takes no responsibility for your entitlements with StudyLink. You are responsible for checking if you are entitled to Loans & Allowances through Studylink directly before you enrol. For more information visit www.studylink.govt.nz.

Fees

If course fees apply, they are available on www.twoa.ac.nz or from Student Registry. By completing and signing this enrolment form you agree to pay all fees within the required time frames in accordance with our fee policy and failing to pay as required, you will be responsible to pay for any charges associated with debt recovery. You can [view our policies on fees, withdrawals and refunds online](#) or contact Student Registry for more information.

TWoA reserves the right to withhold acceptance of your enrolment for failure to pay fees and we are able to enforce our policy of paying fees or withhold a refund for a withdrawal at the discretion of TWoA.

You should arrange to pay your student fees (if any) within 30 days of the start date of your programme. When you've made these arrangements, get in touch with our student finance team and they will update your student account. Contact them by email on studentfinance@twoa.ac.nz or call our Contact Centre on **0800 355 553**.

- › Fees that are unpaid after 31 - 90 days from the start of your programme will be deemed overdue fees.
- › Fees that are unpaid after 91 days, can result in the student account being referred to a debt collection agency.

Non-payment of your student fees may result in your academic records, certificates and your eligibility to graduate being withheld.

Academic Records

Academic records and certificates will be issued to you once all fees have been paid in full and/or outstanding books or materials have been returned. TWoA reserves the right to access and verify your academic records if required for marketing purposes.

Credit Recognition

Credit Recognition is a process where your prior learning (either formal or non-formal) can be considered for recognition to gain entry into a programme and/or have credit granted towards kōnae ako or units. This can be done in three ways:

Cross credit is when you have successfully completed an identical NZQA unit standard with TWoA or elsewhere. Cross credits will be automatically credited by Student Registry and do not need to be applied for. You will need to submit your Record of Learning during enrolment so that cross credits can be processed.

Credit Transfer is when you have successfully completed an identical TWoA kōnae ako or a sufficiently comparable kōnae ako/unit standard.

Recognition of Prior Learning is where you have relevant and current knowledge and skills gained through prior learning that meets the learning outcomes for particular kōnae ako/unit standard(s) of a programme.

You will need to apply for Credit Transfer and Recognition of Prior Learning by completing and submitting an application form with supporting evidence. Please talk to your kaiako or taura support advisor for more information and an application form.

Government Fees Free Eligibility

It is your responsibility to determine whether you are eligible for the government's Fees Free initiative. Once we receive confirmation that you meet the criteria we will process your enrolment accordingly. You must ensure you have read and understood the terms for Fees Free before completing and submitting this enrolment form. We will provide you with some information and a letter which will outline any obligations we have to you.

To find out if you are eligible for Fees Free study, please go to www.feesfree.govt.nz.

Refunds

To be eligible for a refund you will need to withdraw before the cut-off date for early withdrawal. You can then receive a refund but will not have academic results entered.

Important note: The person who paid your programme fee will receive the refund. If your fee was paid by a student loan, the money will go back to StudyLink.

If you withdraw after the cut-off date you will not receive a refund and will be liable for outstanding fees. For more information [view our policies on refunds online](#).

Withdrawals

If you withdraw from a programme after the cut-off date you will not receive a refund and are liable for outstanding fees. Your results will be entered on your academic record and NZQA units recorded. The following are the cut-off dates and deadlines for the processing of early withdrawals:

Number of Weeks	Cut-off date for early withdrawal
18 (except noho)	10 working days after the start date
18 (noho based)	15 working days after the start date
20 (except noho)	10 working days after the start date
24 (noho based)	15 working days after the start date
36 (Home Based Learning programmes)	18 working days after the start date
36 (not HBL programmes)	20 working days after the start date
38	20 working days after the start date
40	20 working days after the start date
42	20 working days after the start date
48	20 working days after the start date
52 (HBL programmes)	26 working days after the start date

For more information on withdrawals from a programme please refer to our [Educational Regulations Tikanga Ako Policy](#).

Change of Enrolment

You may find after you've enrolled in a programme that it's not the one you want to do after all and there's another programme you'd rather be in. If you want to change your programme you'll need to consider the following:

- › Do you meet the entry requirements of the new programme?
- › Is there still time for you to enrol in the new programme? I.e. are you still within the 10% cut-off date? (see below)
- › Will enrolment on the new programme affect any loans and allowances you're receiving from StudyLink?

If you need a Change of Enrolment form please ask your kaiako for one, then complete it and return it to your kaiako. If you're on a home-based learning programme and want to change programmes, discuss this with your kaitiaki.

Late enrolment

You can complete a late enrolment up until the 10% cut-off date, which is 10% of the full length of your programme. e.g. for a 36 week programme, the cut-off date is three and a half weeks (3.5 weeks) after the programme start date. If a programme has been running for longer than 10% of its total duration - you won't be able to enrol into it. We can help you find an alternative programme if one is available.

Regulations

If you are accepted into a programme of study with TWoA, you will be subject to any applicable taura policies and procedures. Copies of these can be obtained from [the TWoA regulations website page](#) or upon request. By completing and submitting this enrolment form, you agree to make yourself familiar with and abide by the taura policies and procedures. You also agree to comply with the TWoA Expectations of Behaviour set out in the [TWoA Educational Regulations Tikanga Ako Policy](#) as well as the [TWoA Ngā Uara \(values\)](#) and understand that inconsistent behaviour may result in TWoA refusing to permit entry into, suspending, or cancelling your enrolment in a programme of study.

Digital Systems

By completing and submitting the enrolment form, you agree to:

- › comply with the delivery and use of our Learning Management Systems;
- › the terms of use on those platforms;
- › to comply with our Digital Tikanga;
- › and to follow kaiako instructions in order to create a safe online digital environment.

You agree to respect the privacy of other students in class and on digital learning platforms. You agree to follow any instructions specific to that programme and the delivery of the programme.

You also agree to enter into any agreements or complete all forms relating to any devices or equipment loaned to you for use during your enrolment and accept that device or equipment will remain the property of TWoA and you must comply with the terms and conditions of that loan. [View our policies online](#) for more information.

Privacy Information

By completing and submitting the enrolment form, you hereby accept the terms and conditions of how TWoA uses, stores and releases your personal information in accordance with our [privacy statement](#).

You may ask about any information held about you and request correction of any errors in the information. To do so contact the TWoA call centre, Tatau Pounamu, on **0800 355 553** or see student registry staff on campus.

Tauira Support Services

By completing and submitting the enrolment form you accept the terms and conditions of enrolment of how TWoA uses your information for the purpose of providing a targeted learning experience to suit your needs including creating a personalised support plan and providing other student support services tailored to the information you provide.

In addition to our privacy statement, we will also use your information to contact you for other third-party support services such as counselling and IT and digital equipment support.

If you do not provide the personal information as and when requested, TWoA may be unable to enrol you, or deliver certain services to you.

Electronic Messages

By completing and submitting the Application for Enrolment form you agree to receive electronic messages from TWoA including surveys, marketing materials and third-party goods and services.

Induction

Ngā uara (values), expectations of behaviour

Ngā uara: te aroha; te whakapono, ngā ture, and kotahitanga inform our expectations of the behaviour of our kaimahi and taura. When these values guide our behaviour, we act with integrity and respect for all people.

Behaviour inconsistent with ngā Uara

Examples of inconsistent behaviour include:

- › Insulting, threatening or bullying any person
- › Sexual harassment
- › Wilfully disobeying reasonable directions or instructions given by a TWoA kaimahi
- › Being under the influence of substances (drugs and alcohol) in any situation where the taura is attending or representing TWoA
- › Being in possession of illegal drugs or alcohol
- › Being in possession of a weapon
- › Bribing or attempting to bribe by offering gifts or services in return for personal favour
- › Misuse of internet
- › Wilfully or recklessly damaging, defacing, removing or selling property of TWoA
- › Behaving in any way without reasonable course, which brings harm to oneself or others or is likely to bring Te Wānanga o Aotearoa into disrepute.

Expectations of behaviour procedure

If there's an allegation your behaviour has been inconsistent with ngā uara there will be an enquiry. If the enquiry finds your behaviour was inconsistent with ngā uara there can be a range of outcomes, depending on the seriousness of the behaviour. Outcomes can range from requiring you to apologise to those affected by your actions, temporarily suspending you from class, withdrawing you from TWoA.



Te Whakapono

The basis of our beliefs and the confidence that what we are doing is right



Ngā Ture

The knowledge that our actions are morally and ethically right and that we are acting in



Kotahitanga

Unity amongst iwi and other ethnicities; standing as one



Te Aroha

Having regard for one another and those for whom we are responsible and to whom we are accountable to

Assessment Misconduct

Assessment misconduct involves any behaviour to obtain credit without complying with the requirements of that assessment and may include but is not limited to:

- › plagiarism (e.g., copying text, ideas, concepts, images, etc., without providing accurate acknowledgment of the source of the information);
- › dishonest practices (e.g., working with others when it is not permitted, using or stealing aromatawai or work which belong to another taura); and/or
- › non-compliance with aromatawai instructions (e.g., using unauthorised notes or materials in aromatawai).

If assessment misconduct is suspected, an investigation will be undertaken to determine whether assessment misconduct has occurred or not. If assessment misconduct has occurred appropriate action will be taken which may include a reduction in marks; disallowing an aromatawai; taura not being able to complete the kōnae ako / unit standard; and/or other disciplinary action under Tauira Expectations of Behaviour. Serious instances of assessment misconduct can result in the cancellation of enrolment, and withdrawal from the programme.

Copyright FAQs for tauira

1. Why do I need to learn about copyright?

Copyright is important because it protects the content you use and create while you are studying. Your course materials such as textbooks, reading lists, images, lectures, and examination questions are all protected as well as any written content and assignments you produce and generate. Imagine a project you created was then shared and copied by someone else. How would you feel? Kaiako and other copyright owners would not be happy if you copied and shared their work without their permission.

2. Do I have copyright?

Unless otherwise agreed, you own the copyright in anything original that you create – anything you write, draw, video, compose, etc, all by yourself. Your copyright happens automatically. You don't need to register your work or use the © copyright symbol. Anyone wishing to use your work must ask you for permission to copy, perform, or exhibit your work e.g. putting your essay in a newsletter, on a website or playing or recording your original music.

3. What happens where TWoA and/or a Kaimahi have made significant contributions to my work?

If “TWoA and/or kaimahi have made significant inventive contributions to the work and/or the work incorporates existing IP that belongs to the applicable TWoA entity that is more than the standard programme offerings, in which case the applicable TWoA entity will share ownership rights and will seek an agreement with tauira that is fair to all parties” (Intellectual Property Policy, 3.13).

4. Can I use the © copyright symbol?

Yes, if you want to. It helps remind people that you own the copyright of the creative work you've put it on. Acknowledge everyone else's material that you've used. Add the year you created the work next to your © symbol so others know what year your copyright began.

5. What can I do to protect my work?

The best way to protect a work you have created is to ensure you have evidence that you created it. Keep dated notes, drafts, manuscripts and recordings used to produce your work. Also use the © symbol.

6. Can I copy course materials provided by the Wānanga?

Yes. You can download and print a copy for yourself but you cannot: make extra copies; share it with others; post this material on social-media platforms – even it is for studying purposes.

7. Can I copy material to include in my coursework, essays and assignments?

Just because it's legal to copy material for an assignment or coursework, it doesn't mean it's a good idea to do so. However, you may do so without breaching copyright as long as you: do not make it publicly available unless a public exhibition or performance is part of your assessment and falls under an examination exception; adhere to the principles of academic integrity and properly reference anything you use following the APA 7th Edition Reference Guide.

8. Are there any exceptions to restrictions around copying course materials?

There may be some instances where you may share course materials if they aren't covered by copyright.

Academic Conduct

The copyright rules grant you use of materials for your study during your stay at TWoA. If you go beyond the limits of what is allowed, you may jeopardize the your personal integrity and that of TWoA. Such actions may result in Assessment Misconduct (Tikanga Ako Teaching and Learning, Section 9) or you may face legal action for copyright infringement

Copyright does not cover Mātauranga Māori (traditional rights), where the intellectual property is out of the copyright protection period (generally the life of the creator plus 50 years). In these situations, we apply the principle of kaitiakitanga (guardianship) and respect the rights of iwi and hapū over ngā taonga katoa (their treasured things), as provided for in Te Tiriti o Waitangi.

Please see the following link for more information on the Copyright Act 1994:
<http://www.legislation.govt.nz/act/public/1994/0143/latest/whole.html>

Using computers and the internet at TWoA

Please ensure you:

- › Refer to local rules regarding food or drink in computer labs and keep computer labs tidy
- › Respect all people and property in this learning environment
- › Keep your passwords confidential
- › Notify your kaiako about computer errors
- › Use the computer labs, computers, the internet and email for study/assessment purposes only
- › Avoid downloading or requesting large files such as software and media files
- › Store downloaded information in a place approved by your kaiako
- › Don't use computers, the internet or email for illegal or objectionable purposes e.g. spamming, harassment, downloading or emailing objectionable material.

Any illegal downloading of material such as music, movies, TV shows etc. on TWoA networks is an extremely serious matter – see copyright information above. You and TWoA can be held legally liable if this happens.

Safety and wellness

How am I kept safe and well?

Āhurutanga is all about safe and healthy people and spaces. TWoA is committed to providing and maintaining a safe and healthy environment for all taura and will ensure that its campuses, sites and workplaces meet health and safety requirements under the Health and Safety at Work act 2015. Our Te Marupainga (Environment, Safety and Wellness) team are responsible for all policies and procedures which maintain a safe and healthy environment for taura, kaimahi (employees - including contractors), tamariki (children) and manuhiri (visitors).

In class your kaiako is responsible for ensuring you know and understand the safety policy and procedures for your learning location. You are responsible for your individual safety and the safety of those around you.

We are all responsible for health and safety. We encourage you at all times to keep yourself, each other, and our environments safe. Always follow kaiako instructions, especially when it comes to safety requirements, procedures and guidelines.

If you don't feel safe in your learning environment on campus tell your kaiako, another kaimahi (staff member) or Te Marupainga straight away. You can contact our Te Marupainga team via the TWoA contact centre **0800 355 553** or by email at temarupainga@twoa.ac.nz.

Reporting - accident, incident and security events (AIS)

ALL incidents must be reported to your kaiako. Incidents include injuries, near misses, and notifiable events.

In the event of an incident, complete an AIS form. Prompt reporting of all incidents ensures that appropriate medical treatment is received without delay (where applicable) and helps to minimise the extent of any injury.

Where the incident is a significant event (or) needs internal escalation (or) external regulatory notification. It also allows for the scene to be isolated (if necessary).

We follow a 4-step process for managing incidents as follows:

1. **Immediate action**
 - › Provide first aid
 - › Isolate scene
 - › Contain spill etc.
2. **Reporting**
 - › Complete AIS form
 - › Report to kaiako
 - › Internal escalation (kaiako will alert Advisor – Environment, Safety and Wellness)
 - › Escalate externally (Advisor – Environment, Safety and Wellness will alert Worksafe NZ) – if the incident requires notification to Worksafe NZ i.e: serious harm, injury or death.
3. **Investigation (kaiako/manager)**
 - › What happened?
 - › When did it happen?
 - › Where did it happen?
 - › Who/what was affected?
 - › What needs to be done to prevent it happening again?
4. **Addressing findings**
 - › Include corrective actions to prevent reoccurrence.

First aid

Provision of first aiders and first aid facilities

- › Each campus will identify and train sufficient numbers of kaimahi to be first aiders.
- › Names contact details and the location of first aid boxes are displayed on noticeboards.
- › For programmes that include off site activities (OAA), first aiders must be identified as part of the OAA assessment process.

Call 111 in ALL cases where emergency medical treatment is required.

In the case of a serious accident, incident or security event ensure first aid is administered, emergency services are called (ambulance, fire, police), keep yourself and others well out of risk and preserve the site until the takiwā management (or) the lead - te marupainga are able to give the all clear.

Tamariki (Children) onsite

Our health and safety arrangements and commitments to keep everyone safe at TWoA extend to that of manuhiri and tamariki who may visit our sites, including on-site and off-site noho.

For tamariki visiting onsite, attending classes, tutorials, offsite activities, one day wānanga and noho, please note the following:

- › It is not recommended that tamariki are routinely brought into the work or learning environment, except for very young immobile pēpi who are being breastfeed. Parent/caregivers must ensure that the work of other tauira and kaimahi are not adversely affected by the presence of their tamariki or that tamariki are disruptive to the site.
- › Parent/caregiver must obtain prior approval from their kaiako who need approval from their Kaiwhakahaere Ako (MED) for all instances of tamariki attending classes, tutorials, offsite activities, one day wānanga and noho inclusive of noho held on-site.
- › Parent or caregiver or a tamaiti or tamariki must sign them in and out via the TWoA sign in/out kiosk.

When tamariki are on-site, a **TM12a Tamariki On-site form MUST** also be completed (exclusive of tamariki attending Ngā Puna Whakatupu or Mātātahi Mataora programme). Email to temarupainga@twoa.ac.nz on the same day.

- › Do not bring tamariki on-site or to off-site activities when they are unwell.
- › Tamariki must be always be accompanied by their parent/caregiver; they **MUST** not be left unsupervised in any areas on-site or off-site.

Tamariki are not permitted to enter restricted sites or areas. These areas are as follows:

- › workshop areas - e.g. Toi: raranga, rauangi, whakairo; forestry, carpentry
- › waka ama,
- › maintenance areas,
- › computer suites,
- › gymnasium,
- › commercial kitchens
- › any other area that contains significant hazards which have the potential to cause serious injury or illness.

For site protocol where tamariki are not permitted to stay overnight on a TWoA site or off-site, this must be adhered to.

Safety procedures

Programmes with specific safety rules, machinery and equipment and hazardous substances.

Some of our programmes are classified as high (safety) risk due to exposure to the following:

- › Body of water ie: waka ama programme
- › Machinery and equipment ie: carpentry, whakairo & some toi programmes
- › Hazardous substances ie: carpentry, whakairo & some toi programmes

Safety manual – programme specific safety manual and/or guidelines

Waka ama, carpentry and, forestry have safety manuals which must be read, understood and safety instructions practised throughout the duration of the programme. There are NO exceptions.

Machinery and equipment – For safety guidelines relating to machinery and equipment, see your kaiako/ takiwā Advisor – Environment, Safety and Wellness.

Hazardous substances – For safety guidelines relating to hazardous substances, see your kaiako/ takiwā Advisor – Environment, Safety and Wellness.

At all times tauira must follow specific safety rules and instruction delivered by the kaiako. This may include but is not limited to:

- › Safety manual
- › Machinery and equipment guidelines
- › Hazardous substances guidelines
- › Protective clothing and equipment (e.g. steel cap boots, helmets, protective eyewear, gloves, earmuffs, lifejackets etc).

Training on how to use equipment will be provided by your kaiako. If you are unsure about any safety procedures on site, speak to your kaiako.

Emergency preparedness

Understanding and preparing for emergency situations through providing equipment, training and arranging test scenarios can often make the difference between containing a situation or it is escalating and becoming something more serious. To help identify, prepare for emergency situations and contain that situation, we have taken the following approach:

- › Prevention - in many cases knowing what could cause a particular situation to arise, and having arrangements in place to prevent it is the start point, e.g. prevent fires by keeping flammable materials away from sources of ignition.
 - Identify what could cause that situation
 - Determine controls
 - Make it happen (i.e. implement controls and check)
- › Containment - when the incident has happened, prompt action can contain a situation and prevent it from escalating to something far worse than it needed to be (e.g. preventing spilled chemicals entering drains by using spill kits).
- › Action - the quicker people act in an emergency, (e.g. use of spill kit to prevent substance entering drains) the less severe the consequences
- › Recovery - when the emergency is over, we may need to undertake specific checks before allowing people to return to the area or restart an activity, (e.g. flooding may require an electrician to confirm that electrics are safe to use).
- › Your kaiako will liaise with the takiwā advisor – environment, safety and wellness to ensure that planning and preparedness for emergency situations is available to you via emergency response plans (ERP)
- › Emergency Response Plans (ERP) information contains the following:
 - the type of emergency situation
 - immediate action to be taken in the event of a particular situation occurring
 - who is responsible for what
 - lists of relevant equipment and any specific training that will be provided
 - required notification or escalations (internal/external).

The ERP does not need to be too wordy. In many cases, the TWoA emergency procedure flipchart will be sufficient

NOTE: Certain regulations require detailed and specific emergency response plans, e.g. hazardous substances and new organisms (HSNO) regulations.

If you are unsure if you need a detailed emergency response plan contact your Takiwā Advisor – Environment, Safety and Wellness or our Te Marupainga directly at temarupainga@twoa.ac.nz.

COVID-19 General Information

If you are feeling unwell it is important that you please stay home and do not return to campus until you are symptom-free for 24 hours.

While on campus remember to always do the following to keep yourself and others safe:

- › Wash your hands or use hand sanitiser regularly.
- › Cough or sneeze into your elbow.
- › Be considerate of others experiences – whatever their feeling it's okay!
Be kind to yourself and to others.

If you test positive for COVID-19 please notify your kaiako who will support you through the notification process with our Te Marupainga.

Mask wearing is supported among kaimahi, taurira, and manuhiri who feel more comfortable doing so.

Smoke-free environment

TWoA is committed to providing a safe and healthy work and learning environment and has a smoke-free policy in place. Smoking (including vaping) is not permitted on or in TWoA campuses, sites, learning spaces, buildings and vehicles.

Te uru taiao | Sustainable Environment

As part of our waste minimisation project we have recycling units to help us minimise our negative waste footprint. The overall goal of our waste minimise project is to seek innovative ways to create a positive, regenerative footprint working towards zero waste, closed loop systems and regenerating Ranginui (sky father) and Papatūānuku (mother earth).

We encourage you to participate by reducing the amount of waste you bring onto our campus and recycling your waste correctly. For more information, contact our Te Marupainga team via the TWoA Contact Centre on **0800 355 553** or by email at temarupainga@twoa.ac.nz.

The resource efficiency pyramid or waste hierarchy



Security

Our campus security team ensure you are safe and protected. They can assist you with personal security and our 24-hour on-call security communications centre can dispatch security patrols immediately.

The TWoA security communications center can be contacted directly on 0800 247 762.

You should call the security communications centre to:

- › report suspicious persons on site
- › report an assault
- › report willful damage
- › advise of a potential risk.

If there's a life-threatening emergency, dial 111 for

- › Ambulance
- › Fire Service
- › Police

Remember these safety tips – especially at night:

- › Lock your vehicle and park under good lighting
- › Do not leave valuables in vehicles – or at least hide them from view
- › Alert whoever is waiting for you at home that you are leaving the campus
- › Do not carry large amounts of money unless you need to
- › **Add our security communication center number 0800 247 762 to the contacts in your mobile phone.**

Harassment in any form is not tolerated at TWoA - so don't suffer in silence. Talk to your Tauria Service Advisor, kaiako or security guard. We handle such matters with discretion and confidentiality.

Tauria services

Our Ngā Amo Tiatia team are here to connect you with everything you need to support you on your learning journey with Te Wānanga o Aotearoa. We offer a variety of services:

- › Tauria Support Advisors & Services
- › Te Pātaka Māramatanga - Library
- › Te Ata Hāpara team

Tairā services offered by Tairā Support Advisors:

Enrolment support

Advisors can help you select a programme and guide you through the enrolment process.

Financial assistance

Advisors can help you access financial support from:

- › Work and Income
- › StudyLink
- › Budgeting services
- › Scholarships.

Learning support

Advisors can help you develop study skills including:

- › Understanding the assignment process
- › Essay writing
- › Critical thinking
- › Referencing
- › Time management and goal setting.

Disability support

If you have, or think you may have, a temporary or permanent disability, impairment or learning difficulty - contact the advisors about our disability support services. These include:

- › Readers and writers
- › Learning assessments, eye and hearing tests
- › Special equipment and resources.

Health and wellbeing

Advisors can help connect you with:

- › Counselling
- › Drug and alcohol support
- › Health services
- › Spiritual guidance

Careers guidance

Advisors can help you reach your career goals through:

- › Career planning
- › Developing your CV and cover letters
- › Work search skills and access to the student job search agency

For further information: <https://www.twoa.ac.nz/StudentSupport>, contact your local Tairā Service Advisor or the National Tairā Services team in Hamilton via the TWoA Contact Centre, on **0800 355 553**.

Scholarships and grants

You may be eligible for scholarships to help you with your studies. Te Wānanga o Aotearoa offer scholarships in a range of kaupapa. The 2024 scholarship round opens on 1 March and closes 30 June. To find out more about Te Wānanga o Aotearoa scholarships, visit Te Matakā (your student portal).

Alternatively, you can use the [Generosity NZ \(GNZ\) online funding information](#) service which can connect you with scholarships and grants that may be offered by your iwi (tribe) and other organisations.

Once you are in the GNZ site click the 'Log On' button (no password required) to access their scholarships and grants search engine. Please note, you will need to go onto your local campus to login to the GNZ site – taura cannot access this service off-site e.g. from home.

Student ID Cards

Te Wānanga o Aotearoa provide enrolled taura with student ID cards. Your ID card helps you access our library and other services and provides evidence of your enrolment. Your card also entitles you to a range of discounts e.g. public transport, movies, retail shops etc. Ask your Taura Support Advisor for details. Once your enrolment is finalised and your fees (if any) are paid, you'll be eligible to get a student ID card. Your Student Card is valid for two years.



Tauira Voice

As tauira of Te Wānanga o Aotearoa your whakaaro and kōrero is valued. There are many opportunities to share tauira voice throughout your study journey. Some of these opportunities include:

- › the Tauira Representative system
- › the Formal Complaints process
- › our tauira surveys
- › end of konae (learning module) feedback

Tauira representatives

We have tauira representatives at both local and national level. Each class needs to elect one of its members as a Tauira Representative. Within the first few weeks of your programme, a Tauira Support Advisor will call for nominations for the Tauira Rep position for your class and oversee the voting process to ensure it's done fairly.

What is required for the role?

- › There is a training session each semester to tautoko you in the role of Tauira Representative.
- › There is ongoing support from your local Tauira Support Advisor, as well as from the national Tauira Voice Coordinator.
- › Once a semester the class Tauira Representative will facilitate an hui with their class to collect feedback.
- › Once a semester the Tauira Representative will attend a local campus hui with other Tauira Representatives and their Tauira Support Advisor/s.

You can share your ideas, feedback, and suggestions with the Tauira Representative. The Tauira Representative also attends local committee hui with other Tauira Representatives and reports information back to your class. This committee can also pass concerns and suggestions onto takiwā management for a response.

Tauira Representatives do not resolve or become involved in personal grievances or complaints. Tauira with grievances or complaints should contact their local Tauira Support Advisor for advice and assistance. Alternatively, they can contact the national Tauira Voice Coordinator for guidance NationalTauiraServicesTeam@twoa.ac.nz

For further information about Tauira Representatives contact your local Tauira Support Advisor. The Tauira Representative handbook is accessed via our tauira platform - Te Matakā.



Concerns and complaints

If you have a concern or complaint about any aspect of your learning experience* at TWoA we encourage you to talk to the staff involved to try and resolve the problem. They may be genuinely unaware of the issue that has led to your concern and will appreciate you bringing it to their attention. You can also talk to your local Taura Service Advisor. Please note: if your concern relates to educational regulations, these are considered through the education review process (see educational review and appeals in Te Manu on page 48).

(*Includes any type of dissatisfaction with any aspect of TWoA services, resources, kaimahi or taura behaviour, facilities, curriculum etc).

If this informal approach doesn't achieve the outcome you're looking for - or you'd just prefer to go directly to a formal process - you can make a formal taura complaint. You can do this by completing and submitting the official taura complaints form. More information, including guidelines for making a complaint and the Formal Complaints form can be found via our taura platform - Te Matakā.

When you submit your complaint form, you will receive a formal written acknowledgment that it's been received and is being actioned. TWoA has 20 working days to resolve your complaint.

Your responsibilities when making a complaint are to:

- › Make sure you raise the complaint as soon as possible - and report it honestly and fully.
- › Be prepared to provide evidence to the staff-member investigating your complaint - it will not be possible to uphold your complaint if there is no credible evidence to support it.
- › Respect the confidentiality of the process and give us reasonable time to resolve it.
- › Treat people involved with courtesy and respect.
- › Be clear about the outcomes you'd like and try to suggest resolutions that are reasonable.

Our responsibilities when receiving your complaint are to ensure it will:

- › Be investigated thoroughly and fairly.
- › Be dealt with in a timely and courteous manner.
- › Be kept confidential.
- › Result in no unpleasant action against you while it's being investigated.

You may bring support (i.e. whānau etc.) with you to any hui (meeting) about the complaint, and you may appeal the outcome if you are not satisfied. You have 20 working days to submit an appeal from the date you were notified of the outcome.

The taura complaints form and information about our taura complaints process can be accessed on the TWoA website:

<https://akongatwoaac.sharepoint.com/sites/temataka/SitePages/Complaints.aspx>

For further information about the taura complaints and appeal process please contact the National Taura Services team by calling the TWoA Contact Centre 0800 355 553.

Education Code of Practice 2021

Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

The Code supports the wellbeing of tertiary and international taura while enrolled with New Zealand education providers. It states the expectations that education providers must meet for the wellbeing and safety of their taura.

The Code of Practice is effective from 1 January 2022. It is available as a download in both English and Māori.

- › **Code of Practice | English** <https://www2.nzqa.govt.nz/assets/Tertiary/The-Code/pastoral-care-code-of-practice-2021-english.pdf>
- › **Code of Practice | Māori** <https://www2.nzqa.govt.nz/assets/Tertiary/The-Code/pastoral-care-code-of-practice-2021-maori.pdf>

Taura can use the following links for more information about this Code:

- › **Know the Code | Tertiary learners** <https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/know-the-code/>
- › **Know the Code | Videos** <https://www2.nzqa.govt.nz/tertiary/the-code/the-code-for-learners/videos/>

Te Matakā

your place, your space

He mea wehe anō te māra tapu, ko te matakā tērā
Te Matakā - a sacred plot set aside in a kumara field

Once your enrolment is complete and live in our systems, you will be able to access your taura (student) online portal for learning, information and communications. It's called Te Matakā and this is your online portal that gives you access to everything you need to succeed while on your learning journey with TWoA

Your taura login

To log into Te Matakā you will need your taura login details:

- › Your login is your taura email address 123456789@akonga.twoa.ac.nz.
- › Your password will be your date of birth in this format: ddMmmyyyy!!
e.g. 01Jan1900!!

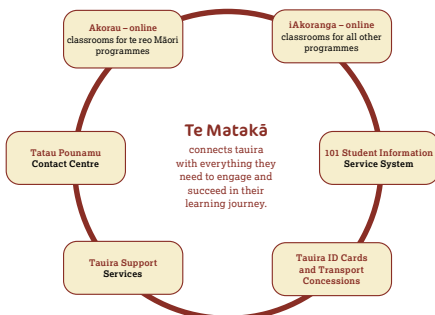
There are a couple of exceptions to the rule:

- › If you are a returning taura that has already changed your password, you will login using your custom password.
- › If you first studied with us before 2021 and still have the default password set, your password is in this format: ddMmmyyyy e.g. 01Jan1900

Troubleshooting tips:

- › If you are having trouble logging in, try using Incognito mode or a private browser.
- › If you are still unable to log in, please call our Contact Centre **0800 355 553**.

Login to Te Matakā



Te Matakā also provides you with access to taura emails, Office 365, Zoom and other software and applications. You can also access Taura (student) Services assistance, connect with your Taura Support Advisor, find out about library resources, hauora health and wellbeing information and support, policy and regulation documents plus much more.

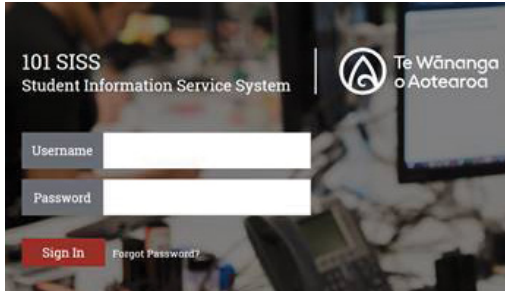
It's important that you get familiar with and engage with Te Matakā either from your own device or our campus computers.

101 student information service system

This data base allows you to:

- › Update your personal details
- › View your progress on your programme

You can access 101 from anywhere with Internet access. It's a great way to make sure we can always stay in touch with you.



Step 1: Register

Go to 101.twoa.ac.nz

Click on “**Register now**”

Enter the required information. NOTE:

- › The email address is where you would like an email sent if you forget your password.
- › You choose your own password.
- › Click OK.

Step 2: Log in

Enter your username (this is your STUDENT ID number)

Enter your password (the one you chose for yourself) Click on “Login”

You can now access your learning records and update your personal information.

For help, try the “help” button at the top of the screen, email us at 101@twoa.ac.nz or call **0800 355 553**.

Te Pātaka Māramatanga – Library

Our six networked libraries, located throughout Aotearoa, will help you find the information you need. Our libraries provide access to a vast collection of information both in print and digitally (online or electronic). Our friendly and knowledgeable librarians are available to help you find the information you need and will assist you in developing your research skills.

You can access our online resources 24/7 via our Library page on Te Matakā, and, we welcome you into any of our physical libraries during our open hours (addresses and open hours available from the library page on Te Matakā).

Some of the key services we provide are:

- › Free courier delivery of physical items from us to you and back home to the library – see more about this below
- › Assistance in using our online resources including our online catalogue KITEA, e-books, full-text journal articles, streaming videos, and more
- › Instructional ‘how-to’ tutorials/workshops both online and in-class about using our services and resources
- › Borrowing items we don’t have from other NZ libraries via the NZ inter-library loans scheme
- › Assistance with finding the information you need via our Reference Service and, much more.

Our collections contain information that relate specifically to the programmes TWoA delivers. So, no matter what programme you’re enrolled in – we have information that will meet your needs.

All library services are FREE for taura currently enrolled with TWoA.

Visit your local TWoA library

Our library spaces are designed specifically for you. You’ll be able to browse the physical collections, use devices (PCs & printers), and utilise areas to sit, read, study or just chill. The friendly and professional librarians look forward to welcoming you into YOUR library and helping you in any way we can.

You can visit our libraries at these campuses:

- › Mangere Campus, Manukau
- › Mangakōtukutuku Campus, Hamilton
- › Tauranga Moana Campus, Tauranga
- › Waiwhero Campus, Rotorua
- › Papaioea Campus, Palmerston North
- › Porirua Campus, Porirua

To know more about Te Pātaka Māramatanga – Library scan the QR code or enter the URL address below to go to the Library page on Te Matakā.



URL: <https://tinyurl.com/yckmzhuh>

Contact us:

- › Email: library@twoa.ac.nz
- › Phone: **0800 355 553**

Free, door-to-door service

At your request, we will send physical resources (books, journals, CDs, DVDs) to you via a free courier delivery service direct to your door. A self-addressed, return courier bag will be included so you can send the items back to the library once you've finished.

Te Ata Hāpara - The Breaking Dawn

Our Te Ata Hāpara team places you, our taura, at the centre of services, ensuring you are equipped to be successful on your learning journey.

As a proactive model of support, the team acts on data received from our systems to offer wrap-around assistance. Our mahi aims to:

- › reinvest resources into high impact support
- › provide proactive and accessible services
- › enable remote support, reaching taura throughout the country
- › retain taura and improve progression rates through to our higher level programmes
- › eliminate the gap in achievement rates between taura Māori and tauwiwi

Our number one priority is providing a supportive learning experience for you. Where assistance from specialised kaimahi is required, a referral will be made to your local Taura Support Advisor. By working in complement with existing support systems, you can feel confident that services are available and readily accessible when you need.

To find out more about Te Ata Hāpara and how the streamlined support works, visit Te Matakā (your student portal).

Change of personal details

The Ministry of Education requires us to hold your full enrolment details in our records and this information is used to create and update your accounts. You may need to change the personal details we have recorded on your file. This might be because you've moved house, your name has changed, or for some other reason. You can access your enrolment information and correct or update personal information we hold about you.

To update your personal details:

- › Visit a student registry office to get a "change of personal details" form. Fill out the form, send it back to us, and we'll update your details, or
- › Ring our Contact Centre, on **0800 355 553** and provide us with the updated information, or
- › Log-in to 101 Student Information Service System on the previous page.

Please note: You will need to provide documented evidence for a change of name; e.g. Your birth certificate or name change certificate.

Learning experience

Kaiako and kaitiaki (tutors and assessors)

Your kaiako or kaitiaki are there to support you on your learning journey and are your first point of call for most queries. They will tell you the best way to stay in contact with them and they keep you updated with information about your programme.

Attendance

It is important you attend every class. However, we understand you may not be able to attend sometimes. Your programme will have certain attendance requirements. If you're unable to come to class, please talk to your kaiako. If you are going to be away for more than two noho or three classes, please provide your kaiako with evidence of the reason, such as a medical certificate.

Long absences may affect your ability to successfully complete your programme as well as affect your student allowances or loans – so please talk to your kaiako or a Taura Service Advisor if you are struggling to attend classes.

Please note – it is the responsibility of the taura to inform Studylink (or other relevant agencies) of any long-term absences from study.

Appointments with Home Based Learning (HBL) kaitiaki

If you're a taura in a HBL programme you should always keep your appointments with your kaitiaki. These meetings are important to your learning progress and can help you gain a better understanding of your assessments. We know circumstances can change and an appointment may need to be rescheduled. If you need to reschedule an appointment, please call/text your kaitiaki or call free **0800 355 553** and ask to be connected to your kaitiaki.

Aromatawai (Assessments)

At the beginning of a programme or kōnae ako (unit or module) your kaiako will tell you about

- › assessment methods
- › assessment requirements specific to the programme (if any, details will be in your programme handbook)
- › deadlines for submitting assignments
- › criteria
- › marking schedules.

Assessment results – non-degree programmes (and placement/practicum for some degree programmes)

A – Achieved	Tauira has successfully achieved the evidence requirements / performance criteria of the assessment.
YTA – Yet to achieve	Tauira has yet to achieve the evidence requirements / performance criteria of the assessment.
CC – Cross Credit	Tauira has completed an identical NZQA unit standard at TWoA or elsewhere.
CT – Credit Transfer	Tauira has been granted credit for completing an identical TWoA kōnae ako or a sufficiently comparable kōnae ako/unit standard.
RPL – Recognition of Prior Learning	Tauira has been granted credit through prior learning that meets the learning outcomes for particular kōnae ako/unit standards.

Assessment results: degree programmes

Grade	Letter Grading	Mark(%)
Achieved with excellence	A+	90%-100%
Achieved with excellence	A	85%-89%
Tauira has met all performance criteria to grant the kōnae ako, with excellence.		
Achieved with merit	A-	80%-84%
Achieved with merit	B+	75%-79%
Achieved with merit	B	70%-74%
Tauira has met all performance criteria to grant the kōnae ako with merit.		
Achieved	B-	65% - 69%
Achieved	C+	60%-64%
Achieved	C	55%-59%
Achieved	C-	50%-54%
Tauira has successfully achieved the performance criteria of the assessment.		
YTA - Yet to achieve		
Tauira has yet to achieve the performance criteria of this assessment.		

‘Yet to achieve’ (YTA) result

A core belief that drives our teaching and learning approach is that every taura can achieve. We don’t believe in failure – and neither should you. If you receive a YTA result it means we expect you to achieve when you attempt the assessment again.

Storage of assessment materials

All institutes of technology and polytechnics, wānanga, government training establishments and industry training organisations are required to keep full copies of all assessment materials for at least 12 months from the date of completion.

A taura may receive an assessment result for an item of work but the item itself may not be returned to them. Taura may make a request to their kaiako for the return of the original item. In these cases, kaiako will make a photocopy of it for their records. When returning items that cannot be photocopied the kaiako will confirm the record-keeping process with the taura.

Assessments and taura responsibilities – you will:

- › submit assessments and reassessments by the due date, as directed by your kaiako.
- › keep a copy of all of your assessments.

Keeping taura assessments and return of original assessments – we will:

- › Give you the result of your assessment and feedback within a reasonable timeframe, as outlined in your programme documentation.
- › Give you reasonable consideration for extensions.
- › Provide you with opportunities for resubmission or reassessment as needed and as specified in your programme documentation.
- › Participate in moderation, a process which ensures our assessment processes are fair, consistent, relevant, valid and reliable. Moderation is an assessment of our practices, not of your work. If we use samples of your work for moderation, all personal details are removed from it before we submit it.

Assessments in te reo Māori

We welcome and encourage you to complete assessments in te reo Māori if this is your preference. Tau ke! If you do wish to complete your assessments in te reo Māori, please advise your kaiako/kaitiaki at least three weeks before the assessment due date (or preferably at enrolment if you plan to complete all assessments in te reo Māori) so that assessors can be arranged if your kaitiaki/kaitiaki is not fluent in te reo Māori.

Extensions

If you are struggling to complete an assessment by the due date, you can apply for an extension from your kaiako where the extension date falls within the programme completion date. You must complete and submit an extension to assessment application form to your kaiako at least one week before the assessment due date.

If you are wanting to apply for an extension where the extension date falls after the programme completion date you must submit an extension to assessment application form to your kaiako at least two weeks before the programme completion date for the takiwā academic committee to consider and approve. An extension date that falls outside of 10% of the programme length after the programme completion date will not be considered. For approved extension applications that fall outside of the programme completion date, student allowances cannot be extended.

Programme extensions for Home Based Learning taura

If you've not completed all the assessments for your programme you may be able to get an extension. Talk to your kaitiaki well before your programme end date about this option or call **0800 355 553** and ask for your HBL manager.

Resubmission and reassessments

If you don't successfully achieve an assessment you may have an opportunity to resubmit the assessment or have it reassessed. Your kaiako will give you written feedback on the parts of the assessment you need to improve. Each programme will specify in the number of reassessments a taura may undertake to demonstrate competency or achievement.

Educational reviews and appeals

Education reviews

If you're unhappy with a decision made on an education matter relating to your studies you may request a review of that decision by completing an application for an education review.

Complaints-process form: <https://www.twoa.ac.nz/taura-students/te-puna-manaaki-student-support/>

Education matters include:

- › Credit Recognition and Recognition of prior learning.
- › Compassionate Consideration.
- › Assessment Misconduct.
- › Assessment.
- › Assessment in Te Reo.
- › Results.
- › Extension.
- › Re-submission / Re-assessment.
- › Awards and Graduation.

Complaints / disputes related to all other regulations under Tikanga Ako would otherwise be dealt with under the Taura Complaints Process.

Education appeals

You may appeal (challenge) an education review decision by completing an application for an education appeal form: <https://www.twoa.ac.nz/taura-students/te-puna-manaaki-student-support/complaints-process>

Education appeal deadline

An education appeal form must be received by TWoA within 10 working days of the date of notification of the education review decision.

Compassionate consideration

If you've been affected by a medical condition, bereavement or another exceptional circumstance beyond your control which has prevented you from preparing, completing or attending an assessment or alternative assessment you may apply for compassionate consideration.

To apply, you will need to complete a compassionate consideration application form. Your kaiako or student support advisor will be able to provide this.

You will also need to:

- › Supply relevant evidence with the application e.g. medical certificates, funeral notice etc. and
- › Have completed at least 30% of the total assessable course work at a level that shows proficiency of learning.

The application with relevant evidence must be submitted within 10 days either side of the assessment due date. If your application is successful, you will receive an 'achieved result'.

Please note: Compassionate consideration is limited to a total of three assessments and these cannot be from the same kōnae ako (unit or module). A full kōnae ako may not be awarded.

Course Completion

Notification of programme completion

If you've met the attendance and assessment criteria to successfully complete your programme you'll receive a formal confirmation letter from us. You should receive this letter approximately six to eight weeks after the programme finishes. If you've not received this letter, contact the contact centre **0800 355 553**.

Graduation ceremonies

After you've received your letter confirmation you'll receive another letter with information about graduation ceremonies. Your graduation ceremony allows you and your classmates, whānau, friends, and kaiako to gather and celebrate your achievement.

Your graduation ceremony will usually take place a few months after you finish your programme. Ceremonies are held across the country and there'll be one on a campus or other venue in your immediate area or general region. (If you're a home-based learning taura you may also graduate at your local ceremony if you wish.) You'll receive your programme certificate at the ceremony.

Receiving certificate without attending graduation

You don't have to attend a graduation ceremony to receive your programme certificate. Taura who don't attend their ceremony will have their certificates posted out to them after the ceremony.

Outstanding fees, debts and unreturned items

Please note, to receive your programme certificate - either at graduation or by post - you **must** pay any outstanding fees and debts you owe TWoA and return any library books, equipment, resources etc. you've borrowed. If borrowed items have been lost or damaged, you may be required to repay costs to TWoA.

Stay Connected

We'd love you to stay interested in and connected to TWoA. We want to keep you updated on what's happening with us and opportunities for further study. For details, please visit our website www.twoa.ac.nz





**Te Wānanga
o Aotearoa**

Contact us:

Tatau Pounamu | Contact centre

0800 355 553

Taupārongo | IT support

0800 808 789

Te Matakā | Student portal

<https://tauirā.twoa.ac.nz>

Te Pātaka Māramatanga | Library services

www.twoa.ac.nz/library