

Cornerstone Education Limited

**aspire2**

Business  
Management  
Programmes

# 2023 Student Handbook



## Tena Koutou and Welcome

A big and warm welcome to you from the entire team at Aspire2.

We feel privileged to have you join our organisation - and will do everything in our power to ensure your time with us is both productive and enjoyable.

Our sole reason for being is to provide you the best possible employment opportunities – so getting you developing your workplace skills and job opportunities is our overarching focus.

Our handbook is designed to help you navigate your way around, and we've tried to put everything you need in one place.

If there's any more information you need please let us know as we are here to provide you the best possible care and service.

We'd also like to extend an open invitation to you to come visit us in New Plymouth to meet our team.

All the best for a successful programme. My door is always open and my phone always on if you need to contact me.



Kindest regards,

A handwritten signature in blue ink that reads "Sussan T." with a stylized flourish at the end.

**Sussan Turner**

Chief Executive – Aspire2 Group Limited

Cornerstone Education Ltd is a NZQA registered Private Training Establishment that is part of Aspire2 Group.

Please read and understand the information in this handbook thoroughly. Should you have any questions at all please do not hesitate to talk to with your Tutor, this will ensure that you are fully aware of your obligations, including the rules and regulations as applicable to all our programmes.

You will also have access to a programme handbook detailing information regarding your chosen programme.

Please also ensure that you have read or had explained to you the enrolment form fine print.

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# About Aspire2

## Vision

People from Aspire2 have more of their goals come true.

## Purpose

Preparing people for successful employment.

## Mission

Aspire2 means employability.

## Our People

We are committed to the development of our team.

Ours is a strong culture of innovation, courage, excellence, support and enjoyment.

## Our Approach



Everyone matters



We aim high



We do what we say we'll do

## Who We Are

Aspire2 Cornerstone Education is made up of a group of registered Private Training Establishments with a history of providing quality training throughout New Zealand. We offer a range of exciting courses as part of our portfolio through the Business Management Programmes (Cornerstone Education).



Our vision is to inspire and enable people to develop the skills they need to succeed in work *and* in life. We do this by engaging with learners in creative ways which are relevant to their needs and life circumstances. The learning environment, cultural context, content, and delivery style are tailored to help and support learners of all ages achieve their dreams. Further to that, our role is also to inspire and help learners into education and employment pathways which will meet their long-term aspirations.

We deliver online training solutions through our Learning Management System - Canvas.

Cornerstone Education works with sectors and communities to ensure we develop programmes of study that meet their needs. We have strong links to industry to ensure a high quality programme.



## Innovative Programmes

We have worked to develop a range of exciting programmes that enable students to learn a variety of specialised subjects in many different sectors and in a flexible manner to fit your lifestyle.

Our students participate in programme evaluations to provide constructive feedback to enable us to continually improve.

## Te Tiriti o Waitangi

We are committed to the following principles:

**Participation:** acknowledges sovereignty/governance. This means ensuring equal participation at all levels, and enabling Māori to provide input into decision-making that directly affects them.

**Protection:** acknowledges the protection of rights and benefits and possessions. It means that Māori tikanga (culture and protocols) and taonga (treasures) such as Te Reo (Māori language) are respected and given equal footing to the tikanga and taonga of other cultures.

**Partnership:** acknowledges sovereignty/governance and working together with the same rights and benefits as subjects of the Crown. In your workplace that means working together at all levels of the organisation and having a say in the policy and management of the organisation. If you work with Māori in the community, it means engaging with them when planning work and strategies.

<https://www.careers.govt.nz/articles/inter-view-tip-how-to-answer-the-treaty-of-waitangi-question/>

# Welcome!

## Study Information

### Admission/Entry Requirements

Please refer to the website <https://www.management.org.nz/our-courses/> for details regarding admission and entry requirements for each programme.

### Recognition of Prior Learning or Recognition of Current Competency or Credit Transfer

Recognition of Prior Learning (RPL) is a process that recognises experience, independent study, or credit obtained at the same or other teaching institutions. RPL is granted to students who demonstrate that they have met the required learning outcomes established for a course. If you would like to apply for RPL please refer to our website for further details.

### Responsibility for Learning

Everyone has goals they want to achieve, and we want to help you by providing quality training and support. We need your time, energy and commitment to learn new skills.

The expectation for all students is that if you are studying full time you will commit 35-40 hours and for part time you will commit 15-20 hours.

You will need to complete tasks and assessments through Canvas where you will have support from your tutor and our Student Success Team. You will be given a study schedule which outlines the due dates when to complete your assessments.

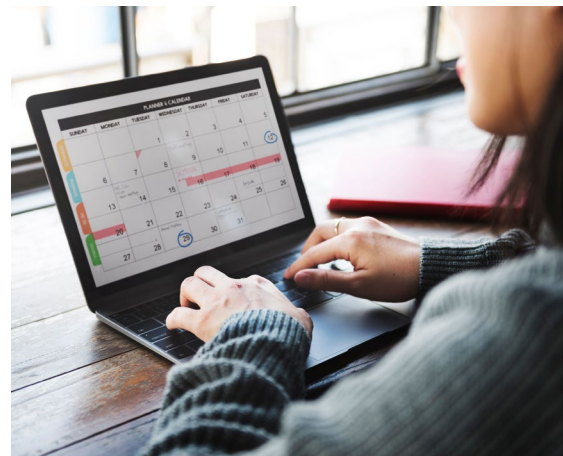


## Tutors and Mentors

All our Tutors are great teachers and have industry knowledge and experience. They are focused on assisting you to get results, and achieve your goals. Just ask if you need any extra help.

### Contact your Tutor

Please refer to the homepage in Canvas for each course for details on how to contact your tutor and their virtual office hours.



## Engagement

Engagement applies to programmes delivered online.

For distance learners attendance is monitored through engagement with online content and assessment submission. If you need to be away from your study for an extended period, you must contact your tutor in advance if this will affect your ability to meet your assessment deadlines.

We reserve the right to request medical certificates or other documents to support reasons for lack of engagement or requests for extensions.

## Lack of Engagement

Students who are withdrawn through lack of engagement may face external penalties. StudyLink will be notified of your withdrawal, and future enrolment will be subject to additional screening and may result in a refusal of enrolment.

# Rules and Policies

## Assessment

Students must meet the assessment requirements as set out in the programme handbook. The requirements are available in Canvas prior to assessment and evaluation. Please note your assessments may be used for moderation purposes.



## Plagiarism

Students must not copy or paraphrase someone else's work either published or un-published, without clearly acknowledging it through citing and referencing. Paraphrasing without appropriate acknowledge will be deemed to be plagiarism. This is Academic Misconduct and will be treated as serious and is subject to our disciplinary procedures.

Students are provided with a plagiarism tool in Canvas, which can be used before they submit their assessments.

## Reconsideration of Assessment/Appeals

Students have the right to a reconsideration of assessment if they believe an assessment has been incorrectly marked or graded. This request must be sent to the tutor or Programme Coordinator within five (5) working days of the return of the assessment. As a result of this request, their result may be unchanged, raised or lowered. The reconsidered result will be recorded as the final result. Students will retain the right to appeal this result in accordance with Assessment policy.

## Resubmission of Assessment

If a student is required to resubmit an assessment, the resubmission must be submitted by the date stated by the tutor. The resubmission must address the missing or incomplete criteria. The tutor will re-mark the assessment and the student will get a notification when the marking is complete. Students can email at any time the relevant tutor if there are any queries. Students are entitled to a maximum of two resubmissions in an assessment.

Please refer to the Rules and Policies page or the Programme Handbook in Student Resources/Canvas for further detail.

## Extension/Late Submissions

Students have the right to request an extension where circumstances arise that will prevent them from submitting an assessment by the due date. The extension must be requested **before** the assessment due date. Extension requests are completed online via Canvas.

All students are allowed a 7 day grace period with late submissions. Students who submit after the 7-day grace period will be given a NA.

All students who submit late within the 7 day period will be given a grade penalty so other students are not disadvantaged.

## Student Progress and Feedback

Student progress is continually monitored by your tutors through online participation, assessments and contact with you. If at any time, you need to discuss your progress in more detail or gain a better understanding of how you can improve or progress further please ensure you ask your tutor via Canvas for a feedback session.

## Inclusive Online Learning Environment

BMP is committed to providing an inclusive environment for all our students. In accordance with the Human Rights Act 1993; our aim is to provide all people equal opportunities and preventing unfair treatment on the basis of irrelevant personal characteristics.

All our students are entitled to the same opportunities to access, participate and succeed in our online programmes regardless of their gender, marital status, religious or ethical

beliefs, colour, race, ethnic or national origins, disability, age, and sexual orientation.

We respect diversity at BMP, but if you feel your rights are not being respected, please let us know. Refer to our Anti-Bullying, Harassment and Discrimination Policy in our Student Handbook and in Student Resources in Canvas.

### Academic Integrity

Academic Integrity means being honest in all academic work. We expect that all students and staff will act with academic integrity. We want our programmes of study and qualifications to be respected and valued, and to be sure that all those who gain a qualification with us have personally reached the standards expected of that qualification.

### Academic Misconduct

Academic Misconduct includes dishonest behaviour in assessment. This can include copying, misrepresentation of identity in assessment, cheating and plagiarism and all other dishonest practices in assessment. Any instance of Academic Misconduct will be treated as serious and is subject to our disciplinary procedures.



### Authenticity of Students Work

All student work submitted for assessment must be authentic and created by the student. Where students are suspected of academic misconduct the following processes will be followed:

- The tutor will assess the level/amount of suspected academic misconduct, prepare evidence and discuss with relevant Programme Coordinator
- Where the intention of the student is considered clearly innocent, the work will be assessed as is.
- If appropriate, advice on academic integrity

may be given by the tutor to the student.

Where doubt persists, a meeting is to be arranged with the student, student support person, relevant tutor and Programme Coordinator to present the allegation, evidence and to provide the student with an opportunity to discuss this. Where the Programme Coordinator and tutor are one and the same, another Manager within the relevant division or wider Aspire2 group may be asked to participate.

Where academic misconduct is established and acknowledged by the student, the student may be instructed to resubmit the assessment if allowed by the Programme Coordinator.

Other actions can include awarding a reduced grade or awarding a failing mark/grade. A note is made on the student's file.

Where the assessment misconduct is serious or has not been acknowledged by the student, the relevant Programme Manager or Programme Coordinator must discuss the situation with Academic Director. This discussion will lead to a decision to either deal with the issue in the College or initiate the student discipline process.

More information can be found in the Student Resources section in Canvas.

### Feedback and Complaints Process

All feedback is considered seriously and is treated as an opportunity to improve our services.

If you have a concern or complaint about a service, we provide or something affecting your study please let us know as soon as possible so the issue can be resolved quickly.

**Step 1:** Go to your Tutor

**Step 2:** Go to the Programme Manager

**Step 3:** Go to the General Manager.

Please feel free to involve a support person. This could be a classmate, friend or family member.





If you have completed all of the above and you are not happy with the result, you may contact:

The New Zealand Qualifications Authority  
PO Box 160, Wellington 6140

Ph. 0800 697 296

### Certification

All successful graduates will be issued the relevant NZQA accredited certificate for their programme.



### Programme Feedback

You will be asked at times, during and after your programme of study to provide us with some feedback. This helps to tell us how effective the course is and provides us with information to improve our service and programmes.

If at any time you are unhappy with your experience, please let your Tutor know so they have an opportunity to address your concerns. The complaints process provides guidelines for you to follow should the issue not be resolved.

### Student Focus Groups

BMP is committed to improving our programmes and service to our students. The student focus groups promote communication and consultation between students and BMP. It enables constructive feedback to be gathered from students on the quality of learning

experiences and staff performance. The purpose of this group is to strengthen BMP and student relationships; provide feedback, and act as a critical sounding board to assist in the development of new ideas and initiatives to support quality teaching.

Twice per year in May and October a random selection of students will be sent surveys. The survey questions will focus on students expectations, learning check-ins, tutorials, assessment, content etc.

### Pastoral Care

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (The Code) sets out the requirements that all education providers must meet for the wellbeing and safety of their learners.

While you are studying with BMP you should be:

- Safe, physically and mentally
- Respected and accepted for who you are
- Supported in your learning and wellbeing
- Connected with your social and cultural networks and
- Able to have your say in decisions about services.

For more about the code:

<https://www.nzqa.govt.nz/providers-partners/tertiary-and-international-learners-code/know-the-code/>

### Student Code of Conduct

The purpose of the Student Code of Conduct is to provide rules to ensure a sense of community through the development of mutual respect, tolerance and understanding. We expect that you will not engage in behaviours that impact negatively on your own or others learning journey.

You are expected to conform to the standards contained in the Code of Conduct which can be viewed at the end of this document

We reserve the right to pursue through our disciplinary procedures matters that are also being, or may also be, addressed by the legal system or our policies and procedures.



## Harassment/Discrimination

Harassment is behaviour that is unacceptable to us and includes but is not limited to any form of discrimination, sexual, or racial harassment, bullying or personal harassment. Verbal, online, or physical harassment is also considered harassment.

Should you feel the victim of any form of harassment or witness this in any way please inform a member of staff immediately. The feedback and complaints, and disciplinary procedures outline how to go about this and what outcomes will be considered.

## Privacy and Confidentiality of Information

We are committed to protecting your privacy. Our collection, use and disclosure of personal information is governed by the Privacy Act 2020. The purposes for which we gather and use personal information are set out in the enrolment form.

## Disciplinary Procedures

Should a complaint be received about you or you lodge a complaint the process will involve an investigative phase where the incident/s is discussed and next steps are determined.

A further meeting to discuss the outcome and consequences will then be held. There will be an opportunity to appeal any decision made after this meeting.

Serious breaches of the Code of Conduct could result in instant dismissal from your studies. Any situations involving assault, abuse, harassment or harm of another person (physically or emotionally) are considered serious.

# Support Services

## Tutor Team

Our tutors deliver quality, practical learning and training designed to meet the needs of our students, and reflect immediate and future industry requirements, offering mentoring and learning support.

## Student Support

Student Support is available to assist you with any questions you may have relating to your study.

# Financial Information

## Programme Related Costs

The Course Related Costs component of the Student Loan Scheme gives a maximum of \$1000.00 towards items required for study. For more information on this and to find out if you are eligible you will need to contact Studylink directly.



## Student Loans and Allowances

The enrolments team are happy to help you with student loans and allowances through StudyLink. If you apply for a student loan you must advise us if for any reason that the loan may not proceed or if the application is withdrawn. Failure to do so will result in withdrawal if fees are not paid. Please discuss any issues regarding fees with the enrolments team.

## Withdrawal and Refund

Withdrawals and refunds must meet the minimum requirements of a PTE under the Education Act 1989 Section 236A. NZQA explains these requirements on their website [www.nzqa.govt.nz](http://www.nzqa.govt.nz) Please refer to their website if you need further information.

## Withdrawal Procedures

### Student Initiated Withdrawal

If you wish to withdraw from a programme you must advise us as soon as possible. In Canvas, click on Help and click WD to complete the form and submit.

### Provider Initiated Withdrawal

If you are no longer participating in a course or programme, have not requested to withdraw and have not responded to communication from us, we will initiate a withdrawal 5 days after written correspondence has been sent.

## Change of Study Status Procedures

Students have until the end of the 10th week of the programme to request a change from full time to part time study. Send an email to [studentsupport@management.org.nz](mailto:studentsupport@management.org.nz) requesting in writing to change from full time to part time study.



## Facilities

### Student ID Cards

All students are entitled to a Student ID card. To apply for this please contact our enrolments team.

### Library

Public libraries throughout New Zealand offer great services including online collections and e-books.

### Buildings and Access

Apsire2 Cornerstone Education is situated at 21-23 Devon Street East, New Plymouth. You are welcome to visit us during normal office hours. When on site Health and Safety information is signposted and you must follow

these guidelines at all times.

## General Information

### Public Transport

The Taranaki region offers bus services and discounts are available with a smart card. A further concession is available with Student ID. Further information can be found at <https://www.trc.govt.nz/buses-transport/routes/>

### Emergency Contacts

111 is the emergency number for Police, Fire and Ambulance.

Report the incident as soon as possible to any member of staff.

Know what to do in an emergency: earthquakes, floods, landslides, storms, tsunami, volcanic activity etc. <https://getready.govt.nz/>

Report the incident as soon as possible to any member of staff.

### Support Contact Details

#### **Student Support:**

0508 626 243

[a2ce.success@aspire2.ac.nz](mailto:a2ce.success@aspire2.ac.nz)

#### **Student ID Cards:**

[enrol@management.org.nz](mailto:enrol@management.org.nz)

For additional contact information please see the back cover.

### Useful Contact Information

- [Careers New Zealand](#) – 0800601 301
- [Inland Revenue Department](#) - 0800 377 778
- [Ministry of Education](#)
- [NZ Qualifications Authority](#) – 0800 697 296
- [WorkSafe](#) – 0800 030 040
- [StudyLink](#) - 0800 88 99 00
- [Work and Income New Zealand \(WINZ\)](#) – 0800 559 009
- [Tenancy Services](#) – 0800 836 262
- [Citizens Advice Bureau](#) - 0800 367 222.
- Legal Advice - <https://communitylaw.org.nz/our-law-centres/> contact the local law centre directly.

- [Salvation Army](#) - 04 802 6269
- [Family Services](#) – Food bank services, sexual harm support services, community connectors
- Financial help, budgeting advice – [Live Sorted](#)
- [Money Talks](#) - 0800 345 123.

## Mental Health Support

Our tutors and academic support team are here to assist students with their study, but if students are going through a difficult time and need additional support, here are some links to organisations who can help support them and their whanau.

If students have concerns about their peers health and safety, they can report this to their tutor, Programme Coordinator, Programme Manager or Student Support Coordinator via email, Canvas email or by phone.

## National Helplines

**Need to talk?** Free call or text [1737](#) any time for support from a trained counsellor.

[Lifeline](#) – 0800 543 354 (0800 LIFELINE) or free text 4357 (HELP).

[Suicide Crisis Helpline](#) – 0508 828 865 (0508 TAUTOKO).

[Healthline](#) – 0800 611 116

[Samaritans](#) – 0800 726 666

## Depression-Specific

[Depression Helpline](#) – 0800 111 757 or free text 4202 (to talk to a trained counsellor about how you are feeling or to ask any questions).

[www.depression.org.nz](#) – includes The Journal online help service.

[SPARX.org.nz](#) – online e-therapy tool provided by the University of Auckland that helps young people learn skills to deal with feeling down, depressed or stressed.

## Sexuality or Gender Identity Helpline

[OUTLine NZ](#) – 0800 688 5463 (OUTLINE) provides confidential telephone support.

## Help for Parents, Family and Friends

[EDANZ](#) – improving outcomes for people with eating disorders and their families. Freephone

0800 2 EDANZ or 0800 233 269, or in Auckland 09 522 2679. Or email [info@ed.org.nz](mailto:info@ed.org.nz).

[Parent Help](#) – 0800 568 856 for parents/whānau seeking support, advice and practical strategies on all parenting concerns. Anonymous, non-judgemental and confidential.

[Family Services 211 Helpline](#) – 0800 211 211 for help finding (and direct transfer to) community based health and social support services in your area.

[Skylight](#) – 0800 299 100 for support through trauma, loss and grief; 9am–5pm weekdays.

[Yellow Brick Road](#) – Supporting families towards mental wellbeing.

[Alcohol and Drug Helpline](#) – 0800 787 797 or [online chat](#).

[Are You OK](#) – 0800 456 450 family violence helpline.

[Gambling Helpline](#) – 0800 654 655

[Anxiety NZ](#) – 0800 269 4389 (0800 ANXIETY).

[Seniorline](#) – 0800 725 463 A free information service for older people.

[0508MUSICHELPS](#) – The Wellbeing Service is a 24/7 online, on the phone and in-person counselling service fully funded by the NZ Music Foundation and provided free of charge to those in the Kiwi music community who can't access the help they need due to hardship and other circumstances. Call 0508 MUSICHELP.

[Shine](#) – 0508 744 633 confidential domestic abuse helpline.

[Quit Line](#) – 0800 778 778 smoking cessation help.

[Vagus Line](#) – 0800 56 76 666 (Mon, Wed, Fri 12 noon – 2pm). Promote family harmony among Chinese, enhance parenting skills, decrease conflict among family members (couple, parent-child, in-laws) and stop family violence.

[Women's Refuge](#) Crisis line – 0800 733 843 (0800 REFUGE) (for women living with violence, or in fear, in their relationship or family).

[Shakti](#) Crisis Line – 0800 742 584 (for migrant or refugee women living with family violence).

[Safe to Talk](#) – 0800 044 334 or free text 4334 for help to do with sexual harm. Available 24/7 and staffed by trained counsellors.

## Medical Help

Dial 111 for an emergency and ask for an Ambulance

Healthline – 0800 611 116 – to get help from a registered nurse 24/7.

# Code of Conduct

BMP is committed to creating a safe and supportive learning environment through expected standards of behaviour that promote inclusiveness, belonging, respect and understanding.

This Code of Conduct applies to all activities associated with programmes of study at BMP regardless of where these activities are conducted.

The code sets out the expectations and responsibilities of all students enrolled at BMP.

Failure to comply with any of these expectations may result in disciplinary procedures being actioned and can impact your enrolment at BMP.

## **Students must:**

- a. Comply with all applicable BMP rules, policies and procedures.
- b. Provide information that is accurate and not misleading when enrolling or during the term of their enrolment.
- c. Comply with all health and safety requirements to ensure the safety and wellbeing of themselves and others around them whilst engaged in activities associated to their studies.
- d. Respect the rights of all others in our learning community (including BMP staff), and not discriminate against, bully or harass others because of their culture, background, gender, ethnicity, special needs, age, marital status, sexual orientation, religious or ethical beliefs, colour, national origins, disability, political opinion, employment status and family status, in accordance with the organisations Harassment Bullying and Discrimination Policy.
- e. Act with honesty and integrity to uphold the reputation of BMP when representing the PTE and not engage in any activities that could bring the organisation into disrepute.
- f. Not obstruct, disrupt or cause nuisance to any member of BMP in their work.
- g. Demonstrate academic integrity and not engage in any form of academic misconduct that unfairly advantages themselves or others, by breaching assessments rules or instructions, plagiarism, or any other dishonest practice during the preparation or submission of assessments.
- h. Respect the property, equipment and resources of BMP and other students.
- i. Maintain the privacy of any confidential information they have access to.
- j. Not infringe Cornerstone Education's copyright policy by copying or dealing in copies of documents in breach of the Copyright Act 1994.



**Business Management Programmes**

Free phone – 0508 626 243

[info@management.org.nz](mailto:info@management.org.nz)