



**AUCKLAND  
INSTITUTE  
OF STUDIES**  
NEW ZEALAND

# **STUDENT HANDBOOK**

**1<sup>ST</sup> EDITION JANUARY**



# 2025



**NEW ZEALAND.COM**  
Licence No.100708

**Empowering Dreams for 35 Years.  
Turning Student Goals into Achievements!**



**Years of AIS**  
**1990 - 2025**

## **AIS CORE VALUES**

### **Quality Education**

As a NZQA Category 1 provider, AIS offers you the reassurance of knowing you have enrolled in one of New Zealand's leading tertiary education organisations. Take advantage of a wide range of attractively priced diploma, degree, graduate and postgraduate qualifications, all approved by NZQA and recognised within New Zealand and internationally. Members of our well-respected academic staff are leaders in their fields and committed to providing you with the best possible educational outcome.

### **Supportive Environment**

It's important that you feel confident and comfortable while you are studying - especially if you are a long way from home. The park-like grounds of the St Helens campus add to the peaceful atmosphere of the institute and are only 10 minutes' drive to the centre of Auckland. Live on campus at our student hostel, catch up with your work in our Library and unwind with our sports and recreational activities - all protected by on-site security. Our friendly and approachable Student Support and Sales team are always available to give the best pastoral support possible - in your own language.

### **Individual Focus**

You are much more than just another student at AIS. Our class sizes are considerably smaller than many other tertiary education organisations, guaranteeing you better access to academic staff when you need it and maximising your learning opportunities. Our fast-track programmes, flexible entry dates and cross-credit recognition mean you can take advantage of previous studies and achieve your educational goals quickly.

### **Real World Success**

At AIS we understand that you are studying because you need options in the future - options for further study, for employment, or for immigration. Our industry-focused programmes are carefully designed to provide the training you will need to succeed. Gain relevant New Zealand work experience on the internship pathways or through our graduate placement service. With students from over 35 countries on campus, as a graduate of AIS you will build an international network of contacts and life-long friends.

*The information contained in the AIS Student Handbook is correct at the date of publication and is subject to change.*

*A new edition of the handbook is published in January, May and September each year. Please refer to the latest edition.*

*The Student Handbook is available online at  
**[www.ais.ac.nz/for-students/student-handbook/](http://www.ais.ac.nz/for-students/student-handbook/)***

*Student Services*

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## **WELCOME TO AUCKLAND INSTITUTE OF STUDIES**

This handbook is a guide for you during your studies at Auckland Institute of Studies (AIS). We encourage you to read it carefully - its aim is to help you settle into your studies and to provide important information to assist you during your time here.

We thank you for choosing to do your studies at AIS, a tertiary education organisation ranked as a Category I provider by the New Zealand Qualifications Authority. We aim to facilitate your learning through the services we have available to you.

AIS is a progressive organisation. Established in 1990, the institute has developed to become one of New Zealand's largest and most international independent tertiary institutions, with students from over 35 different countries. Over 50,000 students have passed through our doors in this period, with over 8,000 degree-level qualifications awarded.

AIS's teaching site is the St Helens Campus located at 28a Linwood Avenue, Mt Albert, which provides a range of academic and social services available for your use.

The fact that you have chosen to study at AIS is an indication of your commitment to achieving a top-quality, practical qualification which will enhance your future participation in the global community. We have an international vision with an individual focus, and you are now part of a unique institution where your interaction with a multi-cultural student body and faculty will be invaluable in preparing yourself for this world. Learning tolerance and understanding of other cultures and customs is part of this process.

Our academic and support staff are here to assist and motivate you. They are highly qualified in their professions and experienced in the practical aspects of their industry sectors. Each one of them has a strong personal interest in helping you meet and exceed the high-quality standards of the wide range of programmes and courses on offer.

We now think of you as part of the AIS family, together with our management, academic and support staff.

We hope that your time at AIS is rewarding and enjoyable, and we are keen to support your future career aspirations. We all look forward to seeing you at graduation.

Dr Lehan Stemmet  
**PRESIDENT**

# 1. ENROLMENT AND FEES

## 1.1 2025 Programme Start Dates

The offering of programmes and courses is subject to minimum enrolment numbers.

The official trimester start and finish dates for Business, Information Technology and NZCEL programmes are:

**Trimester 1, 2025**                      **3 February 2025 to 9 May 2025**

*New Students' Orientation* 30-31 January 2025

(Between trimester break: 10 May 2025 to 25 May 2025)

**Trimester 2, 2025**                      **26 May 2025 to 29 August 2025**

*New Students' Orientation* 22-23 May 2025

(Between trimester break: 30 August 2025 to 14 September 2025)

**Trimester 3, 2025**                      **15 September 2025 to 19 December 2025**

*New Students' Orientation* 11-12 September 2025

(Between trimester break: 20 December 2025 to 1 February 2026)

Students are expected to be in Auckland ready to finalise course enrolment and orientation for the next trimester by 30 January 2025, 22 May 2025 and 11 September 2025 respectively.

Official intake start and finish dates for other programmes are:

### Master of Business Administration

<b>Intake 1a, 2025</b>	<b>1 February 2025 to 31 July 2026</b>
<b>Intake 1b, 2025</b>	<b>29 March 2025 to 25 September 2026</b>
<b>Intake 2a, 2025</b>	<b>24 May 2025 to 20 November 2026</b>
<b>Intake 2b, 2025</b>	<b>19 July 2025 to 26 February 2027</b>
<b>Intake 3a, 2025</b>	<b>13 September 2025 to 23 April 2027</b>
<b>Intake 3b, 2025</b>	<b>1 November 2025 to 11 June 2027</b>

### Postgraduate Diploma in Business Administration

<b>Intake 1a, 2025</b>	<b>1 February 2025 to 31 January 2026</b>
<b>Intake 1b, 2025</b>	<b>29 March 2025 to 23 March 2026</b>
<b>Intake 2a, 2025</b>	<b>24 May 2025 to 22 May 2026</b>
<b>Intake 2b, 2025</b>	<b>19 July 2025 to 17 July 2026</b>
<b>Intake 3a, 2025</b>	<b>13 September 2025 to 11 September 2026</b>
<b>Intake 3b, 2025</b>	<b>1 November 2025 to 30 October 2026</b>

### Postgraduate Certificate in Business Administration

<b>Intake 1a, 2025</b>	<b>1 February 2025 to 1 August 2025</b>
<b>Intake 1b, 2025</b>	<b>29 March 2025 to 26 September 2025</b>
<b>Intake 2a, 2025</b>	<b>24 May 2025 to 21 November 2025</b>
<b>Intake 2b, 2025</b>	<b>19 July 2025 to 6 February 2026</b>
<b>Intake 3a, 2025</b>	<b>13 September 2025 to 3 April 2026</b>
<b>Intake 3b, 2025</b>	<b>1 November 2025 to 22 May 2026</b>

The academic calendar for 2025, showing trimester and programme start dates and public holidays, is available at:

**<https://ais.ac.nz/student-life/academic-calendar>**



## 1.2 Academic Timetable

There will be an opportunity during enrolment for you to finalise all details of your programme timetable with staff. If you are a weekday student, you may be in class for up to six hours per day between the hours of 8.00am and 8.00pm. If you are a weekend Business Administration student, you may be in class for up to eight hours per day. It is your responsibility to allocate other time to self-directed learning (reading, individual study, group work, assignments and research) in accordance with the guidelines in your course outlines.

## 1.3 Double Specialisations

A double specialisation for applicable degree qualifications may be achieved by paying fees to complete extra courses, normally in the latter stages of the programme. To achieve a double specialisation in the Master of Business Administration degree, not less than 210 credits must be completed. All the requirements for both degree specialisations must be satisfied and your enrolment must reflect the first specialisation that you are aiming to achieve.

Please discuss your interest in completing a double specialisation with your head of programme as soon as you decide to aim for this goal.

## 1.4 Enrolment Documents

If you require certificates of enrolment, transcripts or documentation for any other purpose, e.g. opening of a bank account, applying for further study, etc., please email your request to Registry ([enquiry@ais.ac.nz](mailto:enquiry@ais.ac.nz)). Requested documents will either be emailed to you or will be available for collection from Registry later in the day, or the following morning.

## 1.5 Equal Education Opportunity (EEoO)

AIS is committed to providing equal education opportunities for all students regardless of gender, nationality, ethnicity, religious belief, political affiliation, marital status, age, physical disability or gender orientation.

Support for students with disabilities, mental health conditions, long-term medical conditions or special needs is provided where possible, in line with the New Zealand Code of Practice for an Inclusive Tertiary Education Environment for Students with Impairments (Kia Orite - Achieving Equity). If you have an allergy, a disability, mental health condition, long-term medical condition or special needs, you must declare this at the time of application to ensure that we can cater for you.

## 1.6 Fee Payments

Tuition and Resource fees must be paid in full to the AIS Student Trust Account prior to the start of your studies. Please refer to your quotation/invoice for account details. Other payments should be made online to AIS account number **12-3117-0016616-00** citing your student ID and fee type, or by credit card via the AIS website (<https://www.ais.ac.nz/payment-form>) citing your student ID as reference. Payments may be made by online EFTPOS, student loan, credit card (Visa and Mastercard), direct credit, or telegraphic transfer from overseas.

If you are an international student, a minimum payment of one year's tuition (or for the first programme if less than one year) is required for each enrolment period, unless you are completing your studies with an enrolment period of less than one year.

Please note that a late payment fee of \$150.00 will be charged should your course fees be unpaid after four weeks after the programme start.

If your payment is overdue, interest will be charged at the rate of 2.5% per month from the overdue date until payment in full is received. Payments which are over

two months overdue will be referred to a debt collection agency for collection. All costs incurred in the collection of overdue fees will also be charged.

If you have outstanding fees, you may lose your right to access AIS services and facilities. For instance, you will not be entitled to graduate or receive final grades, transcripts, certificates or references from the institute. If you experience difficulty with fee payments, you must discuss the problem with either the Accounts Department or the Academic Registrar.

If you are a New Zealand student making payment by student loan, you must provide confirmation of the student loan application prior to programme commencement, and you must complete and return the loan contracts to StudyLink promptly to avoid penalty interest and other sanctions noted above.

It is important to note that once you have completed the first week (domestic) or first two weeks (international) of your programme, you are liable for full payment of fees whether paid in full or not.

## 1.7 Fees Protection Policy

Student Fees Trust Account - Your fees and other costs are held in an independent trust account, the Jolly Duncan & Wells Trustees Ltd, AIS Student Trust Account. An independent chartered accountant operates this trust account and releases funds in the following manner:

- (i) Tuition Fees - 20% is released to AIS after the statutory withdrawal period after commencement of the programme (up to a maximum of NZ\$3,000.00) and the remaining fees are released periodically in arrears on a pro rata basis in relation to the tuition delivered. A trust account drawdown schedule is signed by the student upon payment in confirmation.
- (ii) Accommodation/Living Costs - are released periodically in advance.

Contact Details - If necessary, the Trustee can be contacted at: Jolly Duncan & Wells Ltd, 127 Main Highway, Ellerslie, Auckland (P.O. Box 11-053, Ellerslie, Auckland). Tel: (64-9) 579 7096; Fax (64-9) 525-1169; Attention: Serena Irving. Email: [serenai@jdw.co.nz](mailto:serenai@jdw.co.nz)

## 1.8 Forms

The following forms for academic administration and Registry are available from Moodle:

- Programme Re-enrolment/Change Request Form  
*(to extend studies in a current programme, change a degree specialisation [BIT/MBA], change a study pathway/specialist topic, transfer to another programme, change/postpone a start date, shorten studies in a programme, or take a break/suspend studies)*
- Withdrawal Form  
*(to withdraw from studies at AIS)*
- Course Selection Form
- Change of Course Form  
*(to change courses after course selection has been approved)*
- Tuition Fees Refund Request Form
- General Refund Request Form
- Application for Re-Mark or Recount of Final Assessment
- Application for Photocopy of Final Examination/Final Major Assessment
- Request for Documentation
- Application for Student ID Card
- Application for Aegrotat/Impaired Performance Assessment
- Cross-Credit Application Form
- Recognition of Prior Learning Application Form

- Change of Personal Details Form
- Student Clearance Form

## 1.9 Further Study

Student Support and academic staff are able to help with your future study plans at AIS. Please see your head of programme for any academic references required for further study.

## 1.10 ID Cards

Your student ID card must be carried with you on campus for security reasons, and you may be asked to show it at any time. You may apply for a new ID card, or to renew an existing ID card, at Registry. You will need your ID card to use many of the facilities and services at AIS, to collect documents from Registry or parcels at reception, and to attend examinations. It is also a valid Student ID card for discounts, e.g. movies and public transport. There is a \$10.00 charge for the replacement of an ID card. ID cards are valid for the full paid period of your current programme enrolment. Do not lend your ID card to others.

## 1.11 Late Enrolments, Transfers, Withdrawals and Refunds

The institute's enrolment, withdrawal and refund policies are outlined in Section J of the Enrolment Application Form. Copies of all forms are available from the reception counter.

### Withdrawal and Refund from a Programme

- (i) For programmes under five weeks, 50% of the fees paid will be refunded if you withdraw prior to or within the first two days of the programme commencement. After this, fees paid are non-refundable.
- (ii) For programmes of five weeks or more, but less than three months, 75% of the fees paid will be refunded if you withdraw prior to or within the first five days of the programme commencement. After this, fees paid are non-refundable.
- (iii) (a) International Students: For programmes over three months, all payments exceeding up to 25% of the fees paid will be refunded if you withdraw within the first 10 working days after the first day on which you are required to be at AIS to commence the programme of studies enrolled in. After this, fees paid are non-refundable. If you withdraw within one month prior to the start of your programme, you will be entitled to a refund less a deduction of 17.5% for costs incurred. If you withdraw earlier than one month prior to the start of the programme, you will be entitled to a refund less a deduction of NZ\$500.00 or 10% of the fees paid, whichever is the lesser.
- (b) Domestic Students: For programmes over three months, all payments exceeding \$500.00 or 10% of the fees paid, whichever is the lesser, will be refunded if you withdraw prior to or within the first seven days after the first day on which you are required to be at AIS to commence the programme of studies enrolled in. After this, fees paid are non-refundable.
- (iv) Any applications for withdrawal must be made in writing on a Withdrawal Form, along with a Tuition Fees Refund Request form if a refund is due, and must state your reasons in full. An interview with a Student Services staff member will be required. Written confirmation from your parents, guardian or agent is required if the enrolment was made through them, and refunds will be transferred back to the source of payment. If you are transferring to another institution, a copy of your new offer and quotation must be provided for the direct transfer of fees.
- (v) If you fail to attend or participate in your programme, or stop attending or participating in your programme, before the end of the refund period, you will be treated as having withdrawn within the refund period.

- (vi) Interim visas: Normal withdrawal fees will apply if you start on an interim visa and withdraw before the result of your student visa application is known. Where your visa application is declined while studying on an interim visa, fees will be charged on a pro rata basis based on the number of weeks attended and the balance of fees will be refunded.
- (vii) A minimum of eight days' written notice must be given for cancellation of homestay accommodation prior to commencement. If seven days or less written notice is given, the fee for one week of accommodation will be retained. A minimum of 14 days' written notice must be given for cancellations after commencement of a homestay, and the fee for four weeks' accommodation will be retained. The homestay arrangement fee is non-refundable.
- (viii) A minimum of two weeks' written notice must be given prior to departure from the AIS Dormitory. Payment for the first five weeks of dormitory accommodation is non-refundable/non-transferable after arrival.
- (ix) Full refunds will be given in the case of cancellation by AIS of a course/qualification before or during the course/qualification, or if your student visa is declined by Immigration New Zealand.
- (x) In the case of a course closure event, the institute will ensure that students enrolled at the time are able to complete their programmes through a teach-out process, or that appropriate alternative provision of education is available. In the case of voluntary closure by the provider, refunds will be given in accordance with the Student Fee Protection Rules 2022.
- (xi) Applications to change education provider require approval from Immigration New Zealand, and you must continue to study in accordance with your student visa while awaiting a decision from Immigration New Zealand.
- (xii) Refund requests outside the above criteria should be submitted in writing to the Academic Registrar for special consideration.

#### Withdrawal of a Student by AIS

If you have enrolled in a course but do not attend classes by the end of the second week of the course start date, you will be withdrawn from the course and may forfeit fees paid.

#### Programme Changes

A Programme Re-enrolment/Change Request Form must be completed. Programme changes by newly arrived international students are subject to approval by Immigration New Zealand.

#### Late Enrolment in a Programme and/or Courses

You will not normally be accepted into degree-level programmes and courses after two weeks of teaching has elapsed as you will have missed too much tuition to be able to catch up.

#### Transfers and Withdrawals from Business and Information Technology Courses

You may apply to transfer from one course to another, or withdraw from a course, within the first two weeks of the start date of the course (this is not the arrival date if you are late). A Change of Course Form needs to be completed (available from reception). A late course change fee of \$20.00 is payable if application for a course transfer is made after the first seven days of the beginning of the course.

You may apply to withdraw from a course (without a refund) after the first two weeks of class up to the end of the fifth week. A Change of Course Form must be completed. A grade of 'WD' (Withdrawn) will be recorded against the course withdrawn from on your academic transcript.

If you apply to withdraw from a course after the end of the fifth week, or fail to complete a course, you will have a grade of 'E' (Failure to complete) recorded against the course on your academic transcript.

If you stop attending classes or have excessive absences without valid reason/s, or fail to engage sufficiently in the course content to be able to complete the course, or fail to submit or attempt the required assessments, the institute may withdraw you from the course. In these instances, a grade of 'WD' (Withdrawn) will be recorded against the course on your academic transcript.

In special cases, where recommended by the Learning Support Advisor or a head of programme, first year students who are not making sufficient academic progress in an undergraduate course may be permitted to withdraw from the course up to the end of the fifth week of trimester, with course fees carried forward to the next trimester. This concession is not available if you have outstanding fees or poor attendance and is applied only once per course. A 'CN' grade will be recorded against the course withdrawn from on your academic transcript.

#### Transfers and Withdrawals from Business Administration Courses

Refer to "Course Enrolment, Rescheduling and Withdrawal" and "Examinations" in section 7.

#### Cross-Credits

Funds are held in credit until completion of the programme and are reconciled at the time of clearance.

#### Personal Emergencies

If you have a personal emergency and need to break your studies or return home, you must seek approval to do so from your head of programme, rather than absenting yourself without seeking approval. In certain circumstances, we may be able to transfer your enrolment to the following trimester.

Breaks longer than two weeks require prior approval from Immigration New Zealand (international students).

#### Change of Residency Status

Fees are not adjusted if an international student's immigration status changes to Permanent Resident during the enrolment period paid for.

#### Expulsion and Suspension

Fees are non-refundable if you are expelled or suspended by AIS, or if your enrolment is terminated due to unsatisfactory progress.

#### E-Book Refunds and Textbooks

E-books are non-refundable once downloaded. A refund may be available for an issued hard copy textbook following withdrawal from a course if it is returned in 'as new' condition. 50% of the resource fee is allocated to the textbook/e-book/workbook, and 50% to other resources provided (internet and Wi-Fi access; Moodle, Studiosity and Grammarly; access to Library electronic resources; copyright charges and a printing allowance; and, for applicable programmes, NZQA credit fees, class trips and training cafeteria supplies).

## **1.12**

### **Orientation**

The orientation programme will help you become aware of our policies and procedures and provide an opportunity to meet students and staff. Orientation usually includes a welcome from the President, your head of programme and other staff.

For programmes commencing at the start of a trimester, orientation is normally held on the Thursday and Friday prior to the start of teaching.

Orientations for students in the English Language Centre (ELC) take place on Monday mornings.

#### Enrolment Procedures

Before you start class, please ensure you have:

- \* completed the AIS Enrolment Application Form in full, with supporting academic records and a certified copy of your birth certificate or passport. Business Administration applications require additional information, including a Curriculum Vitae, list of current work duties, and at least one referee statement;
- \* advised any changes to your home address, telephone number or email address;
- \* submitted one passport photo for your Student ID Card and file;
- \* received an Offer of Place and either paid in full, or completed necessary fee payment arrangements;
- \* submitted your Student Allowances and/or Student Loans application forms to StudyLink (*for eligible domestic students only*);
- \* provided a copy of your student visa to Registry (*for international students only*);
- \* provided a copy of your Medical Insurance Certificate or a completed medical insurance application form;
- \* signed the AIS Trust Account Drawdown Payment Schedule; and
- \* met any other conditions specified on your enrolment documents.

### **1.13**

#### **Student Services Fee**

The compulsory Student Services Fee (SSF) covers provision of a broad range of campus services. In consultation with students via the Student/Management Forum, the fee is allocated to the following services:

- Counselling services and pastoral care	52%
- Employment information, careers information, advice and guidance	18%
- Sports, recreation and cultural activities	20%
- Students' associations and clubs	6%
- Financial support and advice	2%
- Health services	2%

The SSF is charged at a rate of \$300.00 per year, or \$30.00 per month or part thereof. For enrolments under one year, it is calculated according to the programme start and finish dates.

### **1.14**

#### **Termination**

The Student Disciplinary Committee has the right to suspend or expel a student for an accumulation of major demerit points, or for serious offences such as assault, theft, possession of drugs, illegal access to computer systems, or other actions that lead to police intervention. In addition, the Academic Board has the right to terminate enrolment based on unsatisfactory academic progress.



## **2. ACADEMIC SUPPORT**

### **2.1 Academic Assistance Available**

Your tutor/lecturer will be pleased to provide additional assistance with your course work and will let you know the times they are available for individual appointments. From time to time, additional clinics may be held to provide assistance for class groups as required.

Further assistance can be provided by the Learning Support Services team (see section 2.6 “Learning Support”).

### **2.2 Academic Progress**

If you experience continual course failures, where there appears to be no good reason for the failures, you may be classed as making “unsatisfactory academic progress” and denied re-enrolment on either a temporary or permanent basis by the Academic Board. In order to make satisfactory progress, you are required to pass more than half the courses in which you enrol. If you have failed a course twice, your re-enrolment in the course requires approval by the Board of Studies.

### **2.3 Head of Programme**

The head of programme is generally available and willing to see you for any programme-related problems. To make an appointment, ask at the Programme Administration Unit (M140) for the contact details of your head of programme.

### **2.4 Internship and Graduate Placement Services**

#### **(i) Internship Pathway**

Your programme will assist in arranging an internship for you if it is a part of your programme, or you can arrange the internship yourself. Internships are available in the BBus, GDBus, BIT, GDIT, PGDIT, MIT, PGDBA and MBA programmes, subject to meeting any criteria specified. Please contact your programme to verify your eligibility for an internship. AIS will help you with the preparation of your CV and a covering letter. Internships are formally recognised by Immigration New Zealand as a part of course requirements specified on your student visa, and do not impact on work rights. Any internship placement fees are fully paid by AIS. (See section 7. for further details on the Business Administration internship course.)

After your internship is arranged and an internship Memorandum of Understanding is signed, a supervisor from your programme will support you throughout your placement.

#### **(ii) Graduate Placement Service**

Graduates of AIS programmes at Level 7 or above who are seeking New Zealand work experience have the opportunity to apply for a graduate placement, which is a voluntary unpaid internship outside of your programme of studies. Eligibility to work full-time in New Zealand and an English proficiency level equivalent to IELTS 6.5 or above are required. The placement fee is from \$950.00 to \$1,100 (plus GST). No refund is available if a graduate withdraws from this service. If the service is terminated by an internship provider, 50% of the fee is refundable. Please email ***studentcareers@ais.ac.nz*** for further information.

#### **(iii) Industry Practice**

The industry practice course in the BIT programme provides a short placement in industry and is arranged by the programme. Industry placements are not recognised as internships.

## 2.5 Library

The Library provides resources and facilities in a relaxed and friendly environment to support academic learning, research and digital skills for all AIS students and staff. Specialist staff are available to assist students with utilising physical and online resources, study support and e-learning services.

The Library hours are:

Monday to Friday	9.00am – 5.00pm
Saturday and Sunday	11.00am – 3.00pm
Public Holidays	Closed

Reduced hours apply over the summer break (December/January).

The Library's physical facilities include a collaboration space for discussions and group work, quiet study areas, rooms for individual use and small group meetings, computers, printers, photocopiers, whiteboards, internet access, books, student dissertations and theses, periodicals, audio materials and DVDs. Online resources include monographs, journals, readings, e-books, tutorials, more than 100 electronic databases, various open-source sites, specialised software, and multimedia.

For more information and resources, go to:

Library website: <https://www.ais.ac.nz/student-life/library/>

LMS link: <https://moodle.ais.ac.nz/course/view.php?id=1580>

or contact the Library team at [ais-library@ais.ac.nz](mailto:ais-library@ais.ac.nz) / phone (64 9) 815 1717 ext. 853.

## 2.6 Learning Support

If you are a new student, it is strongly recommended that you attend workshops on Academic Integrity and APA Referencing Skills and attempt the Good Referencing Test (GRT) before you submit your first assignment to Moodle. You will be provided with a timetable for the workshops and GRT for your programme. A complete academic skills workshop timetable is available under the 'Workshops' tab on the AIS Library website and in Moodle under 'Study Skills Resources'.

One-to-one consultations can also be booked with the Learning Support Advisors for individual support in areas relating to your study, such as essay and report writing, referencing, online database searching, getting started with your assignment, and research. If you have a learning difficulty, contact the Learning Support Advisor or Student Support Manager for advice on external support services available to you.

## 2.7 Moodle / Studiosity / Grammarly

**Moodle** is an online Learning Management System (LMS) where you can access course information and resources. You may also find online forums, access to latest news items, further readings, podcasts, online presentations, interactive exercises and activities, and quizzes on Moodle depending on the course you are enrolled in, as well as Student Support information. Moodle can be found at <https://moodle.ais.ac.nz/>. We strongly recommend that you access Moodle frequently during your studies. Contact your lecturer if you have any problems accessing or using Moodle.

**Studiosity** is an online, on-demand study support service. Its purpose is to provide feedback on your academic writing before you submit it for marking. Studiosity tutors assess the quality of your assignment drafts and provide you with written feedback in less than 24 hours. Studiosity's 'Connect Live' connects you in real-time chat with subject specialists so that you may ask questions and

receive guidance and support. Access to Studiosity is available from every Moodle page.

**Grammarly** is an online and easy-to-use English language writing tool which detects potential grammar, spelling, punctuation, vocabulary and style mistakes. Details on how to access Grammarly are available from every Moodle page.

## 2.8 Offshore Online Study

Studying online differs to studying face-to-face in a classroom environment, so it is important to know that you still have the same opportunity for access to resources and support even though you are not physically here at AIS.

### Attending Online Classes and Accessing Course Resources

Your online classes will be held via a video conferencing platform, such as MS Teams or Zoom. You may be in the class with other students and your attendance will be marked. All classes are recorded, so where the time difference does not allow you to participate, you will be able to view the recording at a later time via a link within your course on Moodle. Your course resources, assessments and other information are available for access at any time in Moodle. Special online tutorials for you may also be set up.

### Assessments - Tests, Examinations and Assignments

If your course has a test or examination, your teacher will let you know how this will be conducted. Assignments will be discussed during class time and are submitted electronically.

### Learning Support

Contact the Library ([ais-library@ais.ac.nz](mailto:ais-library@ais.ac.nz)) for help with accessing resources or for specific study skills support such as referencing, academic writing and research. Online learning support tools (Mendeley, Studiosity and Grammarly) are also available to you, and Library and Learning Support staff are available for online and face-to-face individual (private) consultations.

## 2.9 Programme Administration Unit

The Programme Administration Unit, where your programme's administrators are located, is situated in room M140 on the ground floor opposite the cafeteria. Contact details are:

For Business, Information Technology and English Language Centre students - phone extension 628 or email [pau@ais.ac.nz](mailto:pau@ais.ac.nz).

For Business Administration students - phone extension 620 or 625, or email [bateam@ais.ac.nz](mailto:bateam@ais.ac.nz). During weekends, your administrator will normally relocate to the library from 11.00am to 3.00pm and can be contacted there on extension 853.

## 2.10 Work Preparation

Assistance is available with work experience during your study and preparation for job placement. Help can be provided with interview skills, CV preparation, minimum employment rights, job application cover letters, work experience and job seeking. Please register by emailing [studentcareers@ais.ac.nz](mailto:studentcareers@ais.ac.nz) to receive updates on workshops, vacancies and other job hunting tips and guidance.

You are also encouraged to register with external online job vacancy sites such as Seek at [www.seek.co.nz](http://www.seek.co.nz) and Student Job Search (SJS) at [www.sjs.co.nz](http://www.sjs.co.nz). Contact SJS on 0800 757 562 for assistance. AIS is a member of SJS which enables you to use the services offered free of charge.

### **3. INTERNATIONAL STUDENTS**

#### **3.1 Education New Zealand**

Education New Zealand's NauMaiNZ website is a fantastic web resource for international students who are studying in New Zealand that provides information and suggestions to help you connect and explore New Zealand.

Visit [\*\*www.naumainz.studyinnewzealand.govt.nz\*\*](http://www.naumainz.studyinnewzealand.govt.nz).

#### **3.2 Immigration - Student Visas**

If you are an international student, you must have a current student visa in order to study in New Zealand. It is your responsibility to keep your student visa current with regard to the expiry date and programme information. If you need to renew or change your student visa, please arrange your programme re-enrolment/change and payment at least four weeks before the expiry of your visa. If you do not hold a current student visa, you will not be permitted to study.

If you do not already have an online account with Immigration New Zealand, visit [\*\*https://www.immigration.govt.nz/new-zealand-visas/visas/visa/full-fee-paying-student-visa\*\*](https://www.immigration.govt.nz/new-zealand-visas/visas/visa/full-fee-paying-student-visa) to set this up.

Your student visa renewal must be made directly to Immigration New Zealand. You will need to provide evidence of your attendance at AIS, your academic transcript, confirmation of enrolment letter and tuition fees payment receipt to support your renewal application. Information and guidance on the documentation required is available at:

[\*\*https://www.immigration.govt.nz/assist-migrants-and-students/assist-students/student-visa-info\*\*](https://www.immigration.govt.nz/assist-migrants-and-students/assist-students/student-visa-info).

The cost of your application will be \$850.00 or \$750.00 dependent upon whether a \$100.00 International Visitor Levy is payable.

You must hold medical/travel insurance from the time of your departure from your home country to commence your enrolment at AIS until the expiry of your student visa. If you also require a medical check or a police check, an interim visa, which will be valid from the day after your temporary visa expires, can be issued online. Immigration New Zealand will inform you by email and you must then supply the required medical or police documents within the timeframe given.

If you are enrolled in an internship course as a formal part of your programme (BBus/GDBus, BIT/GDIT/PGDIT/MIT and PGDBA/MBA - internship pathway), you must have wording on your student visa confirming that you "may work for practical experience", or apply for a variation of conditions.

Please contact Registry if you require assistance with the documentation required for your student visa, or for a post-study work visa (see section 3.4 "Work Eligibility"). AIS is unable to provide advice on visa or immigration matters.

#### **3.3 Insurance**

All international students are required by Immigration New Zealand to have appropriate medical/travel insurance cover for the full length of their student/working holiday/visitor visa period as a condition of the visa, and must confirm their insurance cover at the beginning of each trimester. If you are an international student and you do not provide evidence of medical/travel insurance, you will be invoiced for the required cover. If insurance cover has not been purchased through AIS, details of alternative, compliant cover must be confirmed at the time of arrival/orientation. For a list of alternative approved insurance policies, please refer to [\*\*www.ais.ac.nz/study/insurance\*\*](http://www.ais.ac.nz/study/insurance).

AIS recommends the “International Student Insurance” policy from Southern Cross Travel Insurance (SCTI) which includes cover for contents (possessions) while in New Zealand, in addition to medical and travel cover. A 20% co-payment is required on claims for general medical/GP expenses. We also offer a Uni-Care Travel and Medical Insurance policy.

For full details of coverage of the policies, please see Registry, or refer to **[www.scti.co.nz](http://www.scti.co.nz)** or their 24-hour SCTI helpline on 0800 800 571, or **[www.uni-care.org](http://www.uni-care.org)**. All claims are made online. Note that premium refunds are not normally permitted after the first 10 working days of the coverage period. You can arrange separate cover for family members (spouse and children) who are currently in New Zealand, if required.

If you change to a post-study work visa before your student visa expires, you can still claim up to the end of the coverage period paid for, and extend the insurance cover with SCTI for the period of your post-study work visa, under a “Visiting New Zealand” policy. Coverage extensions can be arranged directly through SCTI as soon as a post-study work visa has been issued.

### **3.4 Work Eligibility**

If you are an international student enrolled in an eligible qualification, you may work part-time up to 20 hours per week. Eligible qualifications are our diploma and degree programmes at Level 5 and above, and English language programmes of 14 weeks plus. If you are enrolled in a programme of one-year and longer, you are also permitted to work full-time during the summer holidays and other trimester breaks. This does not mean that you can reduce your workload to less than full-time study to accommodate work hours. A full-time study load is considered to be at least 40 hours per week. If you are electing to work part-time for 20 hours per week, you must have the self-discipline to cope with working a total of 60 hours per week.

A three-year post-study work visa (open) is available if you have graduated with a master's degree after a minimum of 30 weeks full-time study on that programme in New Zealand. Students graduating with a bachelor's degree and/or postgraduate diploma after a minimum of 30 weeks full-time study on that programme in New Zealand are eligible for a post-study work visa matching the duration of study in the programme(s).

Refer to pages 8 and 9 of Immigration New Zealand's Work Visa Guide for further information:

**<https://www.immigration.govt.nz/documents/forms-and-guides/inz1016.pdf>**

Please contact Registry for assistance with the required documentation. A letter of completion can be provided if you have completed your programme and are waiting for your award to be approved by the Board of Studies.

For a guide to working while studying in New Zealand as an international student, refer to **[www.live-work.immigration.govt.nz](http://www.live-work.immigration.govt.nz)**.

## **4. DOMESTIC STUDENTS**

### **4.1 Student Loans and Allowances**

To receive information and application forms, contact StudyLink on:

Freephone: 0800 88 99 00, or  
Freefax: 0800 88 33 88, or  
Websites: **[www.studylink.govt.nz](http://www.studylink.govt.nz)**  
**[www.studentloans.studylink.govt.nz](http://www.studentloans.studylink.govt.nz)**

The StudyLink Contact Centre is open from 8.00am to 5.00pm Monday to Friday.

Please see Student Services for any assistance with completing applications. Please ensure your applications are sent to StudyLink well before the start date of your programme, and that loan contracts are signed and returned to StudyLink promptly. Payments of student allowances are only made from the date of approval if received after the programme start date.

Use MyStudyLink at **[www.studylink.govt.nz](http://www.studylink.govt.nz)** to check the status of your application, or to submit queries through the 'Ask a Question' service.

You must complete and return to StudyLink the Statement of Satisfactory Progress forms sent to you, or your allowance payments will stop automatically. AIS must advise StudyLink if you have poor attendance or if you withdraw from study.

If you are a permanent resident, there is a three-year stand-down before you can access a student loan or allowance. You are required to pass at least half of your previous study and have good attendance to retain access to loans and allowances. The student allowance is not available for postgraduate study (Levels 8 and 9).

### **4.2 Scholarships**

We have a range of scholarships available to domestic students wishing to study at AIS. Please refer to the AIS website for a list of these scholarships and the terms and conditions. Applications are received before the start of each trimester and are assessed by a Scholarships Committee.



## **5. STUDENT LIFE**

### **5.1 Alumni Association**

You will receive automatic membership of the AIS Alumni Association after completing your studies. Please ensure that we have your correct forwarding address so that we can keep in touch. Contact ***aisalumni@ais.ac.nz*** with updates and enquiries.

An AIS China Alumni Committee organises an annual reunion in China. The reunions are normally held in a different city each year. For further information, contact the chair of the committee, Wilson Zhang, at ***aiszhang1972@163.com***.

A range of AIS alumni merchandise is available to order online through the AIS website (Alumni Shop tab).

### **5.2 Sports and Recreation**

Regular sports and recreation activities are organised after class hours and are dependent upon demand. A fee is payable for some of the activities offered. Please check campus noticeboards for sports and recreation activity details.

The St Helens Campus grounds include tennis courts and a basketball hoop. A variety of sports equipment is available from reception for on-campus use only (tennis, basketball, soccer, volleyball, football, netball). Refer to item 12.17 "Tennis Courts" for further information.

### **5.3 Student Code of Conduct**

It is expected that your conduct will be based on the following principles:

(i) Respect towards fellow students

You are expected to be courteous and respectful to your peers and make a conscious effort to contribute to the sense of 'community' at AIS. The AIS community aims to provide a supportive learning environment which is free from harassment or discrimination on the grounds of any of the following:

- Ethnicity, race or nationality;
- Gender;
- Religious belief;
- Political philosophy;
- Marital status;
- Disability;
- Age; or
- Sexual orientation.

(ii) Respect towards staff of the institute

You are expected to be courteous and respectful to your lecturers and other staff of the institute and recognise their authority to act on behalf of the institute in the implementation of this code in general, and in the performance of their responsibilities in particular.

(iii) Respect towards the property of others

You may not unlawfully take the property of other students, staff or the institute; nor may you treat the property of others in such a manner as to damage it in any way.

(iv) Integrity

You are expected to be honest in your statements to staff of the institute, in writing examinations, and in presenting assignments for assessment.

You may only use the computing facilities at the institute for the authorised purpose for which they are intended.

To avoid any conflict of interest, you are not permitted to act as an agent for other institutions.

It is not appropriate to give gifts to teaching staff as these may be construed as bribes.

- (v) Safety  
You may not act in a manner which jeopardises the health or safety of any other person.
- (vi) Industry  
You are expected to always try to give your best effort, and work hard to achieve your academic goals.
- (vii) Institutional pride  
You are considered as our brand ambassador and should not act in a manner which may bring disrepute on the institute.

## 5.4 Student Council, Students' Associations and Clubs

### AIS Student Council

The AIS Student Council represents student body interests in the development of cross-cultural, extracurricular social activities, and enables you to have a voice in projects and issues of concern. The council comprises up to 16 voluntary students who are elected for a one-year term commencing from Trimester 2. The elections occur during Trimester 1 each year, after which one member is elected to act as president of the council. If you are interested in involvement in the student council, email ***studentcouncil@ais.ac.nz*** or approach the Student Support Manager.

The current council members are:

President	Rohit Agarwal
Vice President	Ravinder Singh
Secretary	Kevin Xuan Trinh
Treasurer	Bree Chaimonkol
Events Coordinator	Pardeep Waraich
Events Coordinator	Priyanka Ghosh
Events Coordinator	Zahid Anwar
Events Coordinator	Tejpratap Jaggi
Health and Safety	Vimon Winarko
Member	Orapin Pakkarapanit
Member	Ariful Islam
Member	Fizza Payandeh
Member	Harjinder Kaur

### Students' Associations

AIS students' associations represent student groups. They are run by student committees who organise social functions and events for students. You are welcome to participate. Contact details are:

#### Chinese Students' Association

President	Zhuocheng Lin	578226678@qq.com
Member	Gang Li	
Member	Hongzuo Li	
Member	Rui Wang	

#### Pasifika Students' Association

President	(vacant)
Vice-President	'Ana Malau
Secretary	Sione Koloa'ia
Vice-Secretary	Kulisitina Tu'ipulotu
Treasurer	Sesilia Lui
Vice-Treasurer	Suli Vaimoana Kolo

## 5.5

### **Student Discipline**

AIS policies provide rules relating to your conduct on campus (and other facilities used by the institute in the conduct of its operations) in order that the rights of all individuals to enjoy their time on campus and their opportunities to achieve their aspirations at AIS are preserved. Some serious offences, such as physical violence or assault, theft, drug violations, gambling, under-age drinking, violation of I.T. security systems and some driving offences, are the province of public law enforcement and the New Zealand judicial system. Additionally, such breaches of the law may give rise to disciplinary action by the institute and may also constitute sufficient grounds for revocation of a student or visitor visa by Immigration New Zealand, resulting in expulsion from New Zealand.

The institute reserves the right to test you for alcohol or substance use/abuse as required in order to inform relevant authorities and ensure a safe environment for all students and staff. AIS staff are authorised to deal with minor breaches of discipline and may follow a sequential process of verbal warning, written warnings with copies placed on your file, and referral to the Student Disciplinary Committee.

#### Demerit System

AIS operates a demerit system whereby you can be given a minor demerit or a major demerit depending on the severity of the misbehaviour. Three minor demerit points are equal to one major demerit point. Demerit points are cumulative and you may face expulsion from your studies if you accumulate three major demerit points. Demerit points are awarded for breaches of conduct in both personal and academic behaviour.

Illustrations of the types of offence and the penalty incurred follow:

- Smoking/vaping in banned areas (minor demerit point);
- Cheating in an examination (one major demerit point).

#### Student Disciplinary Committee

The Student Disciplinary Committee comprises a senior member of staff, a head of programme and a Management Team member. The Student Disciplinary Committee has regard to “due process” in its procedures relating to alleged breaches of institute rules and regulations (refer in particular to Section 5.21 “Examination Instructions”), and to alleged conduct prejudicial to the maintenance of a learning environment that is safe, secure and free from any form of harassment.

If you are required to appear before the Student Disciplinary Committee, you will be given adequate notice and may elect to have one or, with approval, more support persons (including a student representative) in attendance. The Committee will consider any supporting evidence and reach its findings in an impartial and equitable manner, and any disciplinary measures imposed shall be fair and reasonable having regard to the circumstances of the case, and in particular to the seriousness of the offence and whether or not it is a first offence.

Disciplinary measures available to the committee include:

- direction to refrain from, or to undertake, specific actions;
- withholding a grade, transcript or certificate;
- a recommendation to the Board of Studies that an awarded grade be cancelled;
- written or verbal warning;
- written or verbal reprimand;
- termination of I.T. access;
- imposition of fines and orders to make payments by way of restitution and/or reparation;

- suspension from attendance at classes;
- exclusion from examinations or assessment activities;
- cancellation of enrolment in a programme or course;
- award of a zero mark for a course assessment;
- suspension from the institute; and/or
- expulsion from the institute.

The institute recognises your right to have an avenue for the redress of complaints and disputes relating to its regulations, rules, and general and academic policies, and to consider alleged violations of human rights and privacy as well as, on appeal, a review of a decision of the Student Disciplinary Committee.

#### Review and Appeals Committee

The Review and Appeals Committee comprises: The Chairman or nominee, the CEO/Academic Registrar or nominee, and a member of the Management Team. The Review and Appeals Committee has the right to co-opt one further member who shall be, or has been, a qualified legal practitioner. A request for review or appeal must be made in writing and lodged with the CEO/Academic Registrar. An appeal against a decision of the Student Disciplinary Committee must be made on the prescribed form and lodged within fourteen days of the notice of such decision. The Review and Appeals Committee may hear and determine a review or appeal and present its findings in such manner as it thinks fit and proper, having regard to the principles of natural justice.

## **5.6**

### **Student Feedback**

#### **(i) Student Evaluations**

You will receive course/lecturer or programme/tutor evaluations to complete during your courses as part of our quality control procedures. Please comment honestly in these evaluations as any feedback you give will be assessed systematically and given due consideration. Course/lecturer and programme/tutor valuations are confidential and considered by your head of programme, with collated results reviewed by the Board of Studies. You will also receive an annual Satisfaction Survey (undertaken each November), and a Leaving Questionnaire at the end of your programme for comment on facilities and services.

#### **(ii) Student/Management Forum**

The Student/Management Forum comprises the Student Support Manager, CEO, Campus Business Manager, Head of Marketing, and student representatives from each programme. This forum meets once a trimester and provides the opportunity for you to give feedback from your programme on non-academic matters, and for any complaints or comments to be discussed. The scheduled 2025 dates for the meetings are Friday 14 March (Trimester 1), Friday 18 July (Trimester 2), and Friday 17 October (Trimester 3).

#### **(iii) Student/Programme Forum Meetings**

Student/Programme Forum meetings between students and academic staff are held by each programme at least once a trimester to discuss academic matters.

#### **(iv) Online Feedback**

You are welcome to provide online feedback at any time via **[www.ais.ac.nz/contact-us/feedback/](http://www.ais.ac.nz/contact-us/feedback/)**.

## 5.7

### Student Grievance Procedures

The philosophy of AIS is to put your interests first and foremost. Accordingly, you are assured that any grievances will be promptly and fairly addressed. There are several means by which you can express grievances.

The institute's policy is focused on resolving grievances as quickly and equitably as possible, while respecting the rights of staff to a fair hearing whenever they are the subject of student complaints.

In the first instance, you will be encouraged to make grievances known directly and openly to the academic staff of the programme in which you are enrolled (through your tutor or lecturer, or head of programme), or through the Student Support office. Staff will refer the matter to the person responsible, and/or the appropriate head of programme for an academic issue, to an appointed Harassment Contact Person for all matters involving harassment, or to the Head of Marketing for a non-academic issue. You have the right to bring a support person to any grievance meeting.

Staff receiving grievances will endeavour to resolve the matters satisfactorily. This may involve explaining the situation or taking some action to rectify an injustice or inadequate service. If a regulation or policy appears to be deficient, staff may bring this to the attention of the Academic Board or Policies and Procedures Committee as appropriate.

Your means of redress are:

- (a) You may discuss any problems with your tutors/lecturers and/or Student Services staff at any time.
- (b) Written course evaluations and tutor evaluations completed during your studies. These are anonymous, and all feedback is reviewed by the head of programme, and the Academic Board if necessary.
- (c) Through your student representatives on the Student/Management Forum (non-academic matters), and Student/Programme Forum (academic matters).
- (d) Through the Student Council at ***studentcouncil@ais.ac.nz***, or by contacting one of the Student Council representatives at their email address (posted on noticeboards around campus).
- (e) By making a written comment in the suggestions boxes at reception and the Library ("Service Questionnaire" forms are available for this purpose), or via ***www.ais.ac.nz/contact-us/feedback/*** on the AIS website.
- (f) By direct access by appointment with your head of programme, the Student Support Manager or the President.
- (g) In writing to the President, Academic Registrar or your head of programme.
- (h) By submitting an appeal against a decision of AIS to the Review and Appeals Committee for reconsideration.
- (i) If you are still not satisfied after dealing with the AIS authorities, the following external avenues are available:
  - (i) For all International and domestic students regarding financial or contractual matters:  
Study Complaints/Ngā Amuamu Tauira

Freephone: 0800 006 675  
Website: [www.studycomplaints.org.nz](http://www.studycomplaints.org.nz)  
Email: [help@studycomplaints.org.nz](mailto:help@studycomplaints.org.nz)  
Study Complaints is a free service funded by the Ministry of Education  
and operated by Fairway Resolution Limited.

(ii) For English Language Centre students:  
English New Zealand  
Email: [admin@englishnewzealand.co.nz](mailto:admin@englishnewzealand.co.nz)

(iii) For all students:  
The Complaints Officer  
Quality Assurance Division  
New Zealand Qualifications Authority  
PO Box 160, Wellington 6140  
Freephone: 0800 697 296  
Website: [www.nzqa.govt.nz](http://www.nzqa.govt.nz)  
Email: [risk@nzqa.govt.nz](mailto:risk@nzqa.govt.nz) using the Complaint Enquiry Form  
from the NZQA website



## **6. ACADEMIC INFORMATION**

### **ADMINISTRATION**

#### **6.1 Academic Board and Board of Studies**

These are the academic authorities of the institute which meet regularly. The function of the Academic Board is to oversee the academic operations of the institute, and it is responsible for the approval and improvement of all academic programmes. All results and qualification completions are approved by the Board of Studies prior to being confirmed to students. Both boards comprise senior academic staff and other nominated faculty. The Academic Board membership also includes a student representative.

#### **6.2 Academic Statutes and Regulations**

The AIS Academic Statutes and Regulations provide detailed descriptions of academic rules and regulations applicable to each programme. The academic regulations for the programme you are enrolled in are available for view on Moodle at <https://moodle.ais.ac.nz/>.

#### **6.3 Copyright**

If you use a copy machine or the computer network at AIS, you must observe the limits required by the Copyright Act 1994, except as varied by the appropriate licensing body. Under the institute's copyright license with Copyright Licensing New Zealand which covers physical and electronic materials, up to 10% or a chapter from a book (whichever is greater) can be copied with acknowledgement. Further details are provided on notices located by each copy machine, and upon login to the network.

Possession of material copied or downloaded in breach of copyright (for example, illegal copies of textbooks) will result in confiscation of the material or termination of I.T. access and one minor demerit point (see section 5.5 "Student Discipline").

#### **6.4 My eEquals**

All final academic transcripts and qualification certificates are issued through My eEquals, a tertiary credentials platform which enables graduates and verifiers to digitally view, share and certify tertiary credentials online, anywhere, anytime.

Upon completion of your studies and all clearance formalities (including payment of any outstanding fee and/or fines), you will receive an email notification to your personal email address once your documents have been generated. When using My eEquals for the first time, follow the instructions in the email to register and create your My eEquals account. You must register and login with the email address your email notification was sent to in order to see your documents. If you do not receive an email, check with Registry to ensure that your personal email address is correctly recorded.

For more information on My eEquals, visit <https://www.ais.ac.nz/study/study-at-ais/my-eEquals-platform> and <https://www.myequals.ac.nz/learner-faqs>.

Note that for qualifications completed at AIS between Semester 1, 2018 and Trimester 1, 2023, a fee applies for the generation of My eEquals documents. For qualifications completed prior to 2018, My eEquals documents are not available.

Fees apply for all printed, and reprinted, academic transcripts and certificates, except when issued to graduates attending an annual graduation ceremony.

## 6.5

### Plagiarism

Plagiarism is using other people's work and ideas without acknowledgement. For example, taking sentences and paragraphs from a book or journal and not saying where you got them from (no source acknowledgement/referencing).

Within AIS, academic integrity is taken very seriously. Plagiarism is regarded as dishonesty and will be penalised. Marks are only given to work that is your own and you must not copy from anyone else or allow anyone to copy your work. The institute utilises plagiarism-detection software (Turnitin) to ensure that the work you submit is your own. You have the option of multiple trial submissions to Turnitin before submission of your final assessment.

To help understand the academic conventions and expectations of the western education system at AIS, support mechanisms are in place. These include workshops on Academic Integrity and APA Referencing Skills, and the Good Referencing Test, to increase your understanding of academic integrity and the importance of referencing requirements when submitting assessments.

Any source that has been cited in-text must appear in your reference list, and, vice versa, any item in your reference list must be cited in-text.

Different kinds of plagiarism are described in the following table:

Type of Plagiarism	Description
1. No references	<ul style="list-style-type: none"><li>• Paraphrasing not referenced.</li><li>• Quotes, including in-text citations, not referenced.</li><li>• Material translated from another language not referenced.</li></ul>
2. Incorrect referencing	<ul style="list-style-type: none"><li>• Quotes presented as if they have been paraphrased.</li><li>• No reference list.</li><li>• No quotation marks.</li><li>• No in-text citations.</li><li>• Not all quotes or ideas are referenced.</li></ul>
3. Ghost writing	<ul style="list-style-type: none"><li>• Another person writes, or software is used to produce, part of or whole assignment.</li></ul>
4. Copying	<ul style="list-style-type: none"><li>• Work copied in whole or in part from another student. This includes cases with or without the other student's knowledge.</li><li>• A student whose work is copied, knowingly or unknowingly, in part or in full, will be deemed to be complicit in plagiarism.</li></ul>
5. Recycling	<ul style="list-style-type: none"><li>• Submitting the same assignment, or part of an assignment, more than once, with or without alteration, for the same or another course.</li><li>• Submitting parts of a previous assignment and not referencing the source.</li></ul>

In many instances, plagiarism offences will result in an automatic penalty. Penalties include major and minor demerit points, zero marks, fail grades, and a requirement to retake a course (fees payable). Dismissal from further study at AIS is also a possible outcome, especially in cases of repeated offending.

## 6.6

### Referencing

The referencing style used at AIS is the American Psychological Association (APA) style. In addition to guidance on referencing provided in class, further information is available from the Library and on the "Library Resources" page in Moodle (<https://moodle.ais.ac.nz/course/view.php?id=1579>) under the

heading “Academic Integrity: Reference Management Tools”. Helpful guides are also available at <https://apastyle.apa.org/about-apa-style>.

The written form of English used in New Zealand is British-based, not American-based, so you should set your computer’s spelling and grammar check dictionary language to English (U.K.), or English (New Zealand).

## **6.7 Research**

AIS acknowledges that research underpins and enhances its academic and teaching profile and encourages students to engage in research activities while studying at undergraduate or postgraduate level. A common approach to information seeking at undergraduate level is to source sufficient and appropriate information for the preparation and submission of assignments with proper APA referencing included.

If you are undertaking research as part of your study, e.g. a research report or dissertation, you must submit a Research Proposal form for approval prior to commencing your research. If the research involves live subjects, for example if you need to interview people to collect data, ethics approval will be required, and a Participant Information Sheet and a Consent Form signed by each participant must be included with your proposal. Please ask your lecturer or supervisor for these forms.

## **6.8 Staff Absence**

From time to time, your tutor/lecturer may be away for reasons such as sickness or professional development. A relief tutor or replacement member of staff may be utilised in these cases. Please give any relief teacher your full support.

## **6.9 Te Reo Māori**

New Zealand has three official languages: English (the predominant language), te reo Māori, and New Zealand Sign Language. Te reo Māori is the language of the early Polynesian arrivals to New Zealand from East Polynesia in the 13<sup>th</sup> century, who were the ancestors of the Māori people. Te reo Māori is closely related to Tahitian and Cook Island Māori languages.

If you are proficient in te reo Māori and wish to submit assignments or undertake examinations using te reo Māori, contact your head of programme.

## **6.10 Trips and Visits**

Course trips and visits are planned to give relevant and practical knowledge of the subject matter being studied and are an integral part of the course, as assignments will often be based on the activities. We ask that as representatives of AIS, when you are on visits or have guest speakers, your attire and behaviour is appropriate.

# **ATTENDANCE**

## **6.11 Absences**

It is possible that during your programme you will require time off due to sickness. If you are ill, please leave a message for your tutor/lecturer, or phone the Programme Administration Unit (see section 2.8 for contact details) prior to the start of class. The same arrangement is required if you are going to be late to class for some reason.

Absence due to illness is required to be supported by a medical certificate. Any applications for leave of absence must be submitted to your head of programme for approval in advance. Medical certificates should be given to your teacher or

programme administrator and will only be accepted from a registered health practitioner under the Health Practitioners Competence Assurance Act 2003.

Absence from a test or examination, or a delay in submitting an assignment, must be supported by documentary evidence, such as a medical certificate. Failing to provide valid evidence will mean that you cannot be considered for aegrotat or impaired performance assessment for an examination (see section 6.14 “Aegrotat Assessment and Impaired Performance”).

## **6.12 Attendance**

It is your responsibility to ensure full attendance.

Rolls are marked at all classes and tutorials as attendance is a general course requirement. We are required to monitor attendance of international students to ensure that student visa conditions are met for immigration purposes. Immigration New Zealand requires 100% attendance and good performance, unless valid documentary evidence is provided to the lecturer or tutor to show the reason for class absence and/or course failure. Valid reasons may include illness, a family member's illness, an emergency or a bereavement.

You will be sent a warning letter by the institute if your attendance is lapsing, and we reserve the right to contact your parents/guardian/agent to inform them of the situation. Attendance certificates are available on request at the end of a programme only.

If you are an international student and have continued poor attendance, your student visa may be revoked.

If you are a New Zealand student receiving student loans and/or allowances, full attendance is also a requirement. Poor attendance may result in loss of access to the loans and allowances.

## **6.13 Breaks from Study**

It is expected that you will continue your studies until you have successfully completed the qualification enrolled for. If you are an international student, you are not permitted to take a break from your studies without prior permission and approval from the institute. If you believe there is a special or compassionate reason for suspending your studies for a period of time, you must seek approval to do so from your head of programme, rather than just absenting yourself without approval.

Where a suspension of studies has been granted, AIS will inform Immigration New Zealand and provide the dates of the approved suspension period, and the expected date of your return to studies. For breaks longer than two weeks in duration, approval from Immigration New Zealand is required before the break commences, otherwise you will be required to apply for a new visa prior to resuming your studies or returning to New Zealand.

If you are studying in the English Language Centre, you must study for 12 weeks before you can request a break from your studies. Please refer to the ELC Break Policy (see section 9. “Guidelines - English Language Centre”).

AIS will not support a change from a student visa to a visitor's visa without prior approval having been given.

## **6.14 Punctuality**

It is important to be in class on time. If you are late to a session, your attendance record will be marked with the amount of time you have missed. You may be

required to wait until the next appropriate break before being permitted to enter the classroom, or be refused admission and be marked as absent for the class.

Be aware that continual late arrival to class may have consequences if your overall programme attendance falls below 95% (see section 6.11 "Attendance").

For degree-level weekday classes, most lectures/tutorials start on the hour - please check your timetable. Classes finish or break after 50 minutes.

## EXAMINATIONS

### 6.15 **Aegrotat Assessment and Impaired Performance**

#### Aegrotat Assessment

If you have been prevented by illness or injury from taking an examination for a course, you may apply for an Aegrotat Pass if the following conditions are satisfied:

- (a) your illness or injury was reported on an Application for Aegrotat or Impaired Performance Assessment form no later than five working days after the date on which the examination took place, or, if more than one examination has been affected, then within five working days of the last of these examinations; and
- (b) you provide a doctor's medical certificate and an AIS Medical Certificate Form signed by a registered health practitioner under the Health Practitioners Competence Assurance Act 2003 with your application form which states:
  - (i) that the practitioner has examined you on a certain date, preferably on the actual day for which consideration is being requested for, or, if this is not possible, the day before or the day after;
  - (ii) that in the practitioner's opinion, your illness or injury at the actual time of the examination in question prevented you from taking the examination; and
  - (iii) gives sufficient detail of the illness or injury to clearly show that you were not responsible for your disability;

Medical certificates will be verified before your application is assessed.

If you are approved for aegrotat assessment and have achieved over 50% in internally-assessed work, but which is not deemed of sufficient standard for an aegrotat pass to be awarded, you may be permitted to re-sit an alternative examination.

If you are awarded an aegrotat pass, a grade of 'AP' will be shown on your academic transcript. If your application is declined, a grade of 'E' will be awarded. There is no provision for aegrotat assessment within Business Administration programmes.

#### Impaired Performance

If you consider that your performance in an examination that you attended has been seriously impaired by illness or injury, you may apply for Impaired Performance consideration. The conditions listed above in the Aegrotat Assessment section must be met. You will be granted an amended grade if your work during the course clearly indicates that you were impaired during the examination.

### 6.16 **Communication with Examiners**

From the time of the examination until the release of results, you must not communicate with an examiner (i.e. lecturer) in regard to an examination, except through the head of programme or the Academic Registrar. It is also inappropriate for you to communicate with your lecturer after applying for aegrotat or impaired performance assessment, or a re-mark of a final assessment.

### 6.17 **Conceded Pass**

A conceded pass may be considered when you have failed one course within the final trimester of study in an undergraduate degree or related Level 5 to 8 diploma programme, or one course towards the end of the taught component of the PGDIT, MIT, PGDBA or MBA programme, which, if passed, would lead to the completion of a qualification or allow you to proceed to your research



report/internship/dissertation. A conceded pass is not available in pre-postgraduate studies, and may not be transferred to any other qualification. The award of a conceded pass is made by the Board of Studies on the recommendation of the head of programme, and has regard to your overall performance in the course and qualification. There is no application form for a conceded pass.

## 6.18 Examination Instructions

- (i) Conduct:
- Breaching the examination regulations by dishonest practices will not be tolerated. This may include, but is not limited to:
- having notes in the examination room written on paper, on your hand or on any other part of your body, regardless of whether these are used or not;
  - looking at another student's work in the examination room;
  - helping another student in the examination room;
  - talking to another student in the examination room; and
  - having a cell phone, watch or any other electronic device with you in the examination room (put it in your bag or give it to an examination supervisor before the start of the examination).

For any suspected dishonest practices, the examination invigilator will complete an incident report, and the student will be issued with a replacement examination booklet and be permitted to continue the examination pending a decision by the Student Disciplinary Committee. Breaching the regulations attracts severe penalties, including receiving a zero mark for your examination. Repeat offending may result in suspension from AIS.

If you observe an incident during an examination, raise your hand and bring the matter to the attention of the invigilator.

- (ii) Identification checks:
- You must present your Student ID card at **every** examination. If you are unable to produce this identification, you will be required to remain in the examination room until the end of the examination to enable an identification check to be made.
- (iii) Examination commencement:
- All examination sessions normally commence with reading time. You may not commence writing your answers or making notes until the lead invigilator has announced that you may do so. To avoid disruption, you will not be admitted later than 30 minutes from the commencement of the examination, and you may not leave the examination in the first hour or in the last 15 minutes.
- (iv) Articles in the examination room:
- You should take as little as possible into the examination room. Identification and writing utensils are usually all that is required. Your course outline and examination paper will detail any other items that may be brought into the room. A few sweets and water in a non-spill bottle (sport drink type) are the only refreshments permitted, and any articles taken into the examination room may be inspected. All other items, bags and books must be left at the back/front of the room. Cell phones, watches and other electronic devices must be switched off and put in your bag or given to the examination invigilator. If a workbook is permitted, any annotations must be minor. e.g. short phrases, highlighting and underlining. No pages (loose or attached) may be added to a workbook.

- (v) Use of audible alarms, electronic calculators and dictionaries:  
Audible alarms must not be used on any device in the examination room. The use of cell phones is prohibited. They must be switched off or left at home.  
Electronic Calculators may only be used in examinations where explicit approval has been given. Calculators will be inspected in the examination room.  
Dictionaries - No electronic dictionaries are permitted. For examinations where printed English dictionaries are permitted, sets will be distributed by the invigilator.

### 6.19 Photocopies / Scans of Summative Assessments

You may request photocopies or scans of any of your summative assessments. Applications must be made before the end of the first week of the following trimester for trimester-based courses, and within 30 days of the notification of results if you are a Business Administration student. Application forms are available from your programme administrator.

### 6.20 Re-marks / Recounts

You have the right to appeal examination results. Applications must be made before the end of the first week of the following trimester for trimester-based courses, and within 30 days of the notification of results if you are a Business Administration student. Application forms are available from reception, and the fee must be paid, and the form submitted, at the cashier's office.

A **re-mark** involves a comprehensive reassessment of your final major assessment (i.e. an examination, assignment or project) in terms of the original marking schedule. The fee for this service is not refundable. Note that the reassessed grade will replace the original grade on your academic transcript.

A **recount** involves checking that the examination marks have been added correctly. The fee for this service is refundable if a mistake has been made by AIS.

### 6.21 Results Release and Grades

Your final course results will be released once they have been formally approved by the Board of Studies. Check the Student Portal to view your results. The following is a guide to the conversion of percentages to alphabetic grades:

#### Undergraduate, Graduate and Postgraduate Programmes:

A+	90 to 100		C+	60 to 64	
A	85 to 89	<i>Excellent</i>	C	55 to 59	<i>Pass</i>
A–	80 to 84		C–	50 to 54	
B+	75 to 79		D+	45 to 49	
B	70 to 74	<i>Good</i>	D	40 to 44	<i>Fail</i>
B–	65 to 69		D–	0 to 39	
			D*	≥ 50	<i>Failed to reach the minimum mark for an assessment</i>

A grade of D\* indicates that you have a final overall mark of 50 or above for a course but have failed to reach the minimum passing mark required for one or more of your summative assessments, and you have therefore failed the course.

#### Pending Grades:

Enr	Enrolled
SD	Student Disciplinary
TBA	To Be Advised (AP/IP)

#### For Research Report, Internship and Dissertation (BA):

ACC	Accepted
NOT ACC	Not accepted
E	Failure to Complete

Other Final Grades:

AP	Aegrotat Pass
ASC	Advanced Standing Credit
CC	Cross-Credit
CN	To Complete Next Intake
CP	Conceded Pass
E	Failure to Complete
PI	Personal Interest Course
RPL	Recognition of Prior Learning
WD	Withdrawn

For Unit Standards:

C	Competent
NC	Not Competent

## CREDITS

### 6.22 Advanced Standing Credit

If you are entering an AIS bachelor's degree programme and have completed relevant New Zealand certificate or diploma qualifications at Levels 5 to 6, or equivalent qualifications from overseas institutions with whom AIS has an approved academic cooperation agreement in place, you can receive credit for advanced standing. Advanced standing will be recorded on your transcript in blocks of 60, 120 or 240 credits as applicable.

### 6.23 Cross-Credits

You may apply for credit for courses which have been completed at other institutions. Application fees apply. These are non-refundable and must be paid before the application can be processed. There are no fees for courses included in approved articulation agreements with other providers. Further information is available from Student Support.

There is no provision for credits in graduate diploma programmes, or in pre-postgraduate studies.

Your head of programme may undertake a preliminary assessment of cross-credits before a formal application is submitted. This free and informal assessment involves a brief review of your prior academic documentation to check that the application is for cross-credits which are likely to be approved.

Cross-credit Application Forms are available from reception and must be submitted within the first four weeks of commencing a programme, along with detailed, authorised course outlines and results records, as well as information about the qualification and the awarding institution. You must discuss your application with your head of programme for preliminary assessment before submitting it to the cashier's office, with the fee if applicable. Applications received after one month of programme commencement may be declined assessment.

Tuition fees paid for courses credited are held in credit until completion of the programme, for reconciliation upon clearance.

Normally the number of courses/credits is subject to the following limitations:

- (i) 45 credits at Level 5 diploma level;
- (ii) 165 credits at bachelor's degree level;
- (iii) 30 credits in the Postgraduate Diploma in Information Technology (at Level 7 only);
- (vii) 45 credits in the MIT (at Level 8 only);
- (iv) 12 credits in the Postgraduate Certificate in Business Administration;
- (v) 24 credits in the Postgraduate Diploma in Business Administration; and

- (vi) 48 credits in the MBA.

For programmes at other institutions where the AIS Academic Board has formally approved the quality assurance systems, this limit may be increased to:

- (i) 60 credits at Level 5 diploma level;
- (ii) 180 credits at bachelor's degree level;
- (iii) 30 credits in the Postgraduate Diploma in Business Administration; and
- (iv) 75 credits in the MBA.

If you are awarded cross-credits towards a higher qualification and subsequently transfer to a lower-level qualification, you will only be able to count the number of cross-credits allowed for the lower-level qualification.

Note that these arrangements apply if you are being admitted to AIS for the first time. If you are an existing AIS student seeking to study a course at another institution with the intention of seeking a later cross-credit, you must seek prior approval of your head of programme. Failure to do so may result in your cross-credit application being rejected.

Cross-credit applications are forwarded to the Board of Studies for consideration, and you will be notified of the result by letter.

#### **6.24 Recognition of Prior Learning**

Recognition of Prior Learning (RPL) is recognition that skills and knowledge acquired outside a formal learning situation can provide credit into a programme when the outcomes of the course match the skill and knowledge level. RPL application forms are available from reception and should be discussed with your head of programme before submission. Evidence of skills and knowledge acquired must accompany the application, and an extra assessment may be required.

## **RECOGNITION OF ACADEMIC ACHIEVEMENT**

#### **6.25 Undergraduate / Graduate Certificates of Academic Achievement**

High academic achievement in AIS undergraduate diploma, degree and graduate diploma studies by current and newly completed students is recognised by the award of certificates. No application is necessary.

Academic results are reviewed on the first day of each trimester and a grade point average (GPA) is calculated on all courses (totalling not less than 60 credits) undertaken over the previous one or more trimesters of study in your current programme. Credits for prior qualifications, or those previously counted for an award in your current programme, are excluded.

For the award of a "Certificate of Academic Achievement (Merit)", a GPA of 6.5 or higher must be achieved, and for the award of a "Certificate of Academic Achievement (Excellence)", a GPA of 7.5 or higher must be achieved.

#### **6.26 Postgraduate Certificates of Academic Excellence**

Excellent performance in AIS postgraduate studies by current and newly completed students is recognised by the award of certificates. No application is necessary. Credits for prior qualifications, or those previously counted for an award, are excluded.

For Business Administration programmes, academic results are reviewed on the first day of each trimester and a GPA is calculated on the first block of published

course grades representing 60 credits, and then on any subsequent block/s of published course grades representing 60 credits within the same programme.

For the Postgraduate Diploma in Information Technology, academic results are reviewed on the first day of each trimester and a GPA is calculated on not less than 60 credits, and then on not less than 45 credits.

For the Master of Information Technology, academic results are reviewed on the first day of each trimester and a GPA is calculated on all Level 8 courses totalling not less than 90 credits, and then on all Level 9 courses totalling not less than 90 credits.

Where a GPA calculation results in a GPA of 6.5 or above, a "Certificate of Academic Excellence in Postgraduate Studies" is awarded. Where you have already received an award for your first block of credits, and then achieve a GPA of 6.5 or above for any subsequent block of credits, a "Certificate of Sustained Academic Excellence in Postgraduate Studies" will be awarded.

#### **6.27 Grade Points**

A grade point scale of 1 to 9 is used for all courses graded from C- to A+ when calculating a GPA. Where a grade of ACC is achieved, the mark gained is used to determine an equivalent letter grade/grade point. Grades of D\*, D+, D, D-, E, NOT ACC, and CP are included in GPA calculations with a grade point of zero.

AP, ASC, CC, CN, PI, RPL, WD and Enr grades are not assessed in determining eligibility for awards and are excluded from GPA calculations, as are courses credited towards prior qualifications.

Achievement of the required GPA score does not imply automatic entitlement to a certificate for academic achievement. Other qualitative factors which may be taken into account include attendance, adherence to examination and institute regulations, and performance in individual courses.

#### **6.28 Recognition of Academic Achievement Ceremony**

A Recognition of Academic Achievement ceremony is held each trimester for the award of certificates for academic achievement.

## **7. GUIDELINES - BUSINESS ADMINISTRATION**

The *Master of Business Administration* (MBA) is an internationally recognised qualification that attracts postgraduate students from a broad range of disciplines and provides the knowledge and skills necessary for success in global business.

You are required to select your specialisation and confirm your pathway - Dissertation, Internship or research report - within one month of commencement. The scheduling of specialist courses is subject to minimum student numbers.

If you are enrolled in full-time study, you should complete the requirements for the MBA degree within 18 months of enrolment. If you are enrolled in part-time study, you must complete the requirements within three years. If you are enrolled in the Postgraduate Diploma in Business Administration (PGDBA), you must complete the requirements within 12 months of enrolment full-time, or two years part-time. The maximum duration of study permitted is double the full-time period allowed, unless extended by the Board of Studies on the recommendation of the head of programme.

Your studies can reflect your prior studies, business experience, personal interests and/or requirements of your sponsoring organisation.

### **Completion Requirements**

If you do not complete your studies within the allotted timeframe, you may apply to the head of programme for an extension. If an extension is approved, you will need to pay additional fees of \$100.00 per calendar month for academic support and services and \$30.00 per calendar month for the Student Services Fee.

If you do not have an extension approved within one calendar month of the final date of the time allotted, your programme enrolment will be cancelled and a grade of "E" (Failure to Complete) will be recorded for any studies in which you were enrolled at the time your enrolment lapsed. If you apply and are subsequently readmitted to the programme, you will be required to pay all the fees applicable at the time of readmission for the studies required to complete the programme.

If you are an international student who has become a resident during your studies, you may apply to change your enrolment to part-time.

Classes are held on Saturdays and Sundays, although exceptions are possible. All assignments are due on Thursday and/or Fridays.

### **Dissertation**

The Dissertation comprises a substantial piece of research undertaken after gaining knowledge of research methods. Your research is supervised by an academic staff member. It is an individual project in which you apply theory, research findings and methodologies learned from your coursework to a significant problem or process in the chosen specialisation.

The Dissertation consists of a written report and an oral defence and is graded as "ACCEPTED" or "NOT ACCEPTED", or, if the Dissertation has not been completed by the final due date, a grade of 'E' (Failure to Complete) will be awarded.

You must complete your defence within two months of submission of your Dissertation. If you do not make your defence within this timeframe, you will be deemed to have failed that round of defence. If you fail your defence twice, you will need to gain permission from the Board of Studies for a third attempt. If you have not been granted permission for a third defence, or have failed the third defence, you will fail the Dissertation.

If you fail your Dissertation, you will need to re-enrol and pay re-enrolment fees. Generally you have six months to complete your Dissertation from the date of allocation of a supervisor. You must complete your Dissertation within the stipulated time period or receive a "Failure to Complete" (E) result. Extensions will only be given in special circumstances and only when all necessary documentation (medical, proof of adequate progress in the project, etc.) has been provided. The granting of extensions is at the discretion of the head of programme.

### **Editing of the Dissertation**

Your dissertation should follow a standard academic research structure with clear headings and be at the level of academic English expected of a postgraduate student. AIS requires that your dissertation be professionally edited/proofread. The AIS Dissertation Coordinator has a list of contact people who you can engage to edit/proofread your dissertation. An editor's role is to correct errors in typing such as syntax, grammar and spelling, and formatting, and not to contribute to the written information.

### **Internship**

If you are wishing to gain New Zealand work experience while studying, you may be eligible to select an internship with approval from the head of programme. To commence an internship, you should have successfully completed all the other academic requirements. An internship is compulsory if you were admitted on the basis of having a cognate degree and you have less than two years full-time relevant work experience.

The aim of the internship is to provide you with valuable experience working in a business environment. It will enable you to apply communication, analytical, decision-making and problem-solving skills to real-life problems in an organisation, outside of the classroom.

You will spend a minimum of two months on an internship project (normally comprising 30 hours per week over eight weeks - 240 hours). You will maintain your full-time student status. You will submit an introductory report, a management report, a reflective journal and give an oral presentation. You must communicate with your AIS Internship Supervisor on a regular basis during the course of the internship.

You will interact with your sponsoring organisation's workplace manager to address important practical issues during the internship project.

The Business Administration Internship Supervisor will arrange a suitable host organisation for you and will guide you through the academic requirements.

### **Applied Business Research**

You will normally spend eight weeks on a research project, and you will be assessed on a written report and an oral presentation.

After acquiring a knowledge of research methods (a prerequisite course), you will be required to select a project in your specialisation area.

You must engage in ongoing consultation with your AIS Research Supervisor on a regular basis during the course of your project.

### **Editing Your Research Report**

Your report should follow a standard academic research structure with clear headings and be at the level of academic English expected of a postgraduate student. AIS expects that you will use Studiosity and Grammarly to finalise your report to the required standard, and that your report will be professionally edited/proofread. A list of contact people who you can engage to edit/proofread your report is available. An editor's role is to correct errors in typing such as syntax, grammar and spelling, and formatting, and not to contribute to the written information.

### **Termination of Enrolment**

Your enrolment may be terminated under one or more of the following conditions:

- failing any course twice, unless the Board of Studies approves otherwise;
- failing to engage in your full- or part-time study obligations, especially during non-taught research-based or internship courses;
- as a result of a decision of the Student Disciplinary Committee or the Review and Appeals Committee (established under the institute's Student Discipline regulations);
- as a result of a decision of the Academic Board, on the recommendation of the Board of Studies; and/or
- failure to pay fees prescribed by the institute.

### **Award of Business Administration Qualifications**

The MBA degree, PGDBA or PGCBA will be awarded to you if you satisfy the programme requirements, comply with all institute regulations, pay the prescribed fee, and your completion is approved by the Board of Studies.

For further detailed programme information, please consult the Programme Administration Unit (room M140) and/or with the head of programme.

### **Course Enrolment, Rescheduling and Withdrawal**

Your course enrolments will be confirmed at the commencement of your programme. Once enrolled, you are responsible for attendance at classes and meeting all assignment due dates. Without formal enrolment in a course, your name will not appear on the class roll and you will not be admitted to the class. The attendance requirement is 100%.

Where circumstances will prevent you from full attendance in a course, you will be rescheduled to a later time. In these instances, you will need to complete a 'Change of BA Course Form', pay any prescribed fee, and submit the form to the Programme Administration Unit. All applications are considered by the head of programme. Failure to attend a scheduled (or rescheduled) course will result in the award of an 'E' failing grade.

If you wish to withdraw completely from a course, you must also complete a 'Change of BA Course Form' and submit it to the Programme Administration Unit prior to the commencement of the first class.

### **Assignments**

All assignments must be uploaded to the Moodle dropbox by 4.00pm on the due date.

Assignments submitted after 4.00pm on the submission (or approved extension) date will be considered to be late and will be penalised 5% of the total available marks, from the marks awarded, per 24-hour period (or part period), and will receive a mark of zero if submitted after 96 hours have elapsed.

### **Assignment Extensions**

Assignment due dates are advised well in advance, and extension dates can only be obtained by submitting an 'Assignment Extension Application' form to the Programme Administration Unit prior to the due date with documentary evidence (such as a medical certificate from a registered health practitioner under the Health Practitioners Competence Assurance Act 2003) attached. Extensions are considered by the head of programme and will not be approved unless a valid reason, with evidence, has been provided. Extensions cannot be obtained from lecturers or administration staff.



## **8. GUIDELINES - BUSINESS / INFORMATION TECHNOLOGY**

### **Assessments**

Final marks for all courses are generally made up of a combination of coursework marks and an examination mark. Coursework requirements vary for different courses, so you are advised to check requirements carefully in the course outline and with the lecturer. Some assessments may require a minimum passing mark, for instance you may need to achieve a minimum of 40% in an examination. An overall mark of 50% or more is required to gain a passing grade for a course.

### **Assignments**

All assignments must be uploaded to the Moodle dropbox by 4.00pm on the due date. Assignments submitted after 4.00pm on the due (or approved extension) date will be considered to be late and will be penalised 5% of the total available marks, from the marks awarded, per 24-hour period (or part period) and will receive a mark of zero if submitted after 96 hours have elapsed.

For security reasons, you are advised not to show your assignments to any other students. Assignments will be marked within two weeks of the due date.

### **Assignment Extensions**

To be fair to all students, the due dates for assignments are strictly adhered to. If you require an extension of time, it must be discussed with your lecturer PRIOR to the due date, otherwise the assignment will incur penalties. If you miss assignment deadlines due to illness, you should provide your lecturer with documentary evidence, such as a medical certificate from a registered health practitioner under the Health Practitioners Competence Assurance Act 2003.

### **Problems with your studies**

If you are having problems with your studies which you are unable to discuss with your lecturer or with Student Services, then you should make an appointment with the Learning Support Advisor or the head of programme.

You should also inform your lecturer about absences and provide documentary evidence, such as medical certificates, for classes or tests that are missed through illness. Note that tests cannot normally be retaken.

### **Lecturers / Tutors**

Staff have office hours when they are available to help you. Please use this time if you experience any difficulties with your course content, or otherwise make an appointment with your lecturer/tutor. Staff are generally not available outside normal office hours.

### **Texts**

You are expected to read set texts and make your own lecture notes. A set textbook or e-book may be issued for courses enrolled in upon presentation of a current Student ID card. This will not incur any extra charge above and beyond the normal course fees. If you enrol in a course and receive a textbook, and you are subsequently approved to formally withdraw from that course, you may be able to return the textbook and enrol in a new course, for which you will also receive a textbook or e-book. Returning a textbook is only possible if it is still in 'as new' condition. E-books are non-refundable once downloaded. If a textbook cannot be accepted back because of its condition, or an e-book has been downloaded, you will have to pay an additional amount of 50% of the resource fee for the new course.

### **Copyright**

Photocopying more than 10% or a chapter from a book (whichever is greater) is against the law. If you are found in possession of an illegally photocopied text, our staff are under instruction to confiscate the text and report it to the head of programme. You will receive a

minor demerit point (refer to the section on Student Discipline) on your record and the photocopied text will be destroyed.

### **Project Extensions**

Project extensions require the approval of the head of programme and may be given up to the end of the third week of the following trimester. Approval of any further extensions require payment of an academic support fee of \$200.00 per month.

### **Pre-Postgraduate Diploma / Master's Degree Studies**

Pre-PGDBA/MBA or pre-PGDIT/MIT studies in the form of bridging programmes for entry to these programmes are selected from Business and Information Technology courses respectively. If you are a pre-PGDBA/MBA or pre-PGDIT/MIT student, you must seek advice and approval from your head of programme before selecting courses.

## 9. GUIDELINES - ENGLISH LANGUAGE CENTRE

### Programme Information

#### English as a Foreign Language

*General English* classes are held at eight levels, from Beginner to Advanced, subject to minimum class sizes. The ELC's own New Zealand-focused textbooks provide the base for all levels and are supplemented by a variety of additional contemporary resources. You may start on any Monday of the school year, including test weeks.

*Skills English* classes focus on specific language areas (conversation, reading, writing, listening, etc.), with special attention given to your preferences. You will be assessed weekly.

#### New Zealand Certificate in English Language (Academic) (Level 4)

This 14-week pathway programme is for students who have completed Intermediate level with over 80% and a recommendation of the programme head (IELTS 5.5 / TEP 48) and wish to prepare for entry into an undergraduate or graduate programme of study, or for those who would simply like the challenge of an academic course. It aims to produce independent learners.

Academic listening, writing and reading skills are practised and extended. There is also a strong focus on research and presentation skills. You will be continuously assessed, both formally and informally, which fosters sound study habits.

#### New Zealand Certificate in English Language (Academic) (Level 5)

This 14-week pathway programme is for students who have an English level equivalent to IELTS 6.0 / TEP 52 and wish to prepare for postgraduate study, or for those who would simply like the challenge of an academic course.

### English Language Centre Orientation

If you are entering the English as a Foreign Language programme, you will meet with the senior management and Student Support for a welcome and introduction to the institute on your first Monday morning. You will then be given an initial placement test, and then interviewed individually by the head of programme and staff of the English Language Centre. Student Support will provide an orientation tour of the campus and explain how the institute operates. If it becomes apparent that you have not demonstrated your true ability, in either the placement test or the interview, the head of programme may change your placement level in the first week.

If you are entering the New Zealand Certificate in English Language (Academic) programme, your orientation will occur on the dates shown in section 1.1 "Programme Start Dates".

### Course Commencement Times and Location

General English start dates are printed on the AIS Student Calendar and classes are currently run in one stream at the following times:

9.00am - 12.00 noon - General English  
(with a 20-minute break period from 10.20am to 10.40am)

*[30-minute break period]*

12.30pm - 2.10pm - Skills English

Full-time: 23 hours and 20 minutes per week  
Part-time (am): 15 hours per week

Please note that face-to-face and online class times are subject to change.

## **Teaching Methods**

In keeping with international research and practices, AIS uses the communicative approach in all lessons. Initially, you may find this immersion a little different to your earlier experiences, but within a short time the effectiveness of the approach will be appreciated.

## **Policies**

The English Language Centre has a very dedicated, well-qualified and experienced staff. The head of programme is responsible for staff appointments and ensures that the very best available staff are appointed to the institute.

Staff are entitled to curriculum development leave, as well as professional development leave. This means that from time-to-time, relieving tutors are appointed. Your tutor will inform your class if they are going to be absent and explain why. It is the institute's policy that staff deployment be determined and managed by the President and the head of programme. Generally, staff are allocated to a class for at least 12 weeks, but should the need arise, staff may be requested to take a new class.

It is the policy of the institute for General and Skills English classes not to exceed 15 students, and to average 13-14 students. Academic classes may have up to 20 students in keeping with the tertiary nature of these preparation courses.

Only cold foods, such as snacks and biscuits, and hot/cold drinks in no-spill lidded containers are permitted in classrooms and other facilities. Hot food and canned drinks are not permitted in these areas.

You will be discouraged from talking in your native language in the classroom.

Homework is set on a regular basis and may vary from written exercises to oral activities. You are advised to spend some time on a daily basis working on areas of weakness or difficulty.

Trips and visits are sometimes planned to coincide with the lessons being taught. Your tutor will always explain the reason(s) for the trip or visit and will provide you with a variety of follow-up activities.

## **Testing and Promotions**

If you are enrolled in General English classes, you will be tested every six weeks. The tests take 60 to 180 minutes to complete and are normally held on a Wednesday morning. The assessments cover reading, writing, speaking, listening, vocabulary and grammar. You can prepare for these tests by reviewing the language items you have been taught. If test results and classroom performance are satisfactory, you may be promoted to the next level. If you progress very quickly, you may be promoted to the next level before the six-weekly test. Such a promotion is based solely on the recommendation of the head of programme.

## **Attendance Requirements**

You are required to have 100% attendance. This is also a requirement of Immigration New Zealand if you are an international student.

Contact the Programme Administration Unit by telephone (09-815 1717, extension 628 or email [pau@ais.ac.nz](mailto:pau@ais.ac.nz)) if you will be absent from class and provide the reason for the absence. Absences must be supported with valid documentary evidence, such as a medical certificate from a registered health practitioner under the Health Practitioners Competence Assurance Act 2003. If you arrive late to class, you may be refused admission to the classroom until the next appropriate break.

If you do not attend classes, you will not be given any special assistance to make up the tuition you have lost.

If you are absent for more than four weeks without providing a valid reason, you will be treated as having withdrawn from your studies. Your name will then be removed from the class roll.

### **Break Policy**

If you are studying in the English as a Foreign Language programme, you can apply for a one-week "break" from your English studies at the end of each 12 weeks of study. There is no break allowed during the first 12 weeks of English studies. In practice, if you are studying for over 24 weeks, the ELC Break Policy allows you to take either a one week "break" after the first 12 weeks, or to take a two-week "break" after 24 weeks, and so on.

To apply for a break, you will need to complete a Programme Re-enrolment/Change Request Form. Special cases outside this policy will be considered on a case-by-case basis without precedent, and you will need to supply evidence to support your special case.

Breaks are not available in the 12-week EAP or IELTS Preparation courses or the 14-week New Zealand Certificate in English Language (Academic) programmes.

### **AIS Test of English Proficiency (TEP)**

An AIS Test of English Proficiency is available if you are a current or future student and need to provide evidence of your English abilities for entry to AIS ELC programmes, or if you are a domestic student requiring evidence of your English level for entry to AIS tertiary programmes.

The first three components of the TEP (listening, reading and writing) are normally held at 2.30pm on Fridays. If you score sufficiently highly in these three components, you will be contacted with time and venue information for a final speaking component.

If you score 10 or more in each section of the test, you are eligible for up to two further attempts within a 12-week period. If you score less than 10 in any section, you are not eligible for another attempt within a 12-week period.

To register for the TEP, or for further information, contact the Sales and Marketing team. You must provide a passport, driving licence or AIS Student ID card when registering for the TEP. An e-version TEP Preparation Resource Pack will be provided by our Sales and Marketing team. Using this resource can significantly increase your chances of passing the TEP.

## **10. GRADUATION**

### **10.1 Graduation**

#### English Language Students

Informal graduation ceremonies in class are held every Friday for English Language Centre students (excluding NZCEL students) when certificates are handed out. A Clearance Form must be completed before you can receive your certificate. If you cannot attend the last day of your English classes, contact the Programme Administration Unit in room M140 to arrange to collect your certificate, or to have it posted to you.

#### Undergraduate/Postgraduate Students

A formal graduation ceremony will be held on Monday 29 September 2025. You will be eligible to attend this ceremony if you have successfully completed a programme of study at Level 5 or above during the preceding 12-month period. Graduates must wear appropriate academic dress for which a hireage fee is payable. The wearing of national dress is encouraged.

To formally graduate, you will need to complete a Clearance Form at the completion of your studies and submit an "Application to Graduate" form. The application form will be available from June 2025 on the AIS website: **[www.ais.ac.nz/for-students/graduation/](http://www.ais.ac.nz/for-students/graduation/)**. Please visit the website for further information on the graduation ceremony.

We will endeavour to contact you by email if you are eligible to attend the ceremony. However, it is your responsibility to apply to attend before the advertised deadline. Attending the graduation ceremony for which you are eligible is a once-only opportunity. You will not be able to attend a later ceremony.

The ceremony includes the presentation of special awards and prizes to degree graduates who have excelled academically, and to graduates who have shown particular enterprise in their studies at AIS. Sponsored awards for various categories are also presented to high achieving graduates.

Note that if you change your name while enrolled at AIS and wish to have your new name recorded on your qualification certificate, you will need to provide suitable documentary evidence (i.e. new passport, marriage certificate, or court document) to Registry not less than three weeks prior to completing your studies. AIS cannot provide a replacement certificate reflecting a new name after you have graduated.

### **10.2 Student Clearance Form**

A clearance form must be completed at the end of your qualification in order for you to receive your academic transcript and certificate and to attend the graduation ceremony. Clearances are required from the Library, your head of programme (for Business Administration and ELC programmes only) and Student Services. Information Technology students must also obtain laptop clearance from the ICT Department. Forms are available from reception and must be submitted to the Accounts Department before your final clearance is processed. A leaving questionnaire, attached to the clearance form, must also be completed.

The clearance process is handled online for offshore students and for all students at times when remote online learning from home has become necessary.

## **11. HEALTH, SAFETY AND WELFARE**

### **11.1 Code of Practice**

AIS has agreed to observe and be bound by The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 which is administered by the New Zealand Qualifications Authority (NZQA).

The Code sets out the minimum standards of advice and care that are expected of educational providers to ensure that:

- high professional standards are maintained;
- the recruitment of students and contractual arrangements are undertaken in an ethical and responsible manner;
- information supplied to students is comprehensive, accurate and up-to-date, and is provided prior to entering into any commitments;
- the particular needs of students are recognised;
- students are in safe accommodation;
- all providers have fair and equitable internal procedures for the resolution of student grievances.

The full Code is available at [\*\*www.ais.ac.nz/about-ais/general-information/\*\*](http://www.ais.ac.nz/about-ais/general-information/).

Some important areas required under the Code are that:

- your physical address, type of accommodation and Auckland contact details, and contact details of your parents/next-of-kin, are kept up to date;
- if an international student, you have a valid student visa to enrol and you remain compliant with your visa at all times, and that if your enrolment is terminated, this is immediately reported to Immigration New Zealand;
- if an international student, a copy of your passport and student visa are held on file, and that you notify AIS of any change to your immigration status;
- your fees paid in advance are held in an independent trust account;
- your fees are protected throughout the programme through drawdown in arrears from the trust account;
- a 24-hour emergency contact number is available: 021-616 282, (or alternatively 0800 788 392, extension 639, during weekends/public holidays and after hours Monday to Friday);
- you receive copies of all contract documentation, e.g. application forms, offer and confirmation of enrolment, invoice and receipt;
- you understand the terms of enrolment and entry criteria, including English language requirements, and the regulations for withdrawal, refund and termination of enrolment;
- you are aware of the processes available for providing feedback on any concerns or making a complaint;
- you have the opportunity to provide feedback on your agent and homestays;
- you receive complete information at orientation about living in New Zealand, e.g. medical services, student health and safety, driving regulations and licencing requirements, pedestrian safety, and tenancy rights;
- policies are followed covering the responsibilities of all parties involved in hosting educational group students;
- if you use homestay accommodation, that this is police vetted, and is re-inspected every six months if you are under 18 years of age, and annually if you are aged 18 years and over;
- you have an individual interview in the first four weeks of your enrolment at AIS with Sales and Marketing staff to support your settlement;

- if you are under 18 years of age, you have individual counselling meetings with Student Support or your Market Manager every three months, with reports provided to your parents;
- you are provided with support to maintain course and attendance requirements;
- staff are familiar with the Code and are able to support you as required;
- your recruitment agent or consultant is familiar with and operates under the provisions of the Code;
- if an international student, or educational group student, you have valid medical and travel insurance; and
- compliance with the Code is internally and externally reviewed annually.

The designated person for pastoral care and accommodation is the Student Support Manager, Nadia Kennington. The Academic Registrar, Richard Smith, has overall responsibility for Code compliance.

Further details about AIS services, facilities and policies, which cover the above areas, are contained in this Student Handbook.

## 11.2 Contact Details

We need to know where you are living in Auckland while you undertake your studies. If you change your home address, telephone number or email address, please fill out a Change of Personal Details Form at reception. It is a requirement of your enrolment that your full contact details in Auckland, and for your family/next-of-kin in your home town, are always kept up-to-date in the case of any emergency.

If you are from China, you are required to register online with the education section of the Chinese Embassy on arrival in New Zealand. The registration system allows you to share your contact details with the embassy in case of an emergency, and for endorsement of your qualification on completion. Visit **[www.chinanz-education.org](http://www.chinanz-education.org)** to register.

If you are from India, you are encouraged to register with the Consular Grievances Management System (MADAD) of the Government of India so that assistance can be provided if required. Visit the following link to the MADAD portal to register: **<https://portal1.madad.gov.in/AppConsular/welcomeLink/>**.

## 11.3 Emergency Contact Number: 021-616-282

021-616-282 is our 24-hour, seven days per week emergency contact number. This number is monitored after-hours by our own on-campus security service, and by Registry during office hours Monday to Friday. Security is also available on alternative number **0800 788 392, extension 639**, on weekends/public holidays and after-hours Monday to Friday.

## 11.4 Evacuation

Evacuation and fire drill procedures are posted on each floor. In an evacuation, you must follow the instructions of the fire warden. Do not use the lifts or linger inside - move outside immediately!

In the event of a fire alarm:

Main Block, Round Building and Dormitory: Proceed immediately to the assembly area by the tennis courts and student car park. Do not stand around the fountain area.

Library and Relocatable Village Classrooms: Proceed immediately to the assembly area on the grassed area in front of the Library entrance doors.



## 11.5 Harassment

Harassment is unacceptable. It may be of a sexual, racial or bullying nature, and can take the form of comments, gestures or actions which are significant, repeated and unwelcome. You are required to report any incidences of harassment. Should you feel uncomfortable about any situation, please contact one of the following Harassment Contact Persons:

Karen Fray - Harassment Coordinator (H.R. Department) - ***karenf@ais.ac.nz***

Martin Mahler - Head, Business Administration - ***martinm@ais.ac.nz***

Nadia Kennington - Student Support Manager - ***nadiak@ais.ac.nz***

Nielu Peau - Security Guard - ***nielup@ais.ac.nz***

## 11.6 Health and Safety

The institute has comprehensive policies and procedures relating to health and safety. Strategies to ensure that you study and work in a safe and healthy environment include:

- a) controlling campus access - all visitors are required to report to reception and sign a visitors' register;
- b) identification of staff and students - students and staff are identified by ID cards;
- c) identification and control of physical hazards (slippery surfaces, loose power cables, etc.);
- d) reporting of accidents and incidents involving students or staff;
- e) fire safety procedures and drills and building evacuation plans;
- f) monitoring of student/staff health and procedures for control of infectious diseases;
- g) lecturers/tutors have delegated authority to restrict students from attending classes where symptoms are evident or where the lecturer/tutor has valid concerns about having a safe workplace;
- h) a Pandemic Action Plan, in line with Ministry of Education guidelines, to protect students and staff - see section 11.8 "Pandemic Action Plan";
- i) training of staff as first aid officers and provision of first aid kits;
- j) disclosure of disabilities, impairment or special needs upon enrolment;
- k) procedures for approval of and conduct of class trips, including an assessment of potential risks, and emergency instructions;
- l) harassment awareness campaigns encouraging you to report issues appropriately; and
- m) our own security service on duty after-hours seven days per week, with video surveillance of common areas in operation at the campus.

The AIS Health and Safety Committee monitors and follows up relevant areas. You are encouraged to contribute by reporting any health and safety issues to your teacher or Student Support.

## 11.7 Medical

First-aid kits are held in the following locations:

Reception, sick bay, Sales and Marketing office, Programme Administration Unit (M140), Library, security office, dormitory office, and in room A120 in the Round Building.

First aid kits are also kept in AIS passenger vehicles. Please speak with a staff member if you require first aid assistance.

Automated external defibrillator (AED) devices are located on the wall of the main building opposite reception and in the Library.

The closest medical clinics to AIS are White Cross St Lukes located at 52 St Lukes Road, next to the Westfield St Lukes Shopping Centre (phone 09-815 3111), and White Cross New Lynn located at 2144 Great North Road, New Lynn (phone 09-828 8912). The clinics are open from 8.00am to 8.00pm daily. Opening hours may differ on public holidays. Other services available include physiotherapy, x-rays, dentistry and a pharmacy. In the case of an emergency, dial the Ambulance Service on 111.

24/7 accident and emergency services are available from White Cross Henderson (131 Lincoln Road, Henderson), White Cross Ascot (90 Greenlane East, Remuera), and the Emergency Department at Auckland Hospital, 2 Park Road, Grafton.

For a list of local medical centres/general practices and pharmacies, visit **[www.yourlocaldoctor.co.nz](http://www.yourlocaldoctor.co.nz)**. As a new patient, you will need to take your passport with you on your first visit.

In the case of an accident, medical costs for students may be covered by the Accident Compensation Corporation (ACC). Further information can be found at **[www.acc.co.nz](http://www.acc.co.nz)**.

If you are an international student and wish to claim medical expenses through international student insurance, you must submit receipts for qualifying medical costs only. You must pay the expenses first, then submit a claim form unless it is for a major surgical procedure. Claims for medical expenses are normally settled within two to three days. The costs for medicines purchased over the counter without a doctor's prescription are not covered.

## **11.8 Pandemic Action Plan**

A pandemic occurs when a disease emerges and spreads around the world infecting many people at once. For instance, a virus capable of causing a pandemic (such as SARS or COVID-19) is one that people have no natural immunity to, can easily spread from person to person, and can cause a high degree of mortality.

A pandemic could mean that so many people are sick, it will affect workplaces, schools, hospitals and many other services. Some workplaces and schools may close or switch at short notice to remote online learning from home. The Government will ensure there is an appropriate response from all agencies involved, and the Ministry of Health will take the lead in all national health-related matters.

During a pandemic, normal health and other services may not be available for several weeks. You may be asked to care for yourself and others at home. There will be public announcements through media channels about the pandemic, and information will be provided on what to do and where to go for help.

In order to be able to provide you with all necessary information, you must keep us updated on your contact details (address, phone and mobile numbers, e-mail addresses and contact details of your parents/relatives or caregivers). If a pandemic occurs, AIS will follow its Pandemic Action Plan and will inform you about the situation. Up-to-date information and procedures will be placed on our website. You will be encouraged to familiarise yourself with information regarding hygiene, prevention and how to stay healthy.

## **11.9 Road Safety Awareness**

Please ensure that you familiar with the New Zealand Road Code and road safety in general, whether as a driver, cyclist or pedestrian.

#### Licences:

- You must have a legal driving licence to drive in New Zealand.
- You must always carry this licence with you when driving.
- You can drive on an overseas licence and international driving permit for a maximum of 12 months only. If you are in New Zealand for more than 12 months, you must obtain a New Zealand licence, which can also be used as an official ID.
- If your licence is not in English, you must carry a translated copy.

#### Fines for not obeying New Zealand's driving laws include:

Driving without a licence .....	\$400.00
Not carrying your licence with you when you are driving .....	\$55.00
Not wearing a safety belt .....	\$150.00
Texting or talking on a handheld mobile phone .....	\$150.00
Speeding .....	\$30.00 to \$630.00
Driving through a red light.....	\$150.00
Driving with no Warrant of Fitness .....	\$200.00
Driving with no Registration .....	\$200.00
Dangerous Driving.....	Three months jail; Fine \$400.00; Loss of licence; Car impoundment and costs.
Drink driving.....	Fine up to \$4,500.00; Loss of licence for up to six months; Imprisonment; Loss of visa.

#### Important Messages:

- If you have been drinking, don't drive.
- It is illegal to text or talk on a handheld mobile phone while driving. Use a hands-free speakerphone device instead.
- If you are feeling tired while driving, pull over and rest.
- All vehicle occupants must wear safety belts.
- If you are an international student convicted in New Zealand of minor offences, such as drink-driving, you may not be granted further visas to remain in the country.

#### Share the Road:

- Be aware of cyclists and pedestrians on the road. Give them lots of room when passing.
- If you hear or see an emergency vehicle (ambulance, fire engine or police car), move your vehicle to the side of the road to allow them to pass easily.
- If you are a cyclist, obey the road rules. You must also wear a helmet.
- As a pedestrian, cross only where it is safe and use provided crossings. Always make sure cars have stopped and take special care near intersections. Always use a footpath where provided, rather than risk walking on the road. Where there is no footpath, walk on the road facing oncoming traffic.

#### Crashes - if you have an accident:

- Always stop.
- Call 111 immediately for help if someone is hurt.
- If no one is hurt, and it is safe, move your car to the side of the road.
- Write down the other car's registration number, driver's name, address and insurance company.
- If possible, get the name and number of a witness.
- Phone your insurance company within 24 hours. It is best to organise insurance (at the least, third party insurance) when you buy your car.

### 11.10 **Security**

Security staff work 24 hours per day including weekends and public holidays. The Security office is located outside the St Helens Campus foyer.

All common areas on campus are under video surveillance, and security officers wear on-body cameras when inspecting and responding to complaints and incidents in the dormitory.

Your personal security is very important to us. You can contact the emergency number **021-616-282** (or email [security@ais.ac.nz](mailto:security@ais.ac.nz) during their work hours only) if you have any security concerns. We would also appreciate your co-operation in reporting any suspicious behaviour or equipment faults.

If you need to be walked to your car in the campus carpark at night, please contact the Security Officer. They will be happy to help you.

Please do not leave any personal belongings unattended or leave valuables visible in your locked car. In addition, please make sure to deposit any money in a bank account as soon as you arrive here as a safeguard against theft.

### 11.11 **Smoking, Vaping, Alcohol and Drugs**

The AIS campus is a smoke-free environment. If you are a smoker or vaper, two designated outdoor areas are available - the paved area between classrooms R108 and R111 at the rear of the campus, and the gazebo behind the trees near the front of the Main Block building.

For health and safety reasons, you are not permitted to smoke or vape inside any campus buildings or in AIS vehicles. If you are found smoking or vaping on campus, other than in a designated smoking area, you may receive an instant fine.

The consumption of alcohol on campus, unless permitted as part of an approved event, is also prohibited and will result in an instant fine.

Patrols with drug detector dogs are undertaken periodically. If you are found taking or handling illegal drugs on campus, you will be immediately referred to the New Zealand Police.

### 11.12 **Student Counselling**

Student Support staff are available if you need to talk to someone about any problems, whether related to AIS or not. We provide other language support for Chinese, Indian, Korean, Pasifika, Spanish, Vietnamese and all other students (please see Appendix ii).

A confidential student counselling service by accredited counsellors from Raise is also available by appointment for non-academic problems. Counsellors will meet with you offsite and can be contacted directly by emailing, texting or calling 0800 SELFHELP (0800 735 343) (toll free). Up to three sessions are covered. You are not obliged to contact Student Support if you wish to use the services of Raise.

### 11.13 **Student Health and External Counselling/Support Services**

A list of agencies that offer support and guidance for international students in New Zealand is listed below. These services are both free and confidential.

#### General Issues:

Planning to Settle in New Zealand ..... [www.live-work.immigration.govt.nz](http://www.live-work.immigration.govt.nz)

Road Safety ..... [www.nzta.govt.nz](http://www.nzta.govt.nz)

Water Safety ..... [www.watersafety.org.nz](http://www.watersafety.org.nz)

Budgeting resources.....	www.sorted.org.nz
Tenancy Rights.....	www.tenancy.govt.nz
	For tenancy information, phone 0800 836 262
	For bond information, phone 0800 737 666
Adventure Tourism Safety .....	www.adventuresmart.org.nz
Raise (counselling and support).....	www.raisementalhealth.co.nz
	Phone 0800 735 343
New Zealand Customs Service.....	www.customs.govt.nz
	Phone 0800 428 786 - This is a website that advises you about what you can bring into New Zealand or take overseas, and offers general information to travellers
New Zealand Police.....	Emergency phone 111 for fire, police or ambulance - Phone police using 111 in an emergency involving you, your friends, or if you see someone who needs help Phone 105 for non-emergency calls. You can call this number from your mobile phone or landline (no charge) to report matters such as theft, property damage, shoplifting, lost property, and updates on an existing report <u>Advice and Services:</u> www.police.govt.nz/advice-services <u>Ethnic Liaison Officers:</u> www.police.govt.nz/advice/personal- community/new-arrivals/ethnic- liaison-officers Liang (Kevin) Deng/Ethnic Liaison Officer liang.deng@police.govt.nz
Victim Support .....	www.victimsupport.org.nz
	Phone 0800 842 846 - Contact Victim Support if you are the victim of a crime and you have already spoken to the police but need more support
Crimestoppers .....	www.crimestoppers-nz.org
(to report crime anonymously)	Phone 0800 555 111
Labour Inspectorate.....	Phone 0800 209 020
(workforce exploitation)	
<u>Health Issues:</u>	
National Telehealth Service .....	Free call or text 1737 anytime 24 hours a day
Your Local Doctor.....	www.yourlocaldoctor.co.nz
	If you are unwell, visit your local family doctor
Healthline .....	www.healthline.govt.nz
	Phone 0800 611 116 For health advice 24/7
St Lukes Community Mental Health Centre (ADHB) .....	Phone (09) 845 0940 - 615 New North Road, Morningside

Waitemata Asian Health Support Service ...	Phone (09) 486 8314
Well Woman's Nursing Service.....	Phone (09) 523 0263
Sexual Wellbeing Aotearoa.....	www.sexualwellbeing.org.nz
	Phone 0800 611 116
Auckland Sexual Health.....	www.ashs.org.nz
Lifeline .....	www.lifeline.co.nz
	24-hour telephone counselling
	Phone 0800 543 354 - Call Lifeline
	if you are having trouble with
	depression, are worried or stressed
Face 2 Face.....	Phone (09) 909 8750 for appointment
Asian Mental Health Service .....	www.asianhealthservices.co.nz
Youthline .....	www.youthline.co.nz
	Phone 0800 376 633 - Free Txt 234
	Email talk@youthline.co.nz
	Remember you can call Youthline if
	you need to talk to someone about
	any problem you have in your
	personal life or if you are feeling
	lonely, stressed or just need
	someone to talk to who understands
Rainbow Youth .....	www.ry.org.nz
	Phone (09) 376 4155 - Contact
	Rainbow Youth to get support,
	support, information and education
	about being young and homosexual
Problem Gambling (Asian family hotline) ....	Phone 0800 862 342
<u>Discrimination and Violence Issues:</u>	
Human Rights Complaints .....	Phone (09) 309 0874
Auckland Sexual Abuse Health.....	Phone (09) 623 1700
Shakti Asian Women's Safe House .....	Phone (09) 820 3507
Child, Youth and Family Services .....	Phone 0508 326 459
Sexual Assault.....	www.rpe.co.nz
	Visit Rape Prevention Education if
	you or someone you know has been
	a victim of sexual assault
Partner or Family Violence.....	www.2shine.org.nz
	Phone 0508 744 633 - Call Shine if
	you have any problems with family
	violence in your home or with your
	girlfriend or boyfriend
<u>Legal Issues:</u>	
Youth Law .....	Phone (09) 309 6967
CAB Language Link (support, advice.....	www.cab.org.nz
and advocacy in 26 languages)	Phone (09) 624 2550

#### 11.14 **Students Under 18 Years of Age**

Additional documentation is required for the enrolment of international students under the age of 18, including a Student Under 18 Consent/Indemnity Form, a Parent/Legal Guardian Contact Form, and a quarterly interview form.

In addition, AIS homestay families and designated caregivers who host under-18-year-old students are New Zealand Police vetted (all residents of 18 and over), and six-monthly homestay inspections are undertaken.

The minimum age for individual student admission is 16 years old for English Language and training schemes, and 17 years old for other undergraduate

programmes. For international educational group students, the minimum age set by AIS is 14 years old. Approval for individual students under 16, and for group students under 14 but not less than 10 years old, may be given on a case by case basis after consideration of the individual family and academic circumstances and the support available.

#### **11.15 Student Wellbeing Goals**

AIS' student wellbeing goals are available to view on the following website link:

***<https://www.ais.ac.nz/student-life/support>***

## **12. CAMPUS FACILITIES AND SERVICES**

### **12.1 Cafeteria**

Manna Café is open from 8.00am to approximately 3.00pm Monday to Friday and in weekends when Business Administration classes are running, and offers coffee, cabinet food and menu items, including hot lunches and a range of snacks and bakery items. Frozen meals are available.

You may bring your own food to the café. Microwave ovens are available. Vending machines for snacks and cold drinks are situated opposite the lifts in the campus entry foyer and in the dormitory for times when the café is closed.

Manna Café is closed over the December/January holiday period and in-between trimesters.

### **12.2 Campus Hours**

St Helens Campus buildings are open between the hours of 7.30am and 6.00pm, Monday to Friday. All administrative departments are open from 8.30am to 5.00pm Monday to Friday.

During weekends, the Programme Administration Unit (M140) is open for Business Administration students at the start and end of each day, with the administrator relocating to the Library normally between 11.00am and 3.00pm.

The campus is closed on public holidays.

### **12.3 Care of the Environment and Facilities**

Please assist us to keep our immediate and wider environment clean and green, and all facilities in good working order for the benefit of everyone. Please dispose of rubbish in the bins provided and use recycling bins where possible.

No eating and drinking is permitted in computer labs. Only cold foods, such as snacks and biscuits, and hot/cold drinks in no-spill lidded containers are permitted in classrooms and other facilities, including the Library. Hot food and canned drinks are not permitted in these areas.

Be aware of the need to save power and turn off all lights and equipment when not in use. Please report any damaged or faulty equipment to a staff member. If you are found causing malicious damage, you will be required to pay to repair or replace the damaged equipment.

### **12.4 Cashier's Office**

The Cashier's Office is currently closed. Please go to the Accounts Department counter. You are requested to make payments online at the present time.

### **12.5 Computer Laboratories**

A computer laboratory in room R104 is available for all students to use 24 hours a day. R104 is open from 8.00am to 10.00pm each day. For access outside of these hours, you must obtain an access swipe tag from the Security Office by surrendering your student ID card. The swipe tag must be returned to the security officer on the same evening it was obtained, when you have finished using the laboratory. Paper for the printer is available from the Programme Administration Unit during opening hours, the Library in the weekends, or from the security officer after hours.

No food or drink is permitted in the computer laboratories. Please bring your own electronic storage device. Paper for printing is available from your teacher. See section 12.15 "Printing, Copying and Scanning".



## **12.6 Dormitory**

The AIS Dormitory can accommodate 120 residents in single and multi-share rooms. The dormitory office is open Monday to Friday from 8.30am to 5.00pm. Outside of these hours, assistance is provided by the on-duty security officer. To book dormitory accommodation, speak with your Market Manager and complete an Accommodation Application Form.

The Dormitory Handbook contains all the information relating to this facility, including use of the dormitory kitchen which is open from 5.30am to 11.00pm. A TV recreation area by the kitchen is open 24 hours a day, seven days a week. Two weeks' notice in advance is required to move out of the dormitory. The dormitory is out-of-bounds to non-residents, and all common areas are under video surveillance.

If you are a new dormitory resident, we would suggest that you bring the following cooking equipment in a storage container: a small rice cooker, a small frying pan, two saucepans, a whisk, bowl, tongs, salt and pepper shakers, two plates, a set of cutlery, and a cup or mug.

## **12.7 Gymnasium**

The gymnasium is generally available for use between 7.00am and 6.00pm, Monday to Friday. Reduced opening hours apply over the December/January period.

You must have your student ID card with you when using the gymnasium.

## **12.8 Homestay Accommodation**

Homestay accommodation offers an excellent opportunity to live in a family environment, practice your English language skills, and experience the New Zealand lifestyle. Homestay rates cover accommodation and two meals (breakfast and dinner) per weekday, and three meals during weekends and on public holidays.

The homestay service is currently contracted to Host Families NZ (HFNZ). To book a homestay, speak with your Market Manager and complete an Accommodation Application Form. An arrangement fee is payable which is non-refundable. Four weeks' notice is required to arrange homestay accommodation, and a minimum of two week's written notice must be given prior to departure from a homestay. If cancellation is received after commencement of the homestay, payment for four weeks of homestay accommodation is non-refundable with any balance remaining being refundable/transferable.

## **12.9 I.T. Services**

A student account username and password will be provided to you by the ICT Department to enable access to the internet within the AIS campus, student email, AIS Moodle (the learning management system) and the AIS Student Portal. Access is subject to compliance with the AIS Student Code of Use of Information Technology Systems, which must be confirmed at the time of application.

### How to obtain your Student Account:

Upon receipt of payment, and a valid visa if applicable, your Student Account will be created automatically before the end of the next weekday (i.e. Monday to Friday), and login details will be sent to the personal email address that we have recorded for you in our Student Management System. Note that the login details will initially provide Wi-Fi access only. Full access to all IT services and resources will become available on the following weekday.

#### Expiration of Student Accounts:

Your student account will expire two months after your student ID card expires. For example, if your ID card expires on 1 July 2025, your account will expire on 1 September 2025 and your files will be deleted. It is recommended that you save your files onto your own storage media prior to programme completion.

Once your student account has expired, it cannot be renewed unless you have a current student ID card. You can renew your card at Registry.

#### Student Account Passwords:

Passwords are randomly generated by an Account Management System. For security purposes, we recommend that you change your password every three months.

There are three ways in which you can change your password:

- i) Press the Ctrl+Alt+Del buttons after you log in on any desktop computer within AIS.
- ii) Reset or change your password from any computer connected to the internet via the AIS Microsoft Self-Service portal page [<https://passwordreset.microsoftonline.com>] and type in your AIS email address and the characters displayed in the image. Click 'Next' and select the option "I forgot my password". Click 'Next' and select the verification option that suits you and enter the correct details requested. Select 'Next' and enter the security code which you will have received. Click 'Next' if the verification process is passed. You will be asked to enter your new password twice to confirm your password. Select 'Finish'.
- iii) Send an email to [ithelp@ais.ac.nz](mailto:ithelp@ais.ac.nz) to request a new password. You must include the following information in your message:
  - Your full name
  - Your student ID number
  - Your student account username
  - The expiry date of your student ID card

For a guide on resetting your password or unlocking your account via the Microsoft Self-Service portal, go to:

**<https://ais.ac.nz/uploads/downloads/Self%20Service%20Password%20Reset.pdf>**

#### Internet Use:

AIS provides free internet access as part of your Resources Fee. You may access the internet from a variety of devices via a wireless network while on campus. Wireless access is available 24 hours per day.

Instructions for accessing the AIS wireless network with a personal computer are available from the ICT Helpdesk or from the AIS website:

**<https://www.ais.ac.nz/uploads/downloads/Wifi%20Setup%20document.pdf>**

Please note that the reliability of the AIS wireless service cannot be guaranteed and disruptions may occur from time to time which may be beyond the control of AIS. Too many devices accessing the wireless service in one location on campus may cause problems.

#### Student Email:

Your email address is in the following format:

**<StudentUsername>@ess.ais.ac.nz>.**

Check your email account regularly for messages from AIS. To access your email account, type **<https://portal.office.com>** in the web browser on a computer

either within or outside of AIS to login, then click the link to 'Outlook' located on the left side of the webpage.

It is suggested that you set up your AIS email address to auto-forward messages to your personal email address. Please contact the ICT Helpdesk for a set-up guide.

#### Office 365 ProPlus:

You will be assigned Office 365 ProPlus up to one week prior to your commencement date, once your tuition fees have been paid and your enrolment has been entered into the AIS Student Management System. This version of Office will enable you to install the software programs on to your personal devices and to utilise OneDrive for personal cloud storage up to 1 TB. The cloud storage and software will be disabled as soon as your student account expires.

#### Bring Your Own Device (BYOD):

AIS uses e-books and other electronic methods to deliver quality education in a BYOD environment. Your own device should meet the following minimum standards:

- An iOS 13, Android 12, or MS Windows 11 operating system in English and compatible with Office 365 (Chromebooks are not supported);
- at least a 10-inch screen or larger;
- memory 8GB (or preferably 16GB);
- Wi-Fi capability; and
- with mouse, keyboard/touchscreen, webcam, microphone and speakers.

#### Laptops for Information Technology Students:

If you are enrolled in an Information Technology programme, your resource fees include MSDNAA software and a laptop computer. AIS supplies computers on the basis that the total capital cost of the equipment will be recovered from the resource fees paid for your programme. A bond of NZ\$200 is charged which is refundable (in part or full) at the end of your Information Technology studies. A NZ\$200.00 insurance excess fee is payable for any claim made for damage or loss. The laptop remains the property of AIS until you complete your studies.

#### AIS Student Code of Use of Information Technology Resources:

**In accessing and using AIS information technology resources, you are expected to abide by the following and agree to:**

- comply with the terms and conditions set out in this document pertaining to the use of AIS IT resources and equipment;
- keep your password confidential and to change it when required to do so; and
- keep the space used by your files on the AIS network to less than 10 megabytes.

#### **Breaches of the Code of Use**

**While you are a student at AIS, you may not:**

- download from the internet any materials that are offensive, obscene or violent;
- download from the internet any copyrighted material including (but not limited to) songs, music, films and videos;
- install any illegal or prohibited software on your device/s that will allow the firewall and content filter used on the AIS network to be evaded, including, but not limited to, software such as BitTorrent clients, VPN software, or other software;
- use offensive or violent language in your emails;
- send or forward pornography, violent material or language, or multiple unsolicited emails to anyone;

- cause any damage or allow any damage to be caused to AIS computers, software, systems, resources or facilities;
- work with or encourage anyone else to damage or disrupt AIS computers, software, systems, resources or facilities in any way;
- interfere in any way with anyone else's account or computer;
- carry out, or assist anyone else to carry out, any form of hacking of the AIS network;
- pass on to any third party details of other students' private information/contact details without their permission; and
- alter or amend in any way any of the information kept by AIS.

As an exception to the above, the downloading of documents that are a requirement of an enrolled course is acceptable on the understanding that sources must be acknowledged and copyright restrictions/user rights strictly observed.

**As part of this agreement, AIS will:**

- ensure that all services are made available - where this is reasonably possible;
- take all reasonable measures to restore the services offered in the event of a system malfunction as soon as reasonably possible;
- monitor your use of the AIS IT system to ensure on-going compliance with AIS's terms and conditions; and
- monitor the system as a whole and take all reasonable precautions to prevent damage of or compromise to the security of the system.

AIS accepts no consequential loss for the failure of its services and its liability is limited to the value of the services provided.

**AIS reserves the right to:**

- refuse the subscription to any services without necessarily giving a reason for the refusal;
- terminate any services you have subscribed to if you violate any of the terms and conditions to which you have agreed;
- change or remove any of the terms and conditions; and
- notify you of any changes by email or other standard means.

**12.10 Mail and Parcels**

**Please make arrangements for all your mail and parcels to be sent to your private address only.** For security reasons, the institute cannot receive these items for you unless you are an AIS dormitory resident. If you are a dormitory resident, check with reception for parcels which can be collected by showing your student ID card. Mail, if uncollected after four weeks, will be returned to sender.

To send mail, post it at a New Zealand Post Shop/Centre or post box. The closest Post Shop to AIS is located at the New North Pharmacy, 944 New North Road, Mt Albert, which provides full postal services. A Post Centre, for posting parcels and letters only, is located at the Kingsland Pharmacy, 491 New North Road, Kingsland.

**12.11 Messages**

Generally, we are unable to pass individual messages to you. However, in the case of an emergency, every effort will be made to get urgent messages through to you. You may check for messages at reception.

**12.12 Parking**

Student car parking areas are provided within the campus grounds. Please see the maps printed in this handbook and be careful to park only in areas reserved

for student parking. Dormitory students only may park in the AIS dormitory car parking area. **Parking in the streets surrounding the St Helens Campus is not permitted.**

Unauthorised vehicles parking in reserved staff or dormitory parking areas may be wheel clamped. A parking fine of \$25.00 is payable before a wheel clamp can be removed.

If you wish to leave your vehicle permanently parked on campus for an extended period of time (over 48 hours), you must advise and obtain approval from AIS Security. Otherwise you risk your vehicle being towed away.

Please ensure your car is locked and insured, as parking on campus is at your own risk.

### **12.13 Prayer Facilities**

A devotional room is located in M424 on Level 4 and is open to students of all religions. See section 13. "External Support Services" for other places of worship in Auckland.

### **12.14 Printing, Copying and Scanning**

Copiers are available in the Library. Pass your student ID card across the copier's scanner unit to use the copier and release your print jobs. The costs for printing are:

A4 black and white	10 cents per page
A4 colour	20 cents per page
A3 black and white	20 cents per page
A3 colour	40 cents per page

A free printing credit of \$5.00 (50 black and white A4 pages) is provided for each 15 credits enrolled in at undergraduate level and above. To request your printing credit, email ***ais-accounts@ais.ac.nz***, with "Printing Credit" as the subject line. Once your credit has been used up, extra credit may be purchased at the Accounts Department in amounts of \$5.00 or over. Unused credit is non-refundable. Any queries regarding your printing credit should be directed to the Accounts Department.

Document scanning is available on all copiers and is free of charge.

### **12.15 Reception**

After the Student Handbook, reception may be your next point of contact for any questions or information. Your enquiry will be responded to as soon as possible, but as it is often a very busy area, we ask for your patience. Reception can provide phone extension and email details if you wish to contact a particular staff member to make an appointment.

Opening Hours: 8.30am to 5.00pm Monday to Friday

Reception holds parcels and registered mail for dormitory residents (see section 12.11 "Mail and Parcels").

### **12.16 Shuttle Services**

***NOTE: Shuttle services are currently suspended. Public transport timetables are available at [www.at.govt.nz/bus-train-ferry/timetables](http://www.at.govt.nz/bus-train-ferry/timetables).***

### **12.17 Tennis Courts**

The St Helens Campus tennis courts are available for your use. The key to the court gate must be collected from, and returned to, the Security Office. Volleyball

poles are also located on the tennis courts. Tennis rackets and balls, and a volleyball net and ball, are available from reception for on-campus use only.

**12.18    Te Whare Whanau Room**

The Te Whare Whanau Room in M409 is designed as a common room for Māori and Pacific Island students, and is also open to students of all ethnic groups.

## 13. EXTERNAL SUPPORT SERVICES

### 13.1 Childcare

Please refer to [www.yellowpages.co.nz](http://www.yellowpages.co.nz) under the 'Child Care and Education' category for information regarding childcare facilities.

### 13.2 Citizens Advice Bureau

The Citizens Advice Bureau (CAB) service provides impartial and confidential support, information and guidance free to all individuals. Support includes advice on housing, vehicles, disputes, finances, and personal and legal matters. A Justice of the Peace service is available and there are Mandarin interpreters on hand. The CAB is staffed by trained volunteers and may be of assistance if the information or support you are seeking is not available from Student Support.

The CAB office for the Eden/Mt Albert area is adjacent to the Public Library building at 82 St Lukes Road, Mt Albert, telephone 846-4023 / Mandarin Service telephone 846-9086 / email [cab.mtalb@xtra.co.nz](mailto:cab.mtalb@xtra.co.nz). The bureau is open Monday to Friday 9.00am to 4.00pm.

CAB Language Link provides these services in 26 languages by phone, face-to-face or email. Contact details are (09) 624 2550, [language@cab.org.nz](mailto:language@cab.org.nz) and [www.cab.org.nz](http://www.cab.org.nz).

### 13.3 Justice of the Peace (JP) Services

A JP can witness your signature on a document, certify copies of documents, or complete an affidavit or declaration for you. These services are provided free of charge. You will need to make an appointment. Visit [www.jpfed.org.nz](http://www.jpfed.org.nz) to find a local JP. The Eden/Mt Albert Citizens Advice Bureau and Auckland Central City Library also provide a JP service (see section 13.2 "Citizens Advice Bureau" for contact details).

### 13.4 Places of Worship

Although there is no state religion in New Zealand, the principal religion is Christianity. Other religions now practised in New Zealand reflect the diversity of the population.

As well as Christian churches, other places of worship in Auckland include:

#### Islamic:

- Ponsonby Mosque and Islamic Centre - 17 Vermont Street, Ponsonby  
Tel: 09-378 8200
- Masjid Umar - 185-187 Stoddard Road, Mt Roskill  
Tel: 09-626 2800
- Senior Citizens' Association Building - Rocket Park, New North Road, Mt Albert (Note: Only open for prayers on Fridays)  
Tel: 09-815 0700 - Muhammad Ali

#### Buddhist:

- Tsu Ming Temple - 17 Wairakei Street, Greenlane  
Tel: 09-579 8758
- Fo Guan Shan Temple - 16 Stancombe Road, Flat Bush, Manukau  
Tel: 09-274 4880

#### Hindu:

- Bhartiya Mandir - 252-254 Balmoral Road, Sandringham  
Tel: 09-846 2677
- Radha Krishna Mandir - 145 New North Road, Eden Terrace  
Tel: 09-379 4463
- BAPS Shri Swaminarayan Mandir - 21 Barrhead Place, Avondale  
Tel: 09-828 32277

## 14. GENERAL INFORMATION

### 14.1 Children on Campus

You must not bring children to the AIS campus as a regular part of your childcare arrangements.

In exceptional circumstances only, for instance when childcare arrangements have fallen through, you may seek approval from your teacher to bring your child to campus. Approval may be granted as a short-term measure only, provided that your child is under supervision at all times. Please do not expect other students or staff to take care of your child while on campus. Approval may be withdrawn if the child's presence on campus or in the classroom proves disruptive.

### 14.2 IRD Number

You will require an individual IRD number from the New Zealand Inland Revenue Department in order to open a bank account, work during your studies, or apply for student loans/allowances.

To apply for an IRD number, visit the [www.ird.govt.nz](http://www.ird.govt.nz) website. If you are a New Zealand resident or citizen, download an IR595 form. If you are a non-resident, download an IR742 form. Take the completed form, together with originals and copies of two identification documents (e.g. passport and student ID card) to a New Zealand Post Shop or Automobile Association (AA) Driver Licensing Agent.

If you are a non-resident applying from overseas, send your IR742 form with supporting documents to [offshore@ird.govt.nz](mailto:offshore@ird.govt.nz).

### 14.3 Public Holidays

AIS is closed on public holidays and has a general closedown of two to three weeks over the Christmas/New Year period. Refer to the AIS calendar for the dates of New Zealand public holidays and other breaks throughout the year.

### 14.4 Public Transport

AIS encourages the use of public transport to reduce reliance on private motor vehicles. Visit [www.at.govt.nz](http://www.at.govt.nz) for information about all Auckland bus, train and ferry services and fares, and for a journey planner

It is easy to travel on Auckland buses, trains and ferries with a pre-paid 'AT HOP' smart card. A tertiary concession (discount) is available for full-time students when purchasing your AT HOP card - visit [www.athop.co.nz](http://www.athop.co.nz) to find out more. Cash fares are not currently accepted on buses.

Auckland train and bus routes are divided into sections called zones. Travelling from Mt Albert to the city is two zones.

#### Buses

The public bus service from the central city (Britomart Place) to the vicinity of AIS takes 20-25 minutes. Bus stops near the campus are located in Great North Road and New North Road.

#### Trains

To travel on Auckland trains, you can use a pre-paid AT HOP card or purchase a single trip ticket before boarding at a Ticket & Top-Up machine located at the train station. The closest train stop to AIS is the Baldwin Avenue Station (off Rossgrove Terrace), just five minutes' walk away.



**14.5****Vehicle Ownership**

Your ownership of a motor vehicle brings with it responsibilities relating to parking (see section 12.13 “Parking”), vehicle insurance, driver licencing and road safety, particularly in neighbouring streets (see section 11.9 “Road Safety Awareness”). Common road courtesies within the community include driving at reduced speeds on smaller residential roads, being aware of all pedestrian traffic, avoiding excessive revving of engines and the use of horns or alarms, and parking in the designated areas on-campus.

## **15. ABOUT AIS**

### **15.1 Investment Plan**

The Investment Plan, approved by the Tertiary Education Commission, comprises the three-year strategic planning document upon which approval of Student Achievement Component funding for domestic students is given, and is available at [\*\*www.ais.ac.nz/about-ais/corporate/\*\*](http://www.ais.ac.nz/about-ais/corporate/).

Enrolment of domestic students may be restricted by the Tertiary Education Commission where domestic student enrolments exceed that approved in the Investment Plan.

### **15.2 Strategic Vision**

The AIS mission statement and objectives define the special character of the institute and how we contribute to New Zealand's tertiary education system. They cover our commitment to achieving academic excellence and business excellence. The AIS mission statement and objectives can be viewed at [\*\*www.ais.ac.nz/about-ais/corporate/\*\*](http://www.ais.ac.nz/about-ais/corporate/).

### **15.3 Tertiary Education Strategy**

This strategy document sets out the government's expectations and priorities for New Zealand's tertiary education system, and is available at: [\*\*www.education.govt.nz/assets/Documents/NELP-TES-documents/FULL-TES-2020.pdf\*\*](http://www.education.govt.nz/assets/Documents/NELP-TES-documents/FULL-TES-2020.pdf).

AIS meets the strategy by providing a safe learning environment which meets students' needs, by providing quality teaching, by collaborating with industry and employers, and by incorporating tikanga Māori in its activities.

### **15.4 Treaty of Waitangi**

AIS supports the principles of partnership and equality embodied in the Treaty of Waitangi (*Te Tiriti o Waitangi* in te reo Māori), which is widely regarded as New Zealand's founding document. The Treaty was officially signed on 6 February 1840. William Hobson, Consul and Lieutenant-Governor representing the Queen of England, was given the responsibility for securing British sovereignty over New Zealand by the negotiation of a treaty between the Māori and the Crown. More than 500 Māori chiefs have their signatures or marks on the Treaty document.

Input into Treaty of Waitangi issues is provided by a Māori Tertiary Advisory Committee which supports the institute in the observance of Māori protocol and customs.

A free booklet entitled "Tihei Mauri Ora - A Guide to the Treaty of Waitangi and customary values of Aotearoa/New Zealand" is available from reception and the Library, and can also be viewed on the AIS website at: [\*\*https://www.ais.ac.nz/about/maori-pasifika-at-ais\*\*](https://www.ais.ac.nz/about/maori-pasifika-at-ais)

## APPENDICES

### i) PROGRAMMES OFFERED AT AIS

The offering of programmes and courses is subject to minimum enrolment numbers.

BUSINESS ADMINISTRATION	
<ul style="list-style-type: none"> <li>● <b>Master of Business Administration [MBA]</b> 180 credits including, as the final stage, a: <ul style="list-style-type: none"> <li>- a six-month Dissertation (after a preparatory study of research methods); <b>or</b></li> <li>- a two- to three-month Internship*; <b>or</b></li> <li>- a two-month research report (after a preparatory study of research methods).</li> </ul> Four specialisations are offered: International Business, Finance, Marketing, Operations and Logistics.  * An Internship of 240 hours is required of students with limited prior business work experience.</li> </ul>	
<ul style="list-style-type: none"> <li>● <b>Postgraduate Diploma in Business Administration [PGDBA]</b> 120 credits which may include, as the final stage, a two- to three-month Internship* provided that a candidate has an approved tertiary qualification (Level 7 or above) in cognate business disciplines. Entry requirements for the PGDBA are the same as for the MBA. * An Internship of 240 hours is required of students with limited prior business work experience.</li> </ul>	
<ul style="list-style-type: none"> <li>● <b>Postgraduate Certificate in Business Administration [PGCBA]</b> 60 credits comprising the first six months (four courses) of the MBA/PGDBA.</li> </ul>	
BUSINESS	
<ul style="list-style-type: none"> <li>● <b>Graduate Diploma in Business [GDBus]</b> 120 credits comprising five courses at Levels 5 to 7. An internship over a 14-week (full-time) or 28-week (part-time) period for up to 390 hours maximum is available.</li> </ul>	
<ul style="list-style-type: none"> <li>● <b>Bachelor of Business [BBus]</b> 360 credits (not more than 150 credits at Level 5 and not less than 75 credits at Level 7) including 12 compulsory courses. Study pathways are offered in Accounting, Marketing, Procurement and Supply Chain Management, Facilities Management, Tourism and Hospitality Management, and Healthcare Management. An internship over a 14-week (full-time) or 28-week (part-time) period for up to 390 hours maximum is available.</li> </ul>	
INFORMATION TECHNOLOGY	
<ul style="list-style-type: none"> <li>● <b>Master of Information Technology [MIT]</b> 180 credits comprising an internship (over a 14-week full-time or 28-week part-time period for up to 390 hours maximum), project or research pathway and specialised courses chosen from one of three specialist topics in Software Development, Networks and Security, or Information Systems, followed by applied research projects or a research thesis at Level 9.</li> </ul>	
<ul style="list-style-type: none"> <li>● <b>Postgraduate Diploma in Information Technology [PGDIT]</b> 120 credits comprising six or seven courses from one of three specialist topics in Information Systems, Networks and Security, or Software Development. An internship over a 14-week (full-time) or 28-week (part-time) period for up to 390 hours maximum is available.</li> </ul>	
<ul style="list-style-type: none"> <li>● <b>Graduate Diploma in Information Technology [GDIT]</b> 135 credits comprising eight courses from one of three specialist topics in Software Development, Networks and Security, or Information Systems. A 14-week internship comprising a minimum of 260 hours is available in the final trimester as an alternative to an Intensive Information Technology Project course.</li> </ul>	

<ul style="list-style-type: none"> <li>● <b>Bachelor of Information Technology [BIT]</b>  <i>360 credits comprising not more than 165 credits at Level 5 and not less than 90 credits at Level 7, including 12 compulsory courses, six specialisation courses and 75 elective credits chosen from Information Technology or Business courses. Three specialisations are offered: Information Systems, Networks and Security, and Software Development. An elective internship of at least 260 hours, or an IT industry practice course of at least 100 hours, is available in the final year.</i> </li> </ul>
<ul style="list-style-type: none"> <li>● <b>New Zealand Diploma in Information Technology Technical Support (Level 5) [NZDITTS L5]</b>  <i>120 credits comprising eight courses at Level 5.</i> </li> </ul>
<b>HOSPITALITY MANAGEMENT</b>
<ul style="list-style-type: none"> <li>● <b>New Zealand Diploma in Hospitality Management (Level 5) [NZDHM L5]</b>  <i>120 credits comprising eight compulsory courses from Business programmes.</i> </li> </ul>
<b>ENGLISH LANGUAGE</b>
See section 9 for information on ELC programmes
<ul style="list-style-type: none"> <li>● <b>English as a Foreign Language [Full-time / Part-time]</b></li> <li>● <b>New Zealand Certificate in English Language (Academic) (Level 4) [NZCEL L4]</b></li> <li>● <b>New Zealand Certificate in English Language (Academic) (Level 5) [NZCEL L5]</b></li> </ul>
<b>OTHER PROGRAMMES</b>
<ul style="list-style-type: none"> <li>● <b>Certificate of Proficiency [COP]</b>  <i>Up to 60 credits comprising courses at Levels 5 to 8, for a maximum period equivalent to six months of full-time study.</i> </li> </ul>
<ul style="list-style-type: none"> <li>● <b>Certificate of Personal Interest [CPI]</b>  <i>This certificate comprises any course or courses offered in any programme for personal interest only. No credits are gained.</i> </li> </ul>

## ii) **STAFF DIRECTORY**

Staff members you may come into contact with most often are named below:

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### **Senior Management:**

Chairman	Allen Hsieh
President	Dr Lehan Stemmet
CEO / Academic Registrar	Richard Smith

### **Programme Heads:**

Head - Business Administration	Dr Martin Mahler
Head - Business, Hospitality, Tourism	Dr Leonie Menzies
Head - Information Technology	Dr Wikus Erasmus
Head - English Language Centre	Terry Leotta

### **Programme Administration Unit:**

Programme Manager	Kar Wen Choe
Programme Administrator	Rachel Latu
Programme Administrator	Rumi Hayashi
Programme Administrator	Forest Qin
Programme Administrator	Sushma Phuyal
Programme Administrator	Angie Liu

Director of Pasifika Studies and Relations	Dr Semisi Taumoepeau
Accountant	Julia Li
Human Resources Manager / Health and Safety Officer / Privacy Officer	Karen Fray
Campus Business Manager	Leang Ly
Learning Support Advisor	Tamendi Pranish
Learning Support Advisor	Fifita Koester
Librarian	Neda Zdravkovic
Senior Systems Engineer	Gopi Chagarlamudi
Senior I.T. Technician / Analyst	Manu Elavathil
I.T. Helpdesk / System Administrator	Keerthi Yellagari
Reception	Atek Ullah
Cafeteria Operator	Manna Café

### **Registry:**

Deputy Registrar	Lydia Chen
Student Services Officer - Registry	Cathy Chen
Registry Administration Support	Fiona Miller

### **Student Support:**

Student Support Manager	Nadia Kennington
Student Support Assistant	Nerissa Pabonita
Dormitory Manager	Phai Waenthongkham
Dormitory Assistant	Vimon Winarko

### **Sales and Marketing:**

Head of Marketing	Jaimin Patel
Market Managers:	
(China)	Flora Dong
(Europe, Russia/CIS, Latin America, Africa, Mongolia)	Sonia Giraldo
(South-East Asia, Korea, Japan, Middle East)	Regina Lee
(Indian Subcontinent)	Vishal Anjoria
Assistant Market Managers:	
(Domestic, Pasifika, Indian Subcontinent)	Sione Fakapelea
(South-East Asia, Korea, Japan, Middle East)	Nhi Nguyen

Graphic/Web Designer	Muzi Li
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### iii) **GLOSSARY OF TERMS AND ABBREVIATIONS**

<b>Term</b>	<b>Meaning</b>
Co-requisite .....	<i>A co-requisite is a course that must be taken concurrently with another course, unless it has already been passed.</i>
Course.....	<i>A course is a unit of teaching. A number of courses comprises a programme of study, which, if passed, leads to the award of a qualification.</i>
Formative Assessment.....	<i>Formative assessments allow your tutor/lecturer to monitor your learning and identify your strengths and weaknesses. The marks for formative assessments do not contribute to the overall mark and grade for a course.</i>
Prerequisite .....	<i>A prerequisite is a course which must be enrolled in and passed before enrolment in another course.</i>
Programme .....	<i>(1) The subject areas within AIS: Business Administration, Business, Information Technology; (2) Short for programme of study, sometimes used interchangeably with qualification.</i>
Qualification.....	<i>The certificate, diploma, bachelor's or master's degree that a student is working towards completing, e.g. GDIT, BBus, PGDBA, MBA.</i>
Restriction .....	<i>A course enrolment restriction may be applied for various reasons. For instance, where the content is substantially similar to another course enrolled in or already credited to the programme of study, where the prerequisites have not been met, or where a limitation has been imposed on the number of courses that may be enrolled in over a specified period of time due to unsatisfactory academic progress or other factors. A restriction may also apply to courses that may not be enrolled in concurrently.</i>
Summative Assessment.....	<i>Summative assessments are an evaluation of your learning compared against specific learning outcomes. The marks for summative assessments contribute to the overall mark and grade for a course.</i>
<b>Abbreviation</b>	<b>Meaning</b>
AP .....	Aegrotat Pass
APA.....	American Psychological Association <i>[The APA style is the referencing style used at AIS]</i>
ASC.....	Advanced Standing Credit
AT HOP Card .....	<i>An Auckland Transport "hop-on hop-off" electronic fare payment smartcard that holds prepaid funds for bus, train and ferry fares</i>
BYOD .....	Bring Your Own Device
CC .....	Cross-credit
COE .....	Certificate of Enrolment
COP .....	Certificate of Proficiency
CP .....	Conceded Pass
CPI .....	Certificate of Personal Interest
EAP.....	English for Academic Purposes
EEdO .....	Equal Education Opportunity

EEO .....	Equal Employment Opportunity
EER.....	External Evaluation and Review <i>[A periodic process of evaluation conducted by NZQA on all non-university TEOs which results in a category ranking of 1 (highly confident) to 4 (not confident)]</i>
ELC .....	English Language Centre
GPA .....	Grade Point Average
GRT .....	Good Referencing Test
HOP .....	Head of Programme
IELTS .....	International English Language Testing System
ILMP.....	Individual Learning Management Plan <i>[An ILMP is put in place for each student after one-to-one meetings are held to discuss academic plans, academic progress and other matters]</i>
INZ .....	Immigration New Zealand
IP.....	Impaired Performance
IRD.....	Inland Revenue Department
ISIC .....	International Student Identity Card
JP.....	Justice of the Peace
LMS.....	Learning Management System
MoE.....	Ministry of Education
NSN .....	National Student Number
NZQA .....	New Zealand Qualifications Authority
OOP .....	Offer of Place
PTE .....	Private Training Establishment <i>[AIS is a PTE, meaning it is privately owned]</i>
PToE .....	Pearson Test of English
R&AC .....	Review and Appeals Committee
RPL .....	Recognition of Prior Learning
SCTI.....	Southern Cross Travel Insurance
SDC .....	Student Disciplinary Committee <i>[An AIS committee that handles breaches of the student code of conduct, or academic integrity such as plagiarism and cheating]</i>
SJS .....	Student Job Search <i>[An external on-line employment service]</i>
SMS .....	Student Management System
SSF .....	Student Services Fee
TEC.....	Tertiary Education Commission
TEO.....	Tertiary Education Organisation <i>[a New Zealand university, polytechnic (including institutes of technology), wananga, private training establishment (PTE)]</i>
TEP .....	Test of English Proficiency <i>[This is an AIS-administered test]</i>
TOEFL iBT .....	Test of English as a Foreign Language - Internet-Based Test
USP.....	Unsatisfactory Academic Progress
VOC .....	Variation of Conditions <i>[A VOC may be applied to a student visa]</i>

iv) **SUPPLEMENTARY FEES LIST** (for domestic and international students)

NZ\$ (including GST)

**REGISTRY:**

Cross-Credit Application.....	\$50.00 per credit for domestic courses \$275.00 per credit for overseas courses (There is no charge for courses included in approved articulation agreements with other providers, or for advanced standing credit, or unit standards achieved for New Zealand qualifications)
Recognition of Prior Learning Application .....	\$300.00 per course \$17.65 per credit for unit standard-based courses, plus additional expenses, e.g. travelling to a work site for observation
Late Payment Fee.....	\$150.00 (from four weeks after programme start)
Late Course Change Fee.....	\$20.00 (There is no charge if change of course made within seven days of commencement of course)
Student ID Card Replacement .....	\$10.00
My eQuals e-documents (for graduates from 2018 to Trimester 1, 2023).....	\$30.00
My eQuals interim transcript prior to qualification completion.....	\$30.00
Academic Transcript - hard copy (including reprints).....	\$30.00 (plus shipping if required - \$10.00 domestic / \$65.00 international)
Certificate - hard copy (including replacement hard copy) .....	\$30.00 (plus shipping if required - \$10.00 domestic / \$65.00 international) A replacement certificate will only be provided for a genuine reason, i.e. original destroyed
Document Verification Service .....	\$65.00 for overseas despatch
Certificate of Enrolment.....	\$20.00
Graduation - Academic Dress Hire Fees.....	\$80.00 - Degree graduands \$59.00 - Graduate and Postgraduate graduands \$50.00 - Level 5 and 6 Diploma graduands \$38.00 - Level 5 Certificate graduands
Academic Dress Hire Fees..... (for casual hire of items not related to the AIS graduation ceremony)	\$21.00 - Degree hood \$21.00 - Trencher \$38.00 - Gown \$21.00 - Diploma scarf (gold) \$12.00 - Diploma scarf (red)  Plus a bond of \$50.00 per item



Withdrawal Fee .....	a) Programmes under five weeks - 50% of fees paid within first two days of programme, thereafter non-refundable b) Programmes of five weeks to three months - 25% of fees paid within first five days of programme, thereafter non-refundable c) Programmes over three months: (i) International Students - up to 25% of course fees within the first 10 working days of programme start date (ii) Domestic Students - \$500.00 or 10% of course fees (lesser of) up to the end of 7 <sup>th</sup> day after programme start date
INZ Student Visa Application.....	\$850.00 or \$750.00 (dependent upon whether a \$100.00 IVL is payable)
Post-Study Work Visa .....	\$1,670.00 (credit card payments only, direct to INZ)
Variation of Conditions .....	\$325.00 (credit card payments only, direct to INZ)

#### ACADEMIC:

Recount Application .....	\$20.00 per course, refundable if error by AIS
Re-mark Application.....	\$75.00 per course
Hospitality - branded shirts.....	\$30.00
ELC Self-Study Booklet.....	\$8.00
2000 Wordlist Workbook ( <i>EAP</i> ).....	\$15.00 per six weeks (includes access to online version)
Academic Vocabulary Texts ( <i>IELTS</i> ) .....	\$15.00 per six weeks (includes access to online version)
English Language Centre Texts ( <i>Master English</i> ).....	\$65.00 per half module (six weeks) (\$39.00 General English / \$26.00 Skills English)
Undergraduate Level 7 Project Extension Fee .....	\$200.00 per month (academic support for extensions after the third week of the next trimester)
Course <u>Repeat</u> Fee..... (for D, D+ and D* fails only)	50% of tuition fee (available once per course only)
Course <u>Repeat</u> Resource Fee.....	50% of Resource Fee (where textbook is unchanged)
Course <u>Change</u> Resource Fee.....	50% of Resource Fee (where textbook is non-returnable)

Full BA Course Repeat Fee .....	Dom: \$1,879.00 Tuition / \$285.00 Resource Fee Int: \$3,095.00 Tuition / \$285.00 Resource Fee
MBA Dissertation Repeat Fee .....	Dom: \$7,516.00 Tuition / \$1,140.00 Resource Fee Int: \$12,380.00 Tuition / \$1,140.00 Resource Fee
MBA/PGDBA Internship Repeat Fee..	Dom: \$3,758.00 Tuition / \$570.00 Resource Fee Int: \$6,190.00 Tuition / \$570.00 Resource Fee
BA Internship Withdrawal Fee .....	\$550.00 (for withdrawal after submission of application)
BA Internship Termination Fee .....	\$275.00 (for termination of internship process by an internship provider)
BA Course Reschedule Fee .....	\$200.00 (for rescheduling a BA course before commencement without a valid reason)
BA Assessment Reschedule Fee .....	\$100.00
MBA / PGDBA Programme Extension Fee .....	\$100.00 per month (academic support where no additional tuition fees are paid), plus \$30.00 per month Student Services Fee
Information Technology Programme Laptop Computer Bond .....	\$200.00
Information Technology Programme Laptop Insurance Excess Fee for claims .....	\$200.00

#### **LIBRARY:**

Lost or Damaged Library Items .....	The replacement cost of each item lost or damaged, plus a non-refundable administrative fee of \$15.00 per item
Late Return of Recall Items .....	\$15.00 per item
Inter-library Loan Service .....	Shipping as charged by the lending library

#### **ADMINISTRATION:**

Printing - A4 black and white ( <i>Papercut</i> ) .....	\$5.00 for 50 pages \$10.00 for 100 pages \$15.00 for 150 pages \$20.00 for 200 pages
Printing Costs .....	A4 black and white - 10 cents per page A4 colour - 20 cents per page A3 black and white - 20 cents per page A3 colour - 40 cents per page

Smoking/Vaping Fine - for  
smoking/vaping on campus grounds  
(*other than in designated  
smoking/vaping areas*)..... \$25.00

Smoking/vaping Fine - for  
smoking/vaping inside any campus  
building (*including the dormitory*) or  
AIS vehicle..... \$50.00

Alcohol Fine - for drinking alcohol on  
campus (*unless permitted at an  
approved event*)..... \$50.00

Parking Fine (*wheel unclamping*) ..... \$25.00

#### **DORMITORY:**

Dormitory Cancellation Fee..... \$200.00 if cancelled within two weeks of expected  
check-in

Lost Dormitory Room Key ..... \$25.00

Lost Dormitory Security Tag..... \$30.00

Change of Room Fee..... \$50.00 (at discretion of dormitory staff)

Leave of Absence Fee ..... 100% of regular dormitory fee

Left Luggage in Dormitory Storage  
Fee ..... \$2.00 per day

Mini Fridge Hireage Fee..... \$4.00 per week paid in advance for either:  
8-week period \$32.00 (non-refundable/transferable)  
12-week period \$48.00 (non-refundable/transferable)

Washing Machine ..... \$3.00 per load

Dryer..... \$2.00 per load

BBQ Hireage Fee..... \$10.00

Overnight Guests (Parents)..... Casual rates apply (accommodation only)

Key/Tag Deposit for Guests ..... \$50.00 (refundable on return of key/tag)

Unauthorised Overnight Guest Fine ... \$50.00

#### **HOMESTAY:**

HFNZ Homestay Placement Fee..... \$400.00 (non-refundable/transferable)

HFNZ Homestay Placement Fee  
within two weeks of arrival..... \$500.00 (non-refundable/transferable)

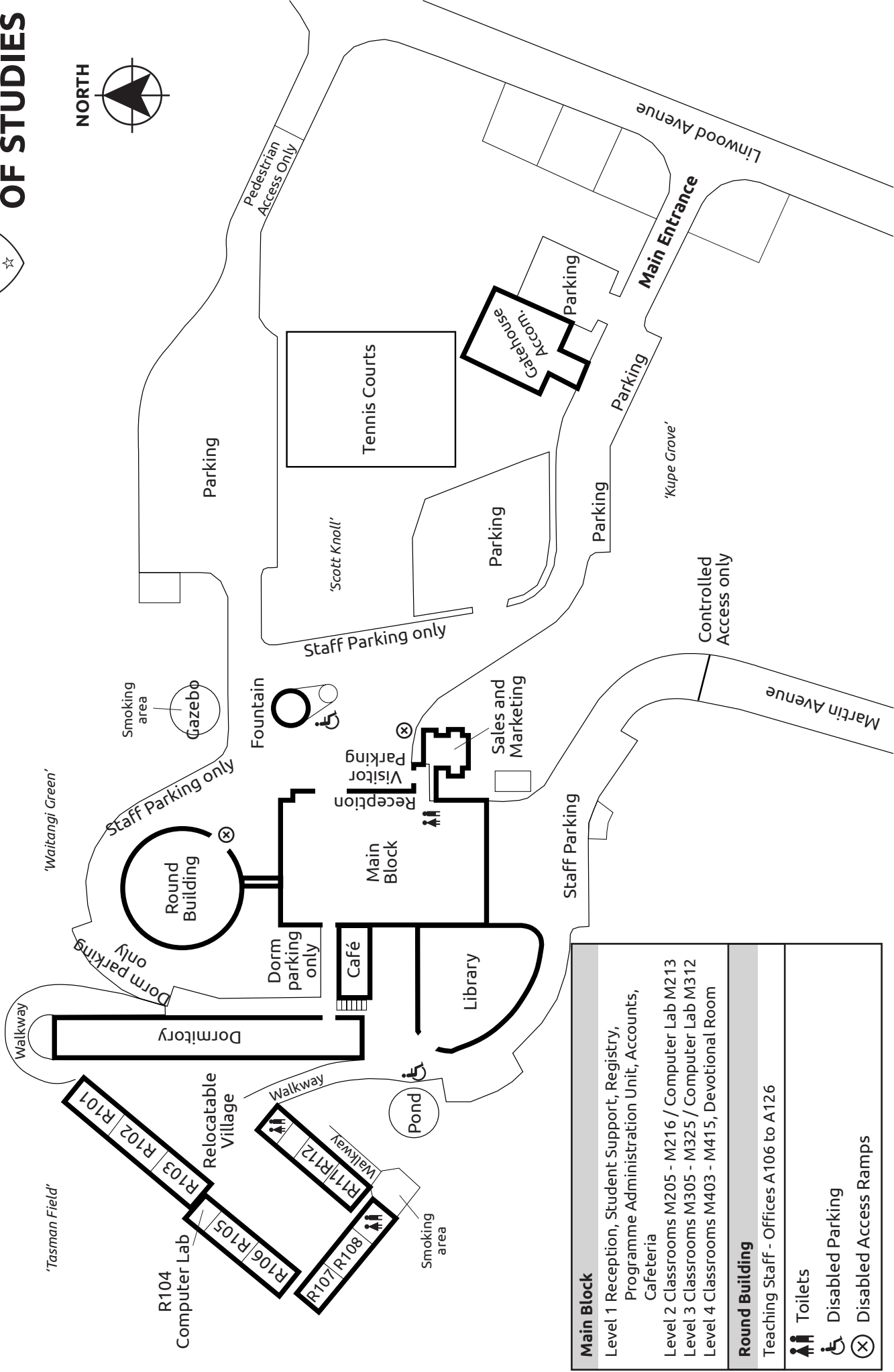
HFNZ Subsequent Placement  
Arrangement Fee ..... \$250.00 (non-refundable/transferable)

HFNZ Homestay Extension Fee.....	\$100.00
HFNZ Homestay Cancellation Fee.....	One week's accommodation fee if cancelled less than seven days prior to expected move-in date, or four weeks' accommodation fee if cancelled after commencement of homestay
HFNZ Homestay Holiday Retainer Fee .....	\$250.00 per week for breaks of more than seven days/six nights
HFNZ Homestay Christmas Surcharge .....	\$50.00 per week from 20 December to 9 January



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# ST HELENS CAMPUS

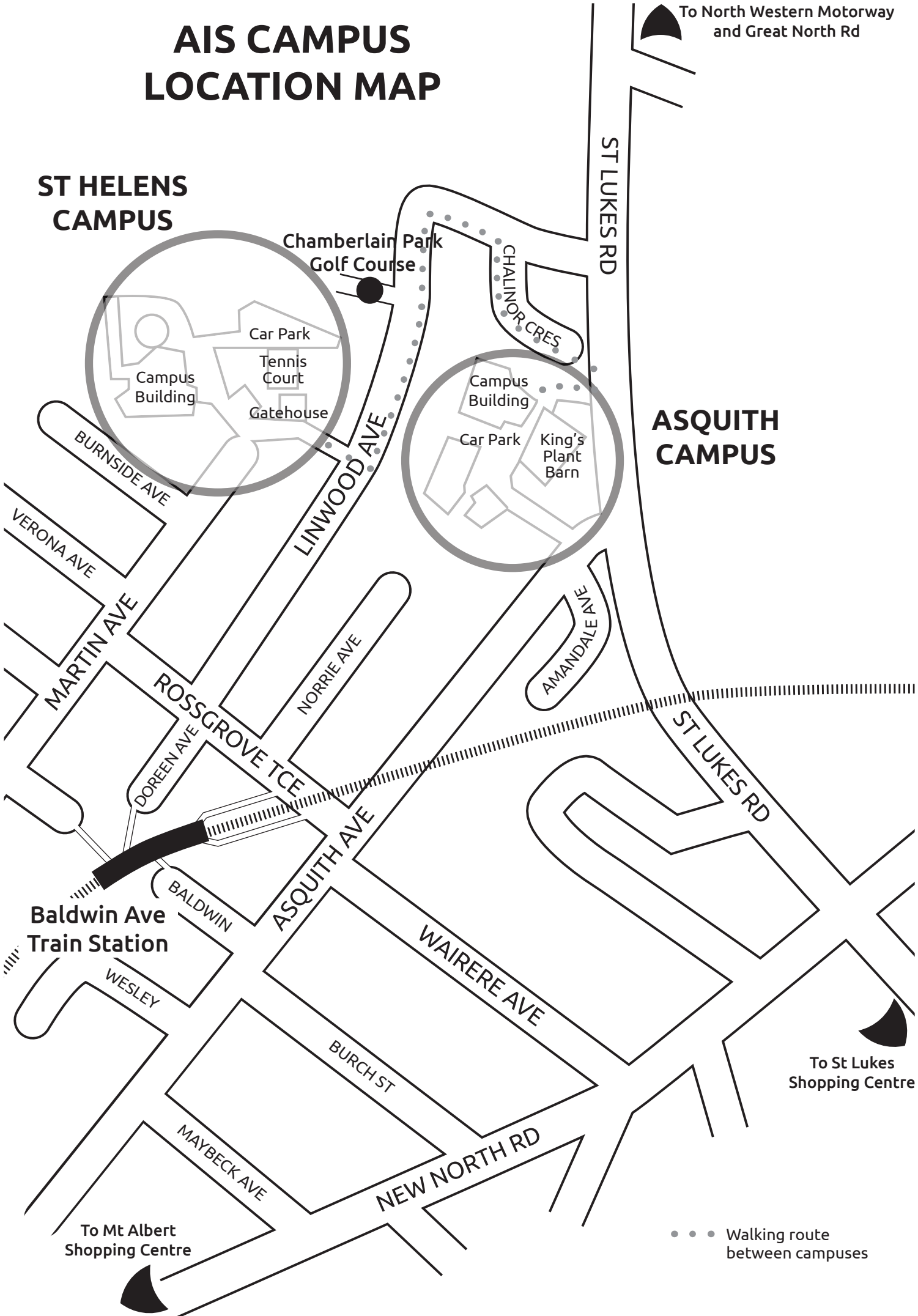


Main Block
Level 1 Reception, Student Support, Registry, Programme Administration Unit, Accounts, Cafeteria
Level 2 Classrooms M205 - M216 / Computer Lab M213
Level 3 Classrooms M305 - M325 / Computer Lab M312
Level 4 Classrooms M403 - M415, Devotional Room
Round Building
Teaching Staff - Offices A106 to A126
Toilets
Disabled Parking
Disabled Access Ramps

# AIS CAMPUS LOCATION MAP

## ST HELENS CAMPUS

## ASQUITH CAMPUS





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**<https://portal.ais.ac.nz>**

# Auckland Institute of Studies

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Freephone (NZ only): 0800 STUDY AIS (0800 788 392)

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**Find us on your favourite social media channels**



**24-Hour Emergency Contact Number:**

**021 616 282 (or 0800 788 392 ext. 639 after hours)**

