

# Student Handbook



## Tēnā 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 period 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.

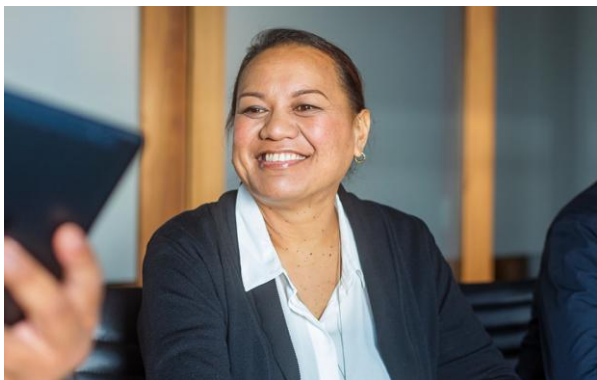
Please also ensure that you have read or had explained to you the enrolment form fine print.

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## Who We Are

Aspire2 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 Ltd).



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 Ltd 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.

## 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/te-tiriti-o-waitangi-in-work/>

# 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 formal 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.

## 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 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 on the Policies and Procedures section in the Student Information Hub in Canvas.

## Student ID Cards

Students are eligible for a Student ID card. To apply for this please contact our enrolments team.

## 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 have industry knowledge and experience and are focused on assisting you to succeed 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.

## 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.



## Extensions

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.

## Late Submissions

When an assessment has **not** been submitted by the due date (and no extension has been applied for) the assessment will be graded as Not Achieved (NA) unless arrangements have been made with the tutor. Students with NA's will be notified in writing.

## Resubmission of Assessment

### Competency Submission

Students are entitled to a maximum of two resubmissions for competency in an assessment. Students are awarded *an FER (Further Evidence Required) grade*. Should a student not be successful following the first submission

(FER1), they are given the opportunity to re-submit specific parts of the assessment. The tutor will provide feedback on the missing criteria before the student makes a further attempt. If after the second re-submission, (FER2) your assessment still does not meet the requirements, you will receive an NA grade and you will need to re-enroll in the course.

*An FER (Further Evidence Required) date will be given by your tutor after marking is complete. It is the responsibility of the student to meet this new deadline and submit the required evidence necessary to gain a 'A' (Achieved) grade.*

## Graded Submissions

Students are required to achieve an aggregated course mark (total of all assessments) of 50% or greater and meet the requirements of all assessment learning outcomes, to pass the course. Students who achieve less than 50% of the aggregated course mark (total of all assessments) will be awarded an "NA" grade and are eligible for one resubmission of one assessment, if their first submission was 35% or greater.

Please refer to the Policies and Procedures section in the Student Information Hub in Canvas for further detail.

## 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.

## Student Progress and Feedback

Student progress is 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.

## 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.

## 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.

A plagiarism detection tool is utilised to review students' submitted assessments within Canvas.

## 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

The authenticity of students' work refers to the assurance that the work submitted is genuinely the students own work, and is not plagiarised, or copied from others.

Where the student is suspected of assessment misconduct the following processes will be followed:

- The tutor will assess the level/amount of suspected assessment misconduct, prepare

evidence and discuss with the Programme Coordinator.

- Where academic misconduct is suspected, contact with the student will be made to provide the student with an opportunity to discuss this. If appropriate, advice on academic integrity may be given by the tutor to the student.
- Where assessment misconduct is established and acknowledged by the student, the student may be instructed to resubmit the assessment if allowed by the Programme Coordinator.
- Where the student disagrees with the findings a further meeting will be arranged with a manager. The student is entitled to bring a support person.
- A final decision will be made by the manager in consultation with the General Manager.

## 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 complete the online form on the NZQA website

## Certification

All successful graduates will be issued the relevant NZQA accredited certificate for their programme. Upon completion, graduates will receive an email to verify their current address. Their official results transcript and certificate or diploma will be dispatched via email and courier within two months of successful completion of the 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.

This may be an online survey or focus group.

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.

## 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.

## 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.



## 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.



## 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 with any Office 365 questions or requests for interim transcripts.

Email [a2dl.success@aspire2.ac.nz](mailto:a2dl.success@aspire2.ac.nz) or call 0508 626 243 .

### Student Coach

Reach out to your Student Coach for support with pastoral care, time management, or any other aspects of your study that are not directly related to assessment questions.

Email [amy.reed@aspire2.ac.nz](mailto:amy.reed@aspire2.ac.nz) .  
Text +642100320852069 or call 0800 759 0218 and enter ext 2107.

## Enrolments

For assistance with StudyLink and any enrolment queries. Email [a2dl.bmpenrol@aspire2.ac.nz](mailto:a2dl.bmpenrol@aspire2.ac.nz) or call 0508 626 243.

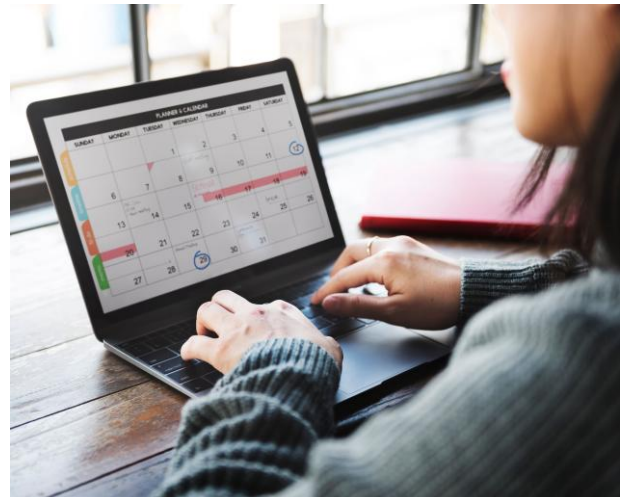
## Wellbeing Support

A list of useful external websites to support our students during their learning journey is available in our Student Information Hub in Canvas.

## 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.

## Withdrawal and Refund

Withdrawals and refunds must meet the minimum requirements of a PTE under the Education and Training Act 2020. NZQA explains these requirements on their website [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

## 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 can request a change from full time to part time study. Send an email to [a2dl.success@aspire2.ac.nz](mailto:a2dl.success@aspire2.ac.nz) requesting in writing to change from full time to part time study.

# Student 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.

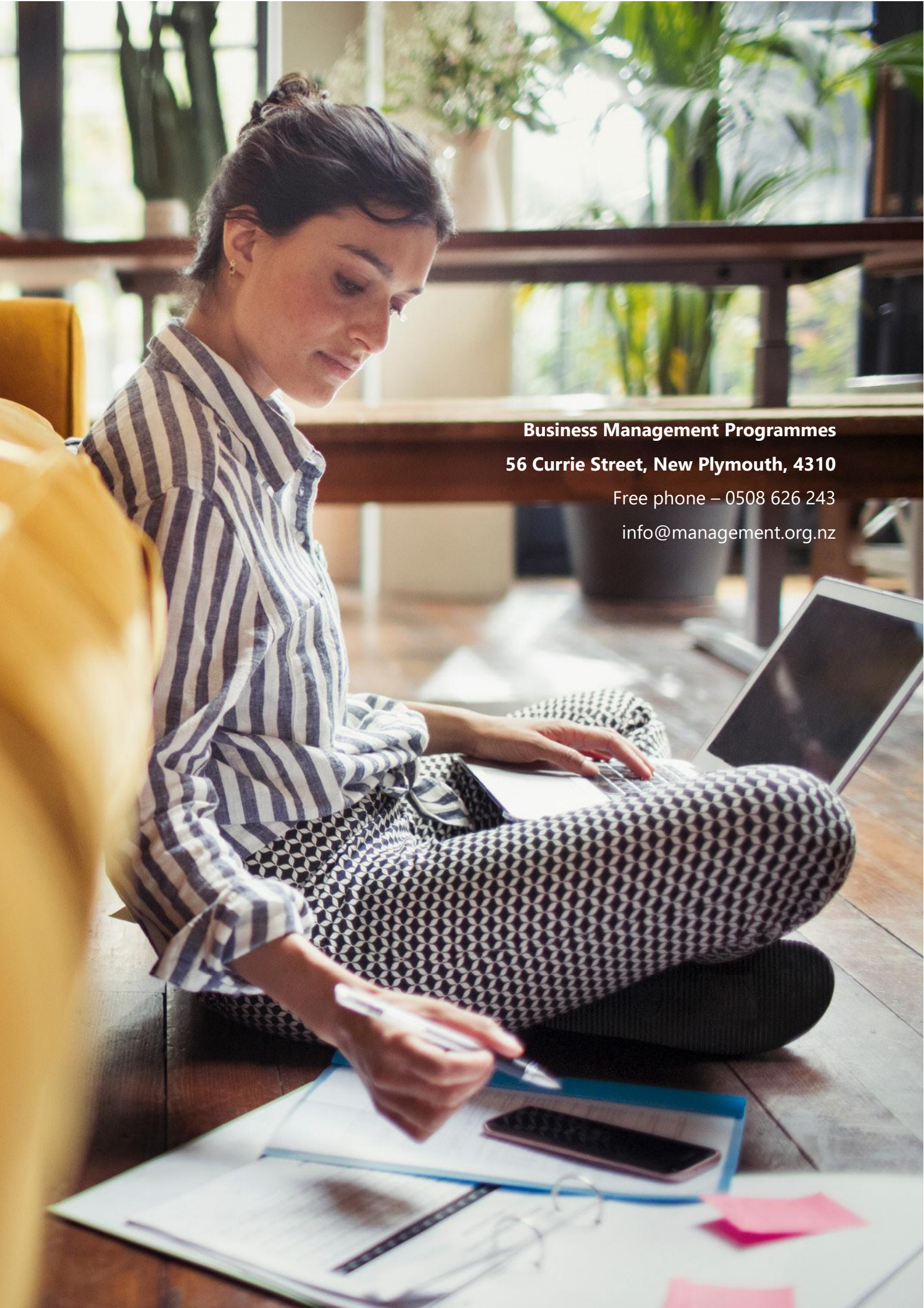
This Code of Conduct applies to all activities associated with programmes of study at BMP regardless of where these activities are conducted.

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**

**56 Currie Street, New Plymouth, 4310**

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