

Policies and Procedures

TCI has policies and procedures which are held by the Head of Learning and Teaching and may be requested at any time. Policies and procedures are reviewed regularly.

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CURRICULUM POLICY

Rationale

To provide an adult education that reflects and is responsive to the needs of our learners.

Purposes

1. To provide for the needs of adult individual students
2. To provide an education in Theology, Scripture, Religious Education, Pastoral Ministry, Human Development and Leadership.
3. To provide an education that is non-discriminatory.
4. To assist in the spiritual development of students.
5. To provide help for those with special needs.
6. To reflect and honour the principles of the Treaty of Waitangi.

Guidelines

1. The curriculum will fulfil the aims of the Mission Statement and will reflect the Christian value of respecting the dignity of each individual.
2. Religious Education, Theology, Scripture, Human Development and Catholic Leadership will be a core part of the curriculum at all levels.
3. The curriculum will cater for the diversity of students: gender, ethnicity, religious affiliation and Tertiary Students with Disabilities, including ESOL.
4. The curriculum will provide opportunities for activities that assist the moral, social and spiritual development of learners.
5. The curriculum will provide for special needs students. Within financial and staffing allowances, options include: tutorials, individual help, study skills programmes, and reader/writer facilities.
6. The curriculum will reflect the Principles of the Treaty of Waitangi in its content and in its delivery, including assessment, where it is applicable.

Conclusion

We recognise and respect the diversity and richness of individuals, and their rights and needs to be given a balanced curriculum which will further enhance their learning and development.

STUDENT ENTRY POLICY

Rationale

The provision of course requirements ensures that there is a system for establishing and clearly publicising student entry requirements that are clear and includes no unreasonable barriers.

Purpose

1. To ensure that student entry requirements for courses are reasonable, clear and well publicised.
2. To ensure that adequate recognition is given to prior learning.
3. To ensure that students who move from one accredited provider to TCI will not be expected to undertake any course for which credit has already been gained.
4. To provide a mechanism by which pre-requisites can be waived in special circumstances.
5. To ensure the portability of courses taught at TCI to other educational institutions.

Guidelines

Pre-requisites

1. TCI will follow all programme pre-requisites established by relevant bodies or any other qualifications/programme provider with which TCI is linked.
2. All pre-requisites and TCI-based entry requirements will be published in the annual Prospectus.
3. Where no qualification/programme/course pre-requisite exists, TCI's own entry requirements will apply. These requirements will be fair, applied consistently and published in advance.
4. A student may in certain circumstances apply to the Head of Learning and Teaching to have pre-requisites waived (e.g. prior learning, academically able student, equivalent overseas assessments/certification, etc). The decision will be made by the Head of Learning and Teaching in consultation with the programme Co-ordinator.
5. There will be a formal procedure for application for recognition of prior learning. (See Application for Credit for Previous Studies and/or Recognised Prior and Current Learning).
6. Programme co-ordinators will be responsible for monitoring students' choice of courses, to ensure that they have completed the appropriate pre-requisite where required.
7. Students will be provided with access to appropriate and timely guidance and support in order to make informed decisions regarding choice of courses.

Prospectus

1. TCI will provide each year a Prospectus, which includes among other things, entry requirements for each programme and for particular courses.
2. Where a Programme co-ordinator or teaching staff member wishes to establish a pre-requisite or co-requisite for a particular course/s, e.g. in light of the specific content and learning outcomes of a course, moderation information, through tracking of student achievement, etc., application must be made to the Head of Student and Business Support in consultation with Head of Learning and Teaching who after any other appropriate consultation will communicate to the applicant the results of the application.

Conclusion

Students are fully informed about course requirements when choosing their programmes of study.

Details of Entry Requirements

The entry requirements for the Certificate of Catechetical Studies are:

- Students must be enrolled at the Colleges of Education at Waikato, Massey, Victoria and Canterbury universities, or any other College of Education.
- Students show an interest in teaching in Catholic integrated Primary or Secondary schools
- Students can apply for entry irrespective of their faith tradition.

The entry requirements for the Certificate in Catholic Youth Ministry are:

- No prerequisites except for a proven ability to cope with tertiary education, or at least a motivation to learn at this level
- Entry is open to all adult students. Adults are those who are above secondary school age, that is above the age of 17
- Adults who are already, or are interested, in ministering to youth
- Adults who are already, or interested in, working in parishes, chaplaincies, schools or other church settings
- Adults who are interested in continuing their studies in understanding of faith
- Students can apply for entry irrespective of their faith tradition.

The entry requirements for the Certificate in Pastoral Ministry (Hospitals):

- No prerequisites except for a proven ability to cope with tertiary education, or at least a motivation to learn at this level
- Entry is open to all adult students. Adults are those who are above secondary school age, that is above the age of 17
- Adults who are already, or are interested, in ministering to the sick
- Adults who are interested in continuing their studies in understanding of faith
- Students can apply for entry irrespective of their faith tradition.

The entry requirements for the Certificate in Pastoral Ministry (Prisons) are:

- No prerequisites except for a proven ability to cope with tertiary education, or at least a motivation to learn at this level
- Entry is open to all adult students, that is above the age of 17
- Adults who are already in prison ministry, or are interested in ministering to prisoners
- Adults who are interested in continuing their studies in understanding of faith
- Students can apply for entry irrespective of their faith tradition.

The entry requirements for the Diplomas in Religious Education, Pastoral Ministry and Theological Studies:

- No prerequisites for entry
- Entry is open to all adult students. Adults are those who are above secondary school age, that is above the age of 17
- Adults who are already, or are interested, in teaching Primary or Secondary integrated Catholic school students
- Adults who are already, or interested in, working in parishes or other church settings
- Adults who are interested in continuing their studies in understanding of faith
- Students can apply for entry irrespective of their faith tradition.

The entry requirements for the Diplomas in Scripture Studies are:

- No prerequisites for entry

- Entry is open to all adult students. Adults are those who are above secondary school age, that is above the age of 17
- Adults who are already, or are interested, in teaching Primary or Secondary integrated Catholic school students
- Adults who are already, or interested in, working in parishes or other church settings
- Adults who are interested in continuing their studies in understanding of scripture and faith
- Students can apply for entry irrespective of their faith tradition.

The entry requirements for the Diploma in Pastoral Leadership are:

- No prerequisites except for a proven ability to cope with tertiary education, or at least a motivation to learn at this level
- Entry is open to all adult students. Adults are those who are above secondary school age, that is above the age of 17
- There are no barriers to entry requirements
- Students can apply for entry irrespective of their faith tradition.

The entry requirements for the Master of Educational Leadership are:

- A recognised Bachelor of Education degree and a professional teacher education qualification or
- A recognised first degree and a recognized course of professional teacher education
- Admission may also be granted through Special Entry as provided by the Australian Catholic University Regulations.

ASSESSMENT: EXTENSIONS AND ATTENDANCE OF COURSES - PROCEDURES

For course completion it is deemed necessary for students to fulfil these requirements:

The successful completion of the assessment component of each paper, and:

Attendance at lectures or, in the case of distance education, the completion of journal entries.

The following are TCI's procedures regarding the cut off dates for extensions for the assessment component, see (a) above.

1. Students may be given an extension over and above the deadline for assignments at the discretion of the lecturer.
2. This extension must not exceed such a length of time that the assessment becomes invalid or unreliable, or disadvantages the student and/or the rest of the class.
3. This extension must be within the calendar year that the student has attended the course. An exemption is made for the last course of the year, in which case the extension can go beyond the actual year of course attendance but must finish before the next year's courses commence.
4. This extension must not be more than one extra month beyond the deadline given for the assignment.
5. In the event that a student cannot meet the assessment deadlines due to reasons beyond the student's control, and where an extension is deemed inappropriate, the student may apply formally for an aegrotat result if at least 50% of the course's assessment tasks have been completed.
6. Reasons beyond the student's control include illness, death of a close relative, funeral of a close relative, illness of a close relative requiring the student's time over a period of time.
7. The student must formally apply for an aegrotat pass and must include a medical certificate or an equivalent record that demonstrates the student's inability to progress with the requirements of the course.

The following are TCI's procedures regarding (b) above:

1. All students are encouraged to attend all lectures in every course of study.
2. Where a student is absent from more than one session in every course but not more than two:
 - a. If the absence is beyond the student's control, such as in the case of illness, death, funeral, etc., there is provision for the student, in consultation with, and at the discretion of, the lecturer, to make up the time missed by:
 - I. attending any tutorials and/or sessions if the lecturer deems this fit, and/or undertaking to complete any required reading and:
 - II. Ensuring that work and any assignment given on the day the lecture was missed is done.

3. If a student misses more than two lectures out of a six-lecture course, and more than three in an eight-lecture course, the student will be deemed as not completing the course. The student must enrol for the whole course the following year.
4. Students are encouraged to keep to starting and finishing times of a lecture. A student who is regularly late for a lecture, that is by 10 minutes or more, or regularly leaves class earlier, that is by 10 minutes or more, will incur the penalty of non-completion of the course. The student must enrol for the whole course the following year.

ASSESSMENT - REASSESSMENT PROCEDURES

When students have been notified of failure to meet the assessment criteria thereby obtaining a lower mark than is deemed a pass, they have the option of applying for reassessment, in the form of resubmission of the assessment task/s, without further tuition within a week of the notification.

Reassessment will occur in those instances when the student is close to the pass mark.

The lecturer will be responsible for scheduling at least one opportunity, but not more than two, within three weeks of the student's notification for reassessment has been made.

Students requiring further tuition will have the option of organising tutoring for themselves or re-enrolling for the course.

In the event of a resubmission, teachers are to hold records of the marking procedures and of the students' script. If students fail to resubmit, the original mark obtained will be entered in the students' result statement.

Dates for resubmission must not exceed a time when it becomes far removed from the time of learning. A two week extension is deemed appropriate.

In the case of courses that occur late in the academic year, students must resubmit within the year. In exceptional cases, an extension may be given to a student that carries over into the next academic year, but must be remarked prior to the start of new academic year's courses.

TREATY GOALS AND OBJECTIVES POLICY

This policy refers to TCI's commitment to fulfill the intent of Te Tiriti o Waitangi.

The Intent of Te Tiriti o Waitangi

1. Acknowledgement of Māori existence and their prior occupation of the land.
2. An intent that the Māori presence will remain and be respected.
3. An acknowledgement of New Zealand being one country with two peoples.
4. A recognition of a regime of two cultures.
5. An intent to be the foundation for a developing social contract.

(Abstracted from the Waitangi Tribunal Report Wai 6, para. 10.3, 1983)

To implement this, TCI will ensure that

6. Te Tiriti o Waitangi be recognised and honoured as the founding document of Aotearoa New Zealand.
7. The principles implicit in Te Tiriti o Waitangi be respected.
8. The status of Māori as tāngata whenua of Aotearoa New Zealand is acknowledged.

9. The curriculum reflects Māori perspectives.
10. Resources and facilities of TCI incorporate Māori perspectives.
11. Staff members reflect an attitude that Māori perspectives are a valid and valuable dimension of New Zealand's developing culture.
12. An ethic is created in which a true bicultural partnership can take root and flourish.
13. TCI's library includes material that enhances Māori perspectives.
14. "Te Ao Māori" is a dimension permeating the life of TCI in artefacts and language practices.

Related Policies: Relationships with Stakeholders.

To be read in conjunction with Bicultural Relationships Policy

POLICY ON EQUAL EDUCATION OPPORTUNITIES AND ACHIEVEMENT OF EQUITABLE LEARNING OUTCOMES

Rationale

The Catholic Institute of Aotearoa New Zealand is committed to the identification and elimination of barriers that cause or perpetuate inequalities of equal opportunities. It will implement strategies to ensure equal opportunities and to achieve equitable outcomes for all students. It is recognised that sometimes students will be unsuccessful due to internal and external factors beyond the control of TCI.

Purpose

1. To identify barriers to student access and to learning. Where possible, provide open entry to its programmes of study, offer flexible modes of delivery, and provide resources that will enable students to achieve at a level commensurate with their ability.
2. To ensure that procedures are non discriminatory and reflect a commitment to the Treaty of Waitangi.
3. To identify and address discriminatory practices and barriers to learning.
4. To provide opportunities that enhances the value and career opportunities of students.
5. To provide a non-discriminatory, safe and culturally sensitive working environment for all students.

Guidelines

1. All programmes will have open entry, except in the case of programmes requiring person suitability criteria, academic criteria, or such other criteria that are integral to the integrity of the programme.
2. Where possible, TCI will offer teaching sites, flexible time tabling and different modes of delivery to ensure that students have equal opportunity to access.
3. All programmes in their documentation (for their management and their delivery) will specify measures to be taken in order to meet the requirements of this policy.
4. Each programme will contain guidelines as to the expected outcomes for each course, in order to measure student achievement.
5. Regular monitoring of student progress and attainment will be carried out by the lecturer.
6. There will be provision for assessment in Te Reo Māori or Tikanga Māori.
7. Where a student is identified as not attaining their full potential, the programme co-ordinator and the Head of Student & Business Support will be informed.
8. Reasons for under achievement will be identified by the relevant teaching staff, and where found to be within the control of TCI, steps will be taken to remedy the situation.
9. Each lecturer will in their course review report to the Head of Student & Business Support, identify what is helping students to achieve, what is hindering student achievement, and what is being done to ensure that these barriers to learning are being addressed.

Equity of Access

All students are to have equal access to both learning programmes and physical resources, subject to meeting course requisites.

Conclusion

Every attempt is made to ensure that all students achieve equitable outcomes from the programmes offered at TCI.

Related Policies

Curriculum, Assessment, Language, Treaty Goals and Objectives, Bicultural Relationships.

POLICY ON RECOGNITION OF PRIOR LEARNING/ CURRENT COMPETENCY AND CREDIT TRANSFER

Rationale

The Catholic Institute of Aotearoa New Zealand recognises prior learning, current competency and transfer of credit as being of value in contributing to the ongoing education of students.

Purposes

1. To provide an education that recognises the students' prior learning.
2. To recognise that repeated learning of skills and knowledge is not conducive to the ongoing educational progress of students.
3. To acknowledge prior learning and current competency by accepting equivalent qualifications from reputable learning institutions.
4. To provide a system that is fair to all students.

Guidelines

1. To provide credit in the case of students who have completed equivalent formal study courses and/or programmes with similar skills and knowledge.
2. To provide credit for current competency that does not compromise the integrity of any courses of study at TCI.
3. To continue to work with other tertiary institutions for recognition of TCI's courses and qualifications whereby these are recognised for credit transfer at these institutions.
4. To provide opportunities that cater for, and are of, educational benefit to students.

Conclusion

Students have a right to a balanced programme of study that does not hinder their learning by unnecessary repetition of skills and knowledge and that their studies at TCI are recognised as equivalent and are worth credit at other tertiary institutions.

AWARDING OF CREDITS BY RECOGNISING PRIOR LEARNING AND CURRENT COMPETENCY – PROCEDURES

1. To be eligible for credits students are to supply evidence of recognised qualifications obtained from other learning institutions at least the equivalent level/standard of courses that make up the qualifications awarded by TCI.
2. To be eligible for credits, evidence should show that courses are in the same area of study and of an equivalent or higher level/standard as the qualifications awarded by TCI.
3. That said qualifications have been completed not longer than 10 years prior to enrolling for qualifications at TCI.
4. Prior experience in related fields is taken into consideration and recognised as current competency. Credits may be awarded in such a case.
5. To be eligible for credits for previous experience students must submit evidence. TCI reserves the right to allocate credits under this category.

6. A maximum of 40% (or its equivalent) of a qualification can be credited. For TCI to award a qualification, the student must complete at least 60% (or its equivalent) of the qualification.
7. In the case where a student demonstrated that prior qualifications and current competency in related fields of study is of such a level that certain courses would be of no educational value to the student, alternative courses must be studied in order to achieve the 60% requirement for the qualification awarded by TCI
8. All cases will be considered on an individual basis and special conditions may apply for particular qualifications.

The following sets out the credit allocation for each qualification:

Certificate in Catechetical Studies

- i. Under special circumstances when a student has studied Scripture or Theology or Religious Education at a higher level, two (2) courses can be credited towards the Certificate in Catechetical Studies.
- ii. No credit is given for teaching experience in a school, unless the student has transferred from another site doing an equivalent Catechetical Studies course.
- iii. Students enrolled in Universities' Colleges of Education and who have undertaken an equivalent Catechetical Studies course or have completed courses at any of TCI's teaching sites will have these courses credited.

Certificate in Catholic Youth Ministry

- i. Up to three (3) credits may be awarded for the Certificate in Youth Ministry.
- ii. Prior experience and current competency shall be considered and TCI reserves the right to accord equivalent credit. In certain cases, an assessment at the appropriate level may be required.
- iii. Students who have completed courses that are common to other qualifications awarded by TCI shall have these courses cross-credited.
- iv. Once credits have been awarded for one qualification, they must not be awarded again for another. In this case the student must study alternative courses.
- v. No credit is given for the youth ministry practicum, unless in exceptional circumstances the student has undergone a recognised placement in a Catholic context and fulfils the learning outcomes of the course.

Certificate in Pastoral Ministry (Hospitals)

- i. Up to three (3) credits may be awarded for the Certificate in Youth Ministry.
- ii. Prior experience and current competency shall be considered and TCI reserves the right to accord equivalent credit. In certain cases, an assessment at the appropriate level may be required.
- iii. Students who have completed courses that are common to other qualifications awarded by TCI shall have these courses cross-credited.
- iv. Once credits have been awarded for one qualification, they must not be awarded again for another. In this case the student must study alternative courses.

Certificate in Pastoral Ministry (Prisons)

- i. Up to three (3) credits may be awarded for the Certificate in Pastoral Ministry (Prisons).
- ii. Prior experience and current competency shall be considered and TCI reserves the right to accord equivalent credit. In certain cases, an assessment at the appropriate level may be required.
- iii. Students who have completed courses that are common to other qualifications awarded by TCI shall have these courses cross-credited.

- iv. Once credits have been awarded for one qualification, they must not be awarded again for another. In this case the student must study alternative courses.

Diploma in Pastoral Leadership

- i. Up to seven (7) credits may be awarded for this qualification.
- ii. Prior experience and current competency shall be considered and TCI reserves the right to accord equivalent credit. In certain cases, an assessment at the appropriate level may be required.
- iii. Students who have completed courses that are common to other qualifications awarded by TCI shall have these courses cross-credited.
- iv. Once credits have been awarded for one qualification, they must not be awarded again for another. In this case the student must study alternative courses.

Diploma in Religious Studies

- i. Up to four (4) credits may be awarded for this qualification.
- ii. Normally no more than two (2) credits are awarded at the 100 level and no more than two (2) credits awarded at the 200 level.
- iii. However, in the case of students completing one Diploma course at TCI and intending to enrol for another, four (4) 100 level courses are the maximum credits given.
- iv. In the case where a course that has already been completed in one Diploma is also a core requisite in another, no credit is given, but an alternative course at the same level and in the same area of study must be completed.
- v. Once credits have been awarded for one qualification, they must not be awarded again for another. In this case the student must study alternative courses.
- vi. Prior experience and current competency shall be considered and TCI reserves the right to accord equivalent credit. In certain cases an assessment at the appropriate level may be required.

Master of Educational Leadership

Credits for this qualification must follow the rules and regulations set by the Australian Catholic University and are awarded by the Australian Catholic University.

Approving Authority and Appeal Process

Decisions on credit transfer are made by the Head of Learning and Teaching Support. Any student dissatisfied with the decision of the Head of Learning and Teaching may apply to have the decision reviewed by the Academic Board, or its equivalent.

PERSONAL SAFETY AND HEALTH IN THE WORKPLACE POLICY

Rationale

It is the entitlement of all staff, students and visitors to The Catholic Institute of Aotearoa New Zealand to have a safe and healthy working, teaching and learning environment.

Purposes

1. To promote the safety and security of every staff member and student of TCI.
2. To promote attitudes of respect for both people and property.
3. To ensure a personally safe environment with conditions which are conducive to high quality work, teaching, learning and recreation.

Guidelines

1. Staff and students will continue to promote a safe climate by demonstrating through word and action, respect for the inherent dignity of the individual and for property.
2. Staff and students will be discouraged from any form of behaviour which is injurious, physically or psychologically, to others, or themselves.
3. Hazards and nuisances will be identified and an accident, hazard and maintenance book will be maintained.
4. Information on evacuation procedures will be readily available and practice evacuations will be held twice a year.
5. Staff will be trained in evacuation procedures and provision made for staff, students and visitors with disabilities.
6. The number of staff trained in First Aid will be maintained at an adequate level.
7. Fully equipped emergency and First-Aid kits are maintained and kept in accessible places.
8. Hygiene in kitchen and toilet areas will be maintained at a high standard and adequate hand washing facilities provided.
9. Staff will bring to the attention of the Head of Student & Business Support and the Teaching Site Coordinators, any unsafe areas or unhealthy practices identified within TCI.
10. Unsafe or dangerous equipment will be removed from use as soon as identified.
11. Staff will be kept informed of current industrial safety regulations and are provided with guidelines on proper safety and ergonomic practices.
12. The intent of the Occupational Health and Safety Employment Act 1992 will be followed in TCI's procedures and policies.

Conclusion

Working, teaching and learning are enhanced by a safe and secure environment.

Related Policies: Environment, Personal Well-being, Sexual Harassment, Complaints Procedures.

SAFETY PROCEDURES

1. TCI national office and permanent teaching sites have their own safety and health procedures and TCI staff members are to follow these practices.
2. There are safety/evacuation drills annually and the buildings operate on established guidelines that ensure compliance with safety regulations and protocols and are conducive to work practices, teaching and learning.
3. TCI has accident and hazard registers at its teaching sites and national office. These are to be kept at the administration offices or with the Teaching Site Coordinators.
4. Staff members are to:
 - Inform students to report any accident and any hazard or potential hazard.
 - Report any accident and/or any hazard in the register as soon as possible.
 - Follow the safety regulations and accepted practices of the teaching site buildings. Any staff members who are not familiar with these practices are to notify the site coordinator.
 - Report accident and hazards and their resolution to the Head of Student & Business Support as soon as possible.
 - Remind students of accepted practices.
 - Ensure that staff members are working in a safe environment.
 - Ensure that students are learning in a safe environment.

STUDENT FEEDBACK POLICY

Rationale

Staff recognise the importance of regular formal and informal feedback from students

Purposes

1. To receive feedback from students regarding the teaching programme.
2. To evaluate teaching and learning, specifically related to the delivery and to the paper/course content.
3. To review courses taking student formal and informal feedback into account.

Guidelines

1. Written feedback will be sought from students at least once for every course (or more often if necessary) to evaluate the effectiveness of the teaching programme and the teaching.
2. Each lecturer/tutor will use TCI's standard questionnaire to achieve the intentions of Guideline No.1.
3. Issues raised through student feedback will be discussed with the Head of Student & Business Support and action taken as required
4. The Head of Student & Business Support will discuss student feedback with staff and the Academic Board, or its equivalent, as required.
5. Where similar issues are raised by a number of students, possible course modification to address those issues, are to be implemented.

6. Lecturers/tutors will address student formal and informal feedback in their own course review as a means of evaluation.
7. Lecturers/tutors will use TCI's standard Lecturer Course review to achieve the intentions of Guideline No 6.

Related Policies: Assessment, curriculum, programme development.

COMPLAINTS, GRIEVANCES AND APPEALS PROCEDURES for STUDENTS

Academic Issues

These procedures relate to complaints and grievances arising from issues concerning classes.

1. For cases, where it is applicable, to approach the lecturer concerned in the first instance:
 - a. The student shall write to the lecturer within seven days of the cause of complaint or grievance stating fully the matter for concern.
 - b. The lecturer shall reply formally in a written reply within seven days of the receipt of letter, with the decision.
2. For cases where complainant is not satisfied with the above:
 - a. The student shall write within seven days of the receipt of written reply from lecturer, to the Head of Student & Business Support enclosing both the original letter of complaint to the lecturer and the latter's response.
 - b. The Head of Student & Business Support shall consult appropriately. Both parties shall be informed of the decision in writing within seven days.
3. Right of Appeal
For cases where the student is not satisfied with the above two procedures:
 - a. The student shall write to the Appeal Board within seven days of receipt of the Head of Student & Business Support's written decision, enclosing all correspondence.
 - b. The Appeal Board shall consult appropriately and the decision reached shall be final.
 - c. The Appeal board shall be appointed by Director, TCI and shall comprise a member of the TCI Council, or an equivalent, an independent member, and Director, TCI.
4. For cases where the complainant does not think it is appropriate to contact the lecturer in the first instance:
 - a. Steps 2b, 3a and 3b shall be followed.
 - b. The Appeal Board shall consult appropriately and the decision shall be final.

Assessment Issues

These procedures relate to complaints and grievances relating to matters regarding assessment.

1. For cases where it is applicable to firstly approach the lecturer concerned:
 - a. The student shall write to the lecturer within seven days of receiving the marked assessment stating fully the matter of concern.
 - b. The lecturer shall write formally within seven days of receipt of letter from student with the decision, explaining criteria for marking and according marks.
2. For cases where the complainant is not satisfied with the above procedures:
 - a. The student shall write to the Head of Learning and Teaching within seven days of the receipt of written reply from lecturer, stating complaint.
 - b. An internal moderator shall mark assessment task. The Head of Learning and Teaching shall inform student of decision.
3. For cases where the complainant is not satisfied with the above procedures:
 - a. The student again writes to the Head of Learning and Teaching stating reasons for dissatisfaction.
 - b. An external moderator shall mark assessment task. The Head of Learning and Teaching shall inform student of decision.
4. Right of Appeal
For cases where student is not satisfied with the above, there shall be a right of appeal. Students can take recourse with the New Zealand Qualifications Authority.
5. For cases where it is not applicable for the complainant to contact the lecturer concerned in the first instance:

The complainant shall follow steps 2a and b, 3a and b, 4, of the above procedure.

Administrative Issues

These procedures relate to complaints and grievances arising from office matters or any other administrative related issues.

1. For cases where it is applicable to firstly approach the staff member concerned:
 - a. The student shall write to the member of staff, within seven days of the cause of the grievance, stating the matter.
 - b. The member of staff shall write to the complainant within seven days receipt of the letter, stating decision.
2. For cases where complainant is not satisfied with the above:
 - a. The student shall write to the Head of Student and Business Support within seven days of receipt of letter from the member of staff, enclosing both original statements.
 - b. The Head of Student and Business Support shall consult appropriately and inform the complainant of decision, within seven days of receipt of letter from complainant.
3. Right of Appeal
For cases where the above is not to the satisfaction of the complainant:
 - a. The student shall write to Director, TCI within seven days of days of receipt of the Head of Student and Business Support' written decision, enclosing all correspondence.
 - b. Director, TCI shall consult appropriately and in instances where policy matters are in question, will reserve the right to take the issue to the Academic Board, or its equivalent, from which the Head of Student and Business Support shall be excluded, for consultation. Director, TCI shall inform the complainant of the decision within four weeks of the receipt of the letter.
4. For cases where it is not appropriate for the complainant to contact the staff member concerned in the first instance:
The complainant shall follow steps 2a, 2b, 3a, and 3b of the above procedure.
5. In cases of complaints and grievances against the Head of Student and Business Support:
 - a. The student shall write to Director, TCI stating clearly the reason for the complaint within seven days.
 - b. Director, TCI shall consult appropriately, and in the instance where policy matters are in question, shall reserve the right to raise the issue with the Academic Board or its equivalent, from which the Head of Student and Business Support shall be excluded, for consideration. Director, TCI shall write to the complainant within 30 days of receipt of letter.

Withdrawal and Refunds Issues

These procedures relate to complaints and grievances arising from withdrawal and refunds issues.

1. For cases where it is applicable to firstly approach the Head of Student and Business Support:
 - a. The student shall write to the Head of Student and Business Support within seven days of the cause of the grievance, stating the matter.
 - b. The Head of Student and Business Support shall write to the complainant within seven days of receipt of the letter, stating the decision.
2. Right of Appeal
For cases where the above is not to the satisfaction of the complainant:
 - c. The student shall write to Director, TCI within seven days of receipt of the Head of Student and Business Support' written decision, enclosing all correspondence.
 - d. Director, TCI shall consult appropriately and in instances where policy matters are in question, will reserve the right to take the issue to the Academic Board, or its equivalent, , from which

the Head of Student and Business Support shall be excluded, for consultation. Director, TCI shall inform the complainant of the decision within four weeks of the receipt of the letter.

3. For cases where it is not appropriate for the complainant to contact the Head of Student and Business Support in the first instance:
The complainant shall follow steps 2a and 2b of the above procedure.

Conduct and Person Suitability Issues

These procedures relate to complaints and grievances arising from decisions taken in relation to personal conduct.

1. For cases where it is applicable to firstly approach the lecturer:
 - a. The student shall write to the lecturer within seven days of the cause of complaint or grievance, stating the matter.
 - b. The lecturer shall reply formally within seven days of receipt of the letter, explaining criteria used to arrive at the decision.
2. For cases where the complainant is not satisfied with the above procedures:
 - a. The student shall write to the Head of Student and Business Support within seven days of the receipt of the written reply from the lecturer enclosing both the original letter of complaint to the lecturer and the latter's response.
 - b. The Head of Student and Business Support shall consult appropriately. Both parties shall be informed of the decision in writing within seven days.
3. Right of Appeal
For cases where the student is not satisfied with the above two procedures:
 - a. The student shall write to the Appeal Board within seven days of receipt of the Head of Student and Business Support' written decision, enclosing all correspondence.
 - b. The Appeal Board shall consult appropriately and the decision reached shall be final.
 - c. The Appeal Board shall be appointed by Director, TCI and shall comprise a member of the TCI Council, an independent member, and Director, TCI.
4. For cases where the complainant does not think it appropriate to contact the lecturer in the first instance:
Steps 2a, 2b, 3a and 3b shall be followed.

In the case where students are not satisfied with the internal and external procedures at TCI, and would like a resolution service they are advised to contact the New Zealand Association of Private Education Providers Quality Commission, of which TCI is a member. Information can be found at www.qualitycommission.co.nz

Contacts are:

commissioner@qualitycommission.co.nz

Free phone: 0508 266 647

In the case where students are not satisfied with the internal and external procedures at TCI, they are advised to contact the New Zealand Qualifications Authority (NZQA).

The NZQA address is:

125 The Terrace, WELLINGTON

Tel: (04) 802 3000

Fax: (04) 802 3115

STUDENT BEHAVIOUR AND PERSONAL CONDUCT POLICY
RULES AND REGULATIONS AND APPEALS PROCEDURES

1. Students are expected to conduct themselves in a manner that is compatible with the ethos of The Catholic Institute of Aotearoa New Zealand and its vision statement.
2. Students are expected to respect themselves, each other, and other members of TCI's community, keeping in mind the essential dignity of the human person, and the subsequent rights of freedom, justice and charity.
3. Students are encouraged to healthy debate and to free and healthy discussion on any matter, keeping in mind that they are not to inhibit or oppress or restrict the freedom of others or cause hurt to others by their discussions or in any way adversely affect the learning of others.
4. Students are expected to respect the cultures, traditions and customs of other students and members of TCI's community.
5. TCI is essentially a Catholic institution and students are not to use language or exhibit behaviour that is contrary to the teachings of the Catholic Church.
6. Students are not to use derogatory language or exhibit behaviour that is construed as gross misbehaviour and which is detrimental to others, especially regarding gender, race, faith traditions, disabilities, and age.
7. Students are to respect the physical environment and resources of TCI while studying on the premises
8. The use of alcohol is prohibited during class times. Students are not to attend classes when under the influence of alcohol.
9. TCI is a smoke-free institution and smoking is prohibited inside buildings, including any temporary teaching site. There are designated smoking areas.
10. The use of illegal substances is prohibited.
11. Students are not permitted to bring objects or weapons to the classroom that may endanger them or others, or use any objects in a manner that may endanger them or others.
12. TCI reserves the right to inform public authorities in those instances where it is required to do so, in compliance with the laws of the country.
13. A student may bring a complaint against another student. In this instance, the lecturer must be informed.
14. A student may bring a complaint against a lecturer, or another member of TCI's community. In this instance, the Head of Learning and Teaching must be informed.
15. In the instance where the complaint is against the Head of Student & Business Support, Director, TCI must be informed.
16. In the instance where the complaint is against Director, TCI, the Head of Student & Business Support must be informed and will bring the matter to the attention of the Academic Board, or its equivalent, within two weeks of the complaint occurring.
17. When 14 and 15 occur, either the Head of Student & Business Support or Director, TCI, or both, will be excused from the Academic Board decision. An outside body will always be consulted in such instances.
18. The above rules and regulations apply to all students studying at TCI.
19. Note: Students must read I), ii), iii) and iv) in conjunction with TCI's **Complaints, Grievances and Appeals Procedures for Students**.
20. Students not conforming to the above rules and regulations will be asked to leave the premises by their lecturers, especially in those instances where others' personal safety is in jeopardy. The Head of Student & Business Support will be informed within one week of the incident/s. The Head of Student

& Business Support will conduct investigations and will inform the student of the decision within two weeks of the incident/s being reported. The Head of Student & Business Support will formally notify the student of the outcome.

21. The student has the right to appeal the decision made by the Head of Student & Business Support by writing to Director, TCI within two weeks of the Head of Student & Business Support' decision.
22. Once the Academic Board, or its equivalent, is informed of the appeal, it will consult with an independent body if necessary, and a decision will be made. This decision is final. A student may be asked to withdraw temporarily, or from all courses at TCI. In such an instance, **Withdrawal and Refunds Policy** will apply.
23. At any time when an incident is reported and procedures followed, in the first instance counselling and/or individual help that are within the resources of TCI will be made available to the student.
24. The instances where a student may be asked to withdraw from all courses at TCI are those where after appropriate measures have been taken, the student continues to be in breach of those rules and regulations that constitute gross misbehaviour and behaviour that is detrimental to the personal and emotional safety of the students and TCI's community.
25. In the instance where a complaint is against a lecturer who is a member of the Academic Board, or its equivalent, the lecturer will be excused from the decision made by the Committee.
26. In the case where students are not satisfied with the internal and external procedures of TCI, they are advised to contact the New Zealand Qualifications Authority (NZQA).

The NZQA address is:

125 The Terrace, Wellington

Telephone: 04 802 3000

Fax: 04 802 3115

Explanatory Notes:

TCI's Community

All members who are officially employed by TCI in their capacity to teach, administer, and manage courses, and including personnel who look after the physical resources of TCI.

Gross Misbehaviour

Sexual harassment*, abusive language, language directed at another that is considered unacceptable by usual norms, including swear words, threatening and intimidating gestures and/or behaviours, verbal and/or physical threats, and behaviour and language while under the influence of alcohol or other illegal substances.

*Sexual Harassment**

Refer to the following Sexual Harassment Complaints Procedures.

SEXUAL HARASSMENT COMPLAINTS PROCEDURES FOR THE CATHOLIC INSTITUTE OF AOTEAROA NEW ZEALAND

1. These procedures shall be made available to all persons on the premises of The Catholic Institute of Aotearoa New Zealand (TCI) and at its teaching delivery sites. It is expected that all persons who are part of TCI and its teaching programmes, ranging from employees to students shall abide by the requirements of these procedures in the case of a complaint of sexual harassment.
2. The person making the complaint shall choose one of the listed contact people available at TCI and outside TCI.

NOMINATED CONTACT PERSON WITHIN TCI IS:

John Kleinsman Phone 04 499 2251 Mobile 027 634 4336

CONTACT PERSON OUTSIDE TCI IS:

Catholic Social Services Phone 04 385 8642

3. Contact people shall advise students of the procedure through which to pursue a complaint of sexual harassment:

For all courses run by TCI:

- a. In the case of a complaint against a lecturer or other TCI employee, the complaint should be pursued through the TCI's procedures, that is, the procedures of the employee's employer institution.

For the course Certificate of Catechetical studies at university Colleges of Education:

- b. In the case of a student against another student, where the students are formally enrolled at University Colleges of Education, the complainant may choose to pursue the complaint through the procedures of that university.

4. These guidelines are in place in case a complaint is pursued beyond these procedures through legal channels.
5. The sexual harassment policy is available from the Head of Student & Business Support and from the Teaching Site Coordinators.