

## STCW Basic Safety Training - Introduction

Please refer to the programme timetable for classroom details. STCW classrooms are situated on the Aquatic Centre side of our Windermere Campus, Gate 2, Windermere Drive, Tauranga (*campus map enclosed*).

Your classes start at 8:00am each day – please be on time.

On your first day you will be required to have your photograph taken for your certificate.

Enclosed is a:

- Programme timetable
- Student Medical Declaration (complete and return with your enrolment forms)

### **Medical Certificate: (this must be current)**

- For the purpose of STCW Basic Training, Toi Ohomai Institute of Technology requires that you either; provide to the Institute a current Medical Certificate *or*
- a current PADI divers medical certificate *or*
- a Maritime New Zealand Seafarers medical certificate, signed by an approved MNZ medical practitioner *or*

An MCA ENG1, medical certificate (basically this is the UK equivalent and this is the preferred medical certificate in the super yacht industry) – Dr R Bat, Parnell, phone: (09)3774427 if you wish to obtain this Medical (fee approximately \$240)

- visit <http://www.maritimenz.govt.nz/Commercial/Seafarer-licensing/Approved-medical-practitioners.asp> for MNZ approved medical practitioners in your area

The following refresher topics are available:

- STCW Refresher in Personal Survival Techniques
- STCW Refresher in Fire Prevention & Fire Fighting

The STCW Refresher training is run in conjunction with STCW delivery, however you may be eligible for Refresher training discount.

To qualify for refresher discount you would need to submit your original STCW Certificate/s and the sea service letter from your employer confirming your participation in mandatory abandon ship and fire drills.

The sea service requirements to be eligible for STCW Refreshers for Personal Survival Techniques and Fire Prevention & Fire Fighting is:

- (i) 3 months of sea service in the last 6 months OR
- (ii) 1 year of sea service in the last 5 years.

Additional Information:

STCW Fire Prevention & Fire Fighting - valid for 5 years  
STCW Personal Survival Techniques – valid for 5 years  
STCW Security Awareness – Unlimited  
STCW Personal Safety & Social Responsibility - Unlimited  
STCW First Aid – Unlimited

Regards

MARITIME TEAM  
Faculty of Primary Industries, Trades & Infrastructure

# STCW BASIC TRAINING TIMETABLE

## Windermere Campus

**TOI-OHOMAI**  
Institute of Technology

*Photos for Certificates will be taken on Monday morning. A tidy appearance is necessary and **International standards prefer you are photographed in a white top** .*

### **MONDAY & TUESDAY**

#### **Personal Survival Techniques**

**8.00am – 4.00pm**

*In water training*

- Swimming attire
- Sunscreen
- Hair ties – you will need to tie your hair up if it is long
- Bottle of water/thermos

*After water training*

- A change of clothes, warm jacket, hat, gloves – especially for winter training. Towel/shower kit

### **WEDNESDAY**

#### **Fire Fighting - Breathing Apparatus**

**8.00am – 5.30pm**

- Overalls, boots and gloves provided by Toi Ohomai
- Old clothes to wear under overalls - T-shirt, shorts, socks  
*(You will get extremely hot)*
- Hair ties – you will need to tie your hair up if it is long
- Bottle of drinking water

### **THURSDAY**

#### **Fire Fighting**

**8.00am-5.30pm**

- Overalls, boots and gloves provided by the Tech
- Old clothes to wear under overalls - T-shirt, shorts, socks  
*(You will get extremely hot)*
- Hair ties – you will need to tie your hair up if it is long
- Bottle of drinking water

### **FRIDAY**

#### **Personal Safety & Social Responsibility**

**8.00am-12.00pm**

- Casual clothing - all classroom based

#### **Security Awareness Training**

**12.30pm-4.30pm**

Casual clothing - all classroom based

### **SATURDAY & SUNDAY**

#### **First Aid**

**9.00am-3.45pm**

**Room T06**

- Casual clothing - classroom based training
- Please bring your morning tea and lunch – no cafes open over the weekend  
*(T06 –kitchen attached to classroom and available for you to use)*

## Standards of Training Certification and Watchkeeping for Seafarers (STCW)

Please attach to your completed Enrolment Form

### COURSE SELECTION SHEET & FEES FOR DOMESTIC & INTERNATIONAL STUDENTS

**Name:** \_\_\_\_\_

Please tick the courses you need to complete and return with your signed Enrolment form, verified ID (Birth Certificate or Passport), and completed medical form and fees payment.

Course Code	Course Description	✓	Tuition Fees	Student Levy	Total Fees
QTO0007	Security Awareness		268.00	2.00	270.00
QTO0008	Personal Survival Techniques		591.00	4.00	595.00
QTO0010	Basic Firefighting		896.00	4.00	900.00
QTO0011	Elementary First Aid		242.00	8.00	250.00
QTO0012	Personal Safety & Social Responsibility		166.00	4.00	170.00
<b>TOTAL PAYMENT</b>					

**Before** we can enrol you, we require payment:

By direct credit to Westpac– 030435-0470124-00. Reference with your last name and date of birth

By credit card – complete payment form

For detailed information on student levies, visit <https://toiohohmai.ac.nz/study/fees-toi-ohohmai>

# International Student Enrolment /Re-Enrolment for Short Courses

Please use a pen and complete in English.

Programme Details	
Name of programme:	
Start date:	<input type="radio"/> Full-time <input type="radio"/> Part-time
Campus: <input type="radio"/> Rotorua <input type="radio"/> Taupō <input type="radio"/> Tauranga <input type="radio"/> Tokoroa <input type="radio"/> Whakatāne	
Personal Information	
Title: <input type="radio"/> Mr <input type="radio"/> Mrs <input type="radio"/> Miss <input type="radio"/> Ms	
Surname/Family name (as shown on your passport):	
First name/Given name (as shown on your passport):	
Preferred name:	Gender: <input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Other
Date of birth:	Are you under 18 years of age? <input type="radio"/> Yes <input type="radio"/> No
Contact Information	
New Zealand address while studying (if known)	
Street address:	
Town/City:	Postcode:
Province/State/Region:	NZ mobile phone:
NZ home phone:	Email:
Permanent address	
Street address:	
Town/City:	Postcode:
Province/State/Region:	Country:
Mobile phone:	Home phone:
Emergency Contact Details	
Full name:	Relationship to you:
Do they speak English? <input type="radio"/> Yes <input type="radio"/> No	Language spoken:
Street address:	

**Emergency Contact Details (if applicable) - continued**

City:

Country:

Mobile phone:

Home phone:

Email:

**Payment of Fees**

Please indicate how you are paying the fees for this enrolment. Programme fees are payable in full upon enrolment.

☐ Cash/EFTPOS

If you choose this option you must enrol in person, and pay upon enrolment.

☐ Cheque

Make payable to Toi Ohomai Institute of Technology and attach to this enrolment form.

☐ Direct credit

Pay 03-0435-0470124-00. You must quote your full name and date of birth. Failure to do this may result in us being unable to match payment with your enrolment.

☐ Overseas payment

Please email [International.Applications@toiohoma.ac.nz](mailto:International.Applications@toiohoma.ac.nz) for these details.

☐ Credit card

Please debit my: ☐ Mastercard ☐ Visa

For the amount of: \$

Card No:

Expiry date:

Cardholder's name:

Signature:

☐ Employer/  
scholarship/  
provider/financial  
guarantor to be  
invoiced

Employer to complete (Please note, fees are due upon enrolment for part-time programmes.)

Name of employer/organisation:

Postal Address:

Suburb:

Town/City:

Postcode:

Phone:

☐ I fully understand the Institute's Withdrawal and Refund Policy (refer to <https://toiohoma.ac.nz/study/fees-toi-ohomai>). By authorising payment I acknowledge that the Employer/Scholarship Provider/Financial Guarantor is liable for the fees owing.

Person authorising payment:

Position:

Signature:

**OFFICE USE ONLY**

Payment type: ☐ Credit ☐ Cash ☐ Cheque ☐ EFTPOS

Amount: \$

Date received:

Receipt No:

Date receipted:

## Declaration

All references to “the Institute” or “Institute” mean Toi Ohomai Institute of Technology. By signing this declaration, you understand and agree to the following:

- I have read and understood the Institute’s terms and conditions as set out in your Letter of Offer.
- I have read and understand the Institute’s programme brochures and/or descriptions.
- My enrolment will not proceed until this form and the declaration have been completed in full and signed.
- I have read, understood and agreed to the information in this Enrolment Form before signing the declaration.
- I fully understand the Institute’s Withdrawal and Refund Policy (refer to <https://toiohomai.ac.nz/study/fees-toi-ohomai>).
- I understand that courses will be taught subject to sufficient enrolments being received.
- I am committed to completion of the programme chosen and understand that completion of the programme is not a guarantee of future employment;
- That in signing this Enrolment Form, I undertake to comply with the published rules and policies of the Institute with regard to attendance, academic integrity and progress, conduct and use of information systems (refer to <https://toiohomai.ac.nz/toi-ohomai-regulations>). Any breach of the Student Code of Conduct may result in disciplinary action including in some circumstances suspension or withdrawal but in all cases the Institute’s discipline procedure will be followed.
- The information I have provided in this Enrolment Form is true and correct; Making a false declaration is an offence under the Crimes Act 1961.
- I undertake to pay all fees as they fall due (e.g. before study commences), and to meet any late fees and collection charges associated with debt recovery.
- Toi Ohomai complies with the Privacy Act 2020; this means, personal information collected about me will only be used for a legitimate purpose that is associated with my enrolment, study, graduation and post study. I understand, and authorise, Toi Ohomai to collect, hold and use information about me for these purposes.
- I understand that Toi Ohomai has the right to:
  - cancel programmes and limit student numbers in any programme
  - cancel, postpone or reschedule classes (as per regulations)
  - cancel this agreement if I breach any of its terms or conditions; (and subsequently offer my place to someone else).
- I will declare early if I need any personal or study support to help me achieve my study goals. In doing so, I understand that appropriate Toi Ohomai staff may then discuss with me how to access any appropriate services, e.g. learner support, health and disabilities support, financial support for students, etc.

Please sign:

Full name:	
Signature:	Date:

To be signed by parent/guardian if student is under the age of 18 years:

Full name:	
Signature:	Date:



## International Student Withdrawals and Transfer Fees Schedule

### Student Initiated Withdrawals

- A student wishing to withdraw from a course or programme or wishing to transfer their enrolment to another course or programme must apply in writing.
- Students must discuss their wish to transfer their enrolment with their programme leader and with the international Centre prior to completing a transfer application.
- Only the Academic Director, International Director or CEO can approve a fee refund or administration fee waiver.
- Fee refunds after the start of the course or programme will only be paid in exceptional circumstances. Any application for exception circumstances must be made in writing and include documented evidence.

WITHDRAWAL BEFORE COURSE/PROGRAMME START DATE				
Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
International	N/A – No academic record created	\$500	One month or more prior to commencement of programme (date on Offer letter)	Full refund
International	N/A – No academic record created	\$500	Less than one month prior to commencement of programme (date on Offer letter)	70% tuition fees refund. No refund of other costs incurred
International	N/A – No academic record created	\$500	Formal withdrawal due to visa decline	Full refund

*Note: Refunds will be paid minus any administration fee incurred*

WITHDRAWAL AFTER COURSE/PROGRAMME START DATE				
Student	Results Penalty	Administration Fees	Circumstances	Course Fees (Retain or Refund)
International	Fail grade	\$500 if refunding fees	Written notification If claiming exceptional circumstances, written evidence must be provided e.g. a medical condition evidenced by a recommendation from a hospital/ specialist that the student is unable to continue or return within a reasonable timeframe (NOTE: statements from a G.P. will not be considered adequate evidence.)	No refund except in exceptional circumstances and at the discretion of Toi Ohomai. A refund of up to 70% of fees paid may be considered.

*Note: Refunds will be paid minus any administration fee incurred*

<b>TRANSFER WITHIN THE FIRST 10% OF THE DELIVERY PERIOD</b>				
Student	Results penalty	Administration Fees	Circumstances	Course Fees (Retain or Refund)
International	No results recorded	\$100	When transferring from one programme to another. Subject to approval by Group Leader/Head of School and the student obtaining the correct visa prior to starting the new programme.	If fees for the new course/programme are lower the difference will be refunded to the student  If fees are higher for the new course/programme the student will be invoiced for the difference in fees
		\$20 per course change	If transferring from one course to another within the same programme Subject to approval by Group Leader/Head of School. It is the student's responsibility to obtain any variation to their student visa if required prior to starting the new course/programme.	Fees can be held against an enrolment in the following intake/year (subject to availability). Any fee difference resulting from annual fee changes will be invoiced to the student.

Note: Refunds will be paid minus any administration fee incurred

## Institution Initiated Withdrawals

The institution may withdraw a student from a course or programme under the following circumstances:

- The programme is not being delivered due to insufficient numbers
- Student non-attendance in the first 10% or one month of the course/programme
- Student failing to meet expected attendance requirements or compulsory course components
- Student failing to comply with behaviours expected of a student as set out in the Student Code of Conduct
- Student supplying fraudulent documentation

<b>PROGRAMME NOT BEING RUN STUDENTS NOTIFIED BEFORE COURSE/PROGRAMME START DATE</b>				
Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
International	N/A – No academic record created	No administration fee	Alternative programme offered	Either fee transfer to next intake, transfer to alternative programme or full refund.  If fees are higher for the new course/programme, the student will be invoiced for the difference in fees



## **NO SHOW STUDENTS NOT ATTENDING IN THE FIRST 10% OR ONE MONTH (WHICHEVER IS LESSER) OF THE DELIVERY PERIOD**

Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
International	N/A – No academic record created	No administration fee	<p>Students do not participate in their scheduled learning activities and or they stop attending/ participating prior to the end of the first 10% or 1 month of the study period. Attempts will be made to communicate with students to confirm their intention of not continuing their study. If the student does not respond to communication attempts, they will be withdrawn by the institution as a No Show.</p> <p>Where student visas are issued after the extension to start date, a new Offer letter will be issued for the next intake.</p>	<p>No refund</p> <p>Either fee transfer to next intake or full refund.</p> <p>If fees are higher for the deferred intake, the student will be invoiced for the difference in fees.</p>

## **WITHDRAWAL DUE TO FRAUDULENT DOCUMENTATION (ANYTIME)**

Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
International	Fail or withdrawn grade as appropriate	\$500 if refunding fees	Evidence of fraud	No refund except in exceptional circumstances and at the discretion of Toi Ohomai, when a refund of up to 70% of fees paid may be considered.

## **WITHDRAWAL DUE TO MISCONDUCT OR FAILING TO MEET COMPULSORY COURSE REQUIREMENTS ANYTIME**

Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
International	Fail or withdrawn grade as appropriate	No administration fee	Disciplinary process undertaken and student notified of outcome	No refund

# Payment Form

## 1 Personal Information

Legal family name/Last name

Legal first names

Known as/preferred name (if different)

Date of Birth

Gender

☐ Male☐ Female

Student ID (if known)

NSN or NZQA  
number (if known)

Name of Programme

Start Date dd / mm / yyyy

Residential Address

Town/City

Postcode

Personal email

Home phone

Mobile phone

## 2 Financial Details

Total amount of payment \$

- ☐ **Cheque** - Please make payable to: Toi Ohomai Institute of Technology. Then return with this form to the below address.
- ☐ **Direct credit/Internet Banking** - Toi Ohomai Institute of Technology, Westpac 03-0435-0470124-00.  
Particulars: Surname and Initials. Code: Student ID No. (if known). Reference: Your date of birth dd/mm/yyyy.
- ☐ **Credit card payment**

Card Type:

☐ Mastercard☐ Visa

Card No.

Expiry Date

CVC

(Three security numbers on credit card e.g 883)

Cardholder's name

Signature

- ☐ **Other** - provide organisation's name, address, phone number. Fees will be invoiced directly.

Employer/Person/Organisation to be invoiced

Address

Phone

Total amount \$

Person authorising signature

Name and Position

## 3 Please return this completed form to:

Toi Ohomai Institute of Technology  
ATTN: Finance  
Private Bag 12001  
Tauranga 3143

Or scan and email this form to: [cashier@toiohomai.ac.nz](mailto:cashier@toiohomai.ac.nz)

**Note:** This slip will be destroyed once your payment has been processed.

## **Information for Doctors of Students undertaking the Standards of Training, Certification & Watchkeeping for Seafarers**

The Standards of Training, Certification & Watchkeeping for Seafarers (STCW) is a short course that requires students to undertake physically challenging activities, including:

- (a) Operating as a member of a team, and independently, at incidents of uncertain duration
- (b) Being exposed to the elements (cold, heat, wind and water) and jumping into the sea
- (c) Experiencing transition from hot to cold, and humid to dry atmospheres
- (d) Making rapid transitions from rest to maximum exertion without warm up periods
- (e) Working for short periods under sustained physical activity and concentration (up to 20 mins each)
- (f) Wearing and using compressed air breathing apparatus used for fire fighting
- (g) Entering dark enclosed spaces and fighting small oil and carbonaceous fires
- (h) Performing effective and sustained CPR on a manikin
- (i) Other medical conditions which could affect sustained performance

Toi Ohomai recognises the potential for students enrolled on the STCW to suffer an adverse health experience e.g. shortness of breath or anxiety during the swimming training, or an increased heart rate or extreme exhaustion during the fire-fighting training, accordingly, **all students enrolled in STCW are required to produce a medical certificate to confirm their physical fitness.**

The medical examination, and medical certificate, must be from a registered medical practitioner.

The registered medical practitioner must consider the training environment, the activities described above, and the notes on this information sheet, when undertaking their examination and completing their certificate.

Any queries should be directed to Tony Martin, Maritime Programme Manager, Toi Ohomai Institute of Technology (07) 557 8732 [tony.martin@toiohomai.ac.nz](mailto:tony.martin@toiohomai.ac.nz)

## Student Medical Declaration

The Standards of Training, Certification & Watchkeeping for Seafarers (STCW) is a short course that requires students to undertake physically challenging activities, including:

- (a) Operating as a member of a team, and independently, at incidents of uncertain duration
- (b) Being exposed to the elements (cold, heat, wind and water) and jumping into the sea
- (c) Experiencing transition from hot to cold, and humid to dry atmospheres
- (d) Making rapid transitions from rest to maximum exertion without warm up periods
- (e) Working for short periods under sustained physical activity and concentration (up to 20 mins each)
- (f) Wearing and using compressed air breathing apparatus used for fire fighting
- (g) Entering dark enclosed spaces and fighting small oil and carbonaceous fires
- (h) Performing effective and sustained CPR on a manikin
- (i) Other medical conditions which could affect sustained performance

Toi Ohomai recognises the potential for students enrolled on the STCW to suffer an adverse health experience e.g. shortness of breath or anxiety during the swimming training, or an increased heart rate or extreme exhaustion during the fire-fighting training, accordingly, **all students enrolled in STCW are required to produce a medical certificate to confirm their physical fitness.** In addition to a medical certificate, students on STCW are required to complete the following declaration:

I \_\_\_\_\_ (full name of student) have read the list of activities, above, that I am required to undertake on STCW and understand the nature of these activities may be physically challenging for me. I acknowledge that under the Health and Safety at Work Act 2015 both myself and Toi Ohomai are required to take all reasonably practicable steps to ensure my safety. In this regard:

1. I will consider my physical ability at all times while on STCW, ensuring that in undertaking the activities listed above I conduct myself in a manner that is safe and that is appropriate in the circumstances and to what would be reasonably expected in the seafarers working environment.
2. I will ensure that I notify Toi Ohomai staff of any medical conditions I have that may impact on my safety and the safety of others, before I undertake the activities listed above.
3. I will ensure that I take any medication I am required to take for my health and safety.
4. I will immediately notify Toi Ohomai if any matters arise that might affect my ability to undertake the activities on STCW safely.
5. I have (or will immediately upon signing this declaration) be examined by a medical practitioner to confirm that I do not suffer from any condition that would prevent me from undertaking the activities on STCW safely, and provide a medical certificate to that effect to Toi Ohomai.

Signed \_\_\_\_\_

Date \_\_\_\_\_

## Details of Schooling

**Full Name:** \_\_\_\_\_ **Date of Birth:** \_\_\_\_\_

### Please only complete this page if you meet one of the below requirement:

International students from countries with a student visa approval rate of at least 80 per cent that can provide clear evidence of either:

- a. completion of all primary schooling and at least three years of secondary schooling (that is, equivalent of New Zealand Forms 3 to 7 or years 9 to 13); **OR**
- b. completion of at least five years of secondary education (that is, the equivalent of New Zealand Forms 3 to 7 or years 9 to 13)

at schools using English as the language of instruction are eligible for enrolment at all levels of the NZQF.

### Primary Schooling

Name of School: \_\_\_\_\_

Location/Town: \_\_\_\_\_ Country: \_\_\_\_\_

Year attended from: \_\_\_\_\_ Year attended to: \_\_\_\_\_

Total years attended: \_\_\_\_\_

Name of School: \_\_\_\_\_

Location/Town: \_\_\_\_\_ Country: \_\_\_\_\_

Year attended from: \_\_\_\_\_ Year attended to: \_\_\_\_\_

Total years attended: \_\_\_\_\_

### Secondary Schooling

Name of School (s): \_\_\_\_\_

\_\_\_\_\_

Location/Town: \_\_\_\_\_

Country: \_\_\_\_\_

1<sup>st</sup> year level: (IE year 9, 3<sup>rd</sup> form or grade 9) \_\_\_\_\_ Year completed (IE 2008): \_\_\_\_\_

2<sup>nd</sup> year level: (IE year 10, 4<sup>th</sup> form or grade 10) \_\_\_\_\_ Year completed (IE 2009): \_\_\_\_\_

3<sup>rd</sup> year level: (IE year 11, 4<sup>th</sup> form or grade 11) \_\_\_\_\_ Year completed (IE 2010): \_\_\_\_\_

4<sup>th</sup> year level: (IE year 12, 5<sup>th</sup> form or grade 12) \_\_\_\_\_ Year completed (IE 2011): \_\_\_\_\_

5<sup>th</sup> year level: (IE year 13, 6<sup>th</sup> form or grade 12+) \_\_\_\_\_ Year completed (IE 2012): \_\_\_\_\_

**In addition to this page please also complete the Toi Ohomai Statutory Declaration form.**

## INTERNATIONAL STUDENT INSURANCE DECLARATION

Section 16(5) Education (Pastoral Care of International Students) Code of Practice 2016 requires international students to hold appropriate insurance for the duration of their stay in New Zealand, this to include:

- The student's travel to and from New Zealand, within New Zealand, and outside New Zealand (if required as part of their course).
- Medical insurance that covers diagnosis, prescription, surgery, hospitalisation, repatriation or expatriation as a result of serious illness or injury including cover of travel costs incurred by family members assisting repatriation or expatriation.
- Insurance that covers the death of a student including the travel costs of family members to and from New Zealand, repatriation or expatriation of the body, and funeral expenses.

Students who hold visitor or work visas and are studying on short courses or part time programmes may be entitled to accident insurance from New Zealand's Accident Compensation Corporation, as well as being entitled to certain health services under Section 32 New Zealand Public Health and Disability Act 2000, however, even if cover is available under these schemes, charges may still apply for some medical expenses. In this regard, it is recommended that all international students purchase travel and health insurance for the duration of their stay in New Zealand.

Contact your insurance provider in New Zealand, or Toi Ohomai for further information, or purchase insurance online <https://uni-care.org/Policy/NzVisitor> .

NOTE: health insurance will not cover lost, stolen, or damaged personal property and separate insurance cover will be required for this.

By completing the below, you confirm that you have read and understood the insurance requirements of being an international student in New Zealand, and that you have adequate cover for the duration of your stay in New Zealand.

Signature \_\_\_\_\_

Name \_\_\_\_\_

Name of insurance provider \_\_\_\_\_

Insurance policy number \_\_\_\_\_

Date \_\_\_\_\_

## INTERNATIONAL STUDENT ORIENTATION DECLARATION

Section 19 Education (Pastoral Care of International Students) Code of Practice 2016 requires Toi Ohomai to provide orientation for all international students. This must include information and advice for all international students, before they begin their studies.

As part of this orientation, international students are required to read and understand the following:

- The Education (Pastoral Care of International Students) Code of Practice 2016 that Toi Ohomai is a signatory to <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>
- The New Zealand Qualification Authority's Dispute Resolution Service information for international students <https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/student-complaints/>
- The services, support and facilities available for international students at Toi Ohomai <https://toiohomai.ac.nz/services>
- Toi Ohomai's Regulations, providing guidance for all students. <https://toiohomai.ac.nz/about/toi-ohomai-regulations>
- The International Team supporting international students at Toi Ohomai. <https://toiohomai.ac.nz/services/international-student-support>
- International student support and orientation information <https://toiohomai.ac.nz/life/orientation>

Please complete and sign below to confirm you have read and understood the information provided in the links above, and that you have been given:

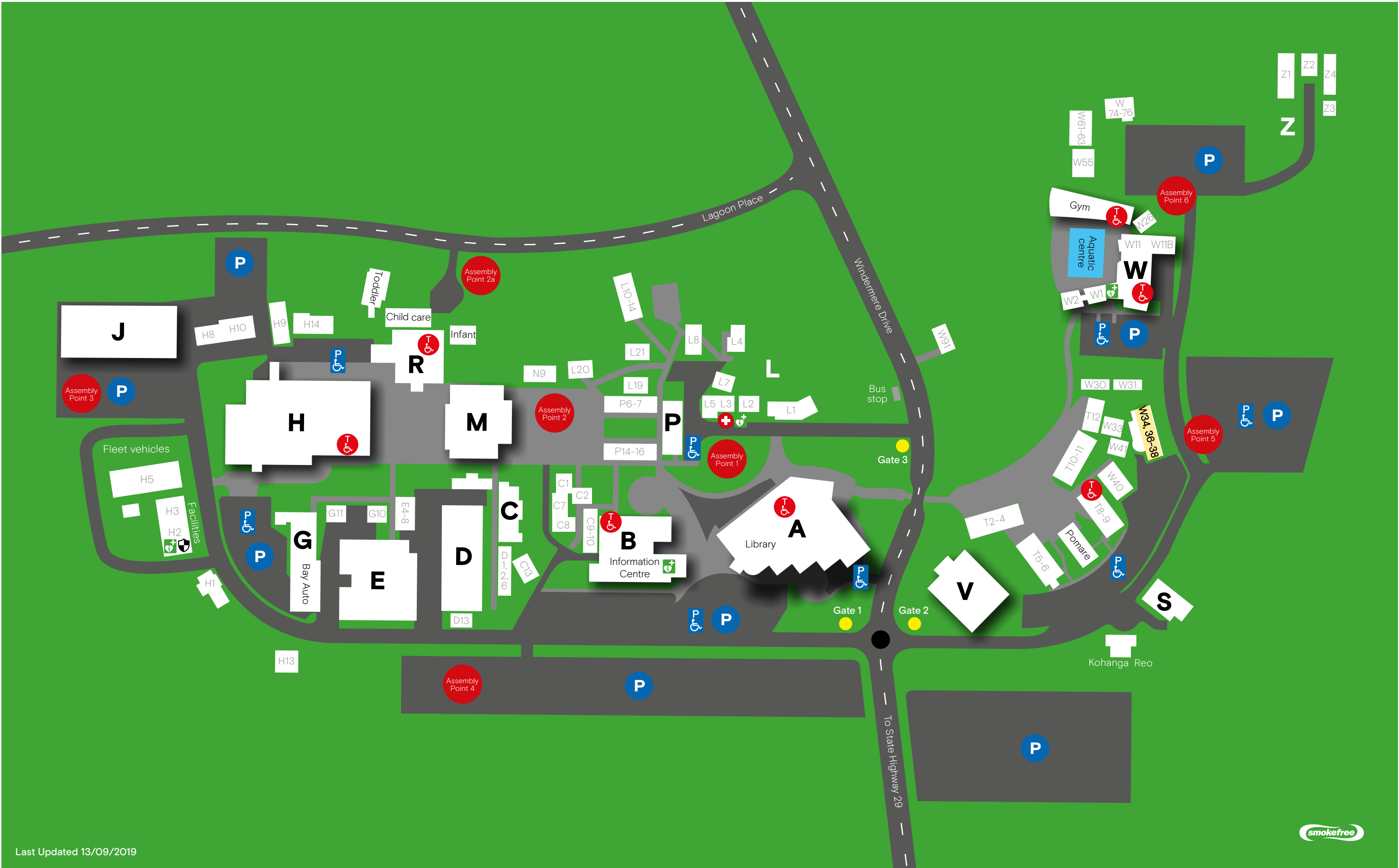
- the name and contact details of the staff supporting international students at Toi Ohomai
- information relating to health and safety
- how to raise a grievance with Toi Ohomai, and where to take that grievance in the event you are not satisfied with the outcome reached by Toi Ohomai

Signature \_\_\_\_\_

Name \_\_\_\_\_

Date \_\_\_\_\_

# Windermere Campus Map





# Windermere Campus Map

## Tauranga

**Windermere Campus is open to the public Monday through Friday, 8.00am – 5.00pm, except holidays.**

Some buildings, such as the library and computer suites have longer hours to accommodate student and staff requirements, or for special, pre-arranged events.

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### Where to go for...

Counselling services:	Health Centre, L3 Building
Equity/Disability assistance:	Ako Awe, A Block
Enrolment information and assistance:	Information Centre, B Block
Health and first aid:	Health Centre, L3 Building
Learner or computer assistance:	Ako Awe, A Block
Payment of fees:	Cashier, Information Centre, B Block
Your student ID card:	Information Centre, B Block

### Key phone numbers

Toi Ohomai:	0800 86 46 46
Health Centre:	07 557 8756
Emergency:	111 or 8888 (from any Toi Ohomai extension phone)
Campus Security:	557 8777 (from any Toi Ohomai extension phone)

0800 86 46 46 · [toiohomai.ac.nz](http://toiohomai.ac.nz)

### On-Campus Services

Aquatic and Fitness Centre	W Block
Atrium Restaurant	H Block
ATM	Outside A Block
Automotive workshop (Bay Auto)	G Block
Bus stop	Windermere drive
Cashier	B Block
Computer suites	A Block
Copy Centre	A Block
Beauty Salon	H Block
Health Centre	L3 Building
Information Centre	B Block
Library Learning Centre	A Block
Pomare Marae	T Block
Security	H2 Block
Student Café	R Block and A Block
International Centre	L Block