



**South Pacific College
of NATURAL MEDICINE**
LEADING HEALTH EDUCATION - NATURALLY

International Student Guidelines



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Welcome to the South Pacific College of Natural Medicine (SPCNM).

Nau mai Haere mai - Welcome to South Pacific College of Natural Medicine

Established in 1940, the South Pacific College of Natural Medicine (SPCNM) is New Zealand's first and foremost provider of natural health education programmes taught by highly qualified and experienced educators.

You will fit right in at our campus in [Ellerslie, Auckland](#), in a small, safe suburb and an easy walk to buses and trains. Enjoy our beautiful classrooms, well-stocked library, onsite natural medicine clinic and extensive herb garden. Students may be assured that they are enrolling with a top-quality tertiary education provider.

The *International Student Pastoral Care Advisor and Code Administrator* Karen Wesseling will be your main point of contact for most of your queries - karen.wesseling@spcnm.ac.nz.

Office hours and contacts

Office hours are from 8.30 am to 4.30 pm.

Phone: +64 9 579 4997 or 0800 100 638

Email: enquiries@spcnm.ac.nz

Staff email addresses are firstname.lastname@spcnm.ac.nz (e.g. karen.wesseling@spcnm.ac.nz)

Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

The South Pacific College of Natural Medicine has agreed to observe and be bound by the [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#) (referred to as "The Code"), which is administered by the New Zealand Qualifications Authority (NZQA).

Introduction

When students from other countries come to study in New Zealand, it is important that they are well informed, safe, and properly cared for. New Zealand educational providers have an important responsibility for international students' welfare.

What is the Code?

The Code is a document that provides a framework for service delivery by educational providers and their agents to international students. *The Code* sets out the minimum standards of advice and care that are expected of educational providers with respect to international students. *The Code* applies to pastoral care and provision of information only, and not to academic standards.

Who does the Code apply to?

The Code applies to all education providers in New Zealand that have enrolled international students. *The Code* is mandatory to these providers and must be signed by them.

What is an "international student"?

An "international student" is a foreign student studying in New Zealand.

How can I get a copy of the Code?

The following links will take you to the relevant document.

- [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#)
- [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021 – videos](#)
- [Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021 – legislation](#)

How do I know if an education provider has signed the Code?

The New Zealand Qualifications Authority maintains a register of [all signatories to the Code](#). This is available online from. Here is the link to [SPCNM's organisation page](#).

It is important to know that the education provider that you are seeking to enrol with is a signatory to *the Code*. You will not be granted a permit from the New Zealand Immigration Service if they are NOT a signatory to *the Code* and you will not be able to study at that institution.

What do I do if something goes wrong?

If you have concerns about your treatment by your education provider or by an agent of the provider, the first thing you must do is contact the *International Student Pastoral Care Advisor and Code Administrator*, karen.wesseling@spcnm.ac.nz. *The Code* requires all institutions to have fair and equitable internal complaint procedures for students and you need to go through these internal processes before you can take the complaint any further.

Student representatives are available to advocate for and support students. You may wish to approach a student representative first, if you want to talk things through, or would like some assistance with progressing your complaint. Details of student representatives are available on the Student Noticeboard on-campus.

Appendix 1 (see page 15) sets out the College's *Policy on the Code of Conduct and Complaints Procedure for Staff and Students*.

If this does not resolve your complaint, you can contact the [New Zealand Qualifications Authority \(NZQA\)](#). Please see [NZQA's guidelines for making a complaint](#).

If you consider that SPCNM is not meeting the Code see [how to report that an education provider is not giving students appropriate pastoral care](#).

If it is a financial or contractual dispute, you can contact [iStudent Complaints](#).

The Code sets standards for education providers to ensure that:

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

Immigration

Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the [New Zealand Immigration Service](#).

For students coming to New Zealand to study for **more than three months**, a student visa or permit is required. A **visa** gives you permission to travel to New Zealand. It will list the conditions under which you are able to enter New Zealand and obtain a **permit**.

Once you arrive, for example at a New Zealand airport, an immigration officer will check your visa. If the officer is happy you meet all the conditions stated on the visa, they will grant you a permit. It is the permit that gives you permission to be in New Zealand and it states the date it will expire and any other conditions that apply.

The permit is stored electronically on your personalised web page and available to you online at Immigration New Zealand's *Online Services*. The Visa label in your passport contains the same information as the electronic permit. A single-entry visa allows you entry for the one journey only.

Your permit expires when you leave New Zealand. However, if you hold a multiple entry permit and you have not been here for the full length of the time your permit allows, you will be able to re-enter New Zealand on your return and remain here until your permit expires.

If you withdraw from a course / programme before the expiry date of your visa the College is required to notify New Zealand Immigration Service.

Who needs a student visa?

You will need to apply for a student visa if you live outside New Zealand and are coming to New Zealand to study full time for longer than three months.

Potential students entering New Zealand from visa free countries will be able to apply for a student permit once they have found an education provider which accepts them as a student.

Who needs a student permit?

You can stay in New Zealand on a student permit only for a limited time. Once you have a visa, in most cases New Zealand Immigration will issue a one-year, renewable permit. Because the SPCNM programmes are longer than one year you need to reapply for each year of study. You can apply for further student permits in New Zealand.

If your programme of study this year will bring your total time in New Zealand to more than two years (from your first date of arrival in New Zealand), you will need to obtain Medical and X-ray certificates, unless you have already done these in a previous application. If you are unsure about whether you need to comply with this requirement, please ask when you apply. You will also need to supply a police certificate from your home country. If you are unsure about how to obtain one, the New Zealand Immigration will be able to advise you.

You should check with the New Zealand High Commission or Embassy nearest to you to see how long visa applications will take to process, and if there are any changes to the above information. Provided everything is in order, the necessary documents are usually issued without any problems.

Partners of student visa / permit applicants.

Your partner and children may apply for a visitor's or a student visa, depending on their situation.

If you have further questions, please feel free to contact our *International Student Pastoral Care Advisor and Code Administrator*: karen.wesseling@spcnm.ac.nz.

Facilities

The College has been using its superb, purpose-built building since the beginning of 2007. The building has three classrooms, seven clinic rooms and a large library. The library is open from 8.00 am to 4.30 pm Monday to Friday and offers a wide range of text and reference books, journals, and provides computers and Internet access.

The seven clinic rooms are for naturopathic and herbal consultations. All third-year students must work under supervision with patients in the clinic before they are eligible to graduate.

Students are able to have free consultations with third year students when clinics are running and can obtain herbal formula and supplements at discounted rates.

There is a herb garden for students to use for educational purposes and relaxation.

The student facility, Cheal Cottage, is available during and after College hours. It has several rooms, including a kitchen which is equipped with a fridge and tea and coffee making facilities. Cheal Cottage also has a variety of study areas, a printer and computers which connect to the internet.

For more detailed information and photographs, please visit [our website](#).

Entry requirements

Please refer to [Admission Requirements](#) on our website.

Age

International students will be accepted only if they are 18 or older on 1 February in the year of application.

English Language Requirements

Each applicant must provide proof of their ability in the English language.

The standard required for the *Bachelor of Natural Medicine* is an overall band of 6.5 on the Academic IELTS scale or equivalent with no less than 6.0 in any individual band.

This must have been achieved within the two years preceding the proposed date of enrolment.

The standard required for the *New Zealand Certificate in Study and Employment Pathways – Natural Medicine (Level 4)* is an overall band of 5.5 on the Academic IELTS scale or equivalent with no less than 5.0 in any individual band.

This must have been achieved within the two years preceding the proposed date of enrolment.

It is the responsibility of the prospective student to produce this evidence which must be completed prior to acceptance into the programme.

Proficiency in Chemistry

Applicants must show proof of proficiency in Chemistry. If an applicant cannot demonstrate this, they must enrol in the online prerequisite course *Introduction to Biological Chemistry* and pass the assessments related to this

course before commencing at the College. There is a fee of \$200 + GST for this course. Acceptance of application to enrol will be conditional on meeting this criterion.

Police Certificate from Home Country

Applicants must provide police certificates from any country they:

- are a citizen of, and
- have lived in for more than 5 years since turning 17 years of age.

Please see [how to get a police certificate](#).

The College reserves the right to refuse admission to an applicant where it considers they are not suitable.

Enrolment application process

Prospective International Students

When enquiring about enrolling at SPCNM, a prospective student will be directed to [our website](#). International Students who wish to apply should contact enquiries@spcnm.ac.nz to be sent a link to the application documents.

Please note International Student applications need to be processed well in advance of the normal application closing date for domestic students, in order to leave sufficient time to obtain a student visa. New Zealand Immigration Service (NZIS) recommend allowing at least eight weeks for your visa, before your intended arrival in New Zealand.

It is essential to read through all the information on the [SPCNM website](#) and the [New Zealand Immigration Service](#) website.

Please email enquiries@spcnm.ac.nz with any further questions related to study at SPCNM.

Offer of Place

SPCNM endeavours to process all International Student applications within 7-10 working days. Providing all requirements are met, the College will email an *Offer of Place*, with acceptance documents. If the student accepts the offer of place, by sending back the signed acceptance documents, an invoice will be sent for the first year of course fees. Evidence of payment to SPCNM is required for NZIS to approve the student visa.

Once an *Offer of Place* has been received and accepted, students must apply to the New Zealand Immigration Service (NZIS) to obtain a student visa. **This is the student's responsibility.** Please see the [New Zealand Immigration Service](#) website for details. International students will be **unable** to commence study at the College until they provide proof of a student visa from NZIS.

NZIS will require proof of

- sufficient money to live on during your study
- sufficient money to return to your home country
- possibly medical certificate and or police certificate

These documents need to be in electronic form to submit online

Commencing Students

Before commencing study at SPCNM, the student must provide proof that they hold appropriate medical and travel insurance. Some companies require the applicant to prove that they have successfully applied for a student visa before they can purchase insurance.

Fees

Please see the [annual fee schedule](#).

The tuition fees for international students are higher than for New Zealand students. The reason for this is that Government financial assistance is not available to the College for international students.

Please note: Payments made from overseas are required to cover all international transaction fees charged by the sending and receiving banks.

Refunds

- Students who withdraw from a course or programme before the semester start date, will be provided with a 100% refund of course fees/Compulsory Student Services Fees. Students must contact the *International Student Pastoral Care Advisor and Code Administrator* (karen.wesseling@spcnm.ac.nz) or the Student Administration Manager jill.tuwhare@spcnm.ac.nz as soon as possible if they have any concerns about their studies or if they are considering withdrawing. Places at SPCNM are limited and significant planning is undertaken prior to the beginning of each semester.
- Refunds will be provided for withdrawals from a course or programme in the first two weeks (14 calendar days) following the semester start date. There will be an administration fee for withdrawals, within this period, of 10% of course fees/Compulsory Student Services Fees.
- There will be no refunds provided for withdrawals from a course or programme after two weeks (14 calendar days) from the semester start date.
- If an international student is granted a permanent resident visa (issued under the Immigration Act 2009), a resident visa (issued under the Immigration Act 2009) or a resident permit (issued under the Immigration Act 1987) within 20 days of the commencement of an academic year, then the student will receive a refund of international fees and will be charged domestic tuition fees. If an international student is granted a permanent resident visa (issued under the Immigration Act 2009), a resident visa (issued under the Immigration Act 2009) or a resident permit (issued under the Immigration Act 1987) after more than 20 days of the commencement of the academic year, then they will receive no refund of their tuition fees. The following year they will be charged as a domestic student.

Fee protection

Student fees are deposited into a *Static Trust Account* administered by a Solicitor as per NZQA Fee Protection Policy 2004. The amount held in the Trust Account will be at least equal to the sum of all the fees paid by each individual student should a refund be required and will be held for a minimum of ten days after the student is required to be in attendance on the course. If the College ceases to be a provider or a signatory to *The Code*, or ceases to offer its programmes, all effort would be made to protect student interests. Students would be given a choice of receiving a pro-rata refund or assistance to enrol in a similar programme with a transfer of fees. All students will sign the *Student Acknowledgement – Student Fee Protection Static Trust form*. These will be lodged in the student's file.

Student Loans and Allowances

International students are not eligible to receive student loans and allowances in New Zealand.

SPCNM Qualifications

INTRODUCTION TO BIOLOGICAL CHEMISTRY prerequisite course.

In this course students will develop an understanding of chemical processes in living organisms. They will gain a basic knowledge of atomic structure, the periodic table of elements and concepts of energy. Students will learn about different chemical substances and their role in biological processes.

This online course is expected to take approximately 20 hours to complete and should be finished and assessments passed before enrolment in the *Bachelor of Natural Medicine* is complete. There is a course fee of \$200 + GST.

NEW ZEALAND CERTIFICATE IN STUDY AND EMPLOYMENT PATHWAYS – NATURAL MEDICINE (Level 4)

Leading to the qualification - New Zealand Certificate in Study and Employment Pathways.

This course is offered full-time in Semester One. International Students must attend full-time, on-campus. Part-time study is not allowed.

The one-semester, 60 credit, *Certificate in Study and Employment Pathways - Natural Medicine (Level 4)* is a foundation programme. While it does not guarantee entry into the *Bachelor of Natural Medicine* it provides introductory study for prospective students who have not previously completed tertiary study or who wish to ease back into study after many years since leaving school.

Courses

- Academic Learning Skills
- Computing and Digital Skills
- Introduction to Natural Medicine
- Introduction to Biological Sciences

NEW ZEALAND DIPLOMA IN HOLISTIC NUTRITION (Level 6)

Semester Two start. International Students must attend on-campus. There is no part-time option. Refer to the website as this course is not offered every year.

This diploma is a 240 credit, two-year full-time course with classes on-campus. The clinical courses in the final year will be delivered on-campus at our Auckland premises. Study requires 16 hours class attendance per week, plus at least an equivalent 16 – 20 hours of self-directed learning.

Courses

Year 1 – Semester 1

- Anatomy and Physiology 1
- Nutrition History and Philosophy
- Clinical Skills
- Biochemistry of Foods

Year 1 – Semester 2

Anatomy and Physiology 2
Nutrition 1
Nutritional Pathophysiology
Sports and Exercise Nutrition

Year 2 – Semester 1

Pathophysiology
Nutrition 2
Clinical Nutrition
Preclinic

Year 2 – Semester 2

Community Practice
Clinical Practice

BACHELOR OF NATURAL MEDICINE

Semester One start. International Students must attend full-time on-campus.

The three-year, 360 credit *Bachelor of Natural Medicine* programme integrates wisdom traditions with scientific knowledge and graduates will have a broad and critical knowledge and understanding of natural medicine, nutrition, herbal medicine and of the anatomy, physiology and pathophysiology of the body, as well as clinical practice where they will have learned to assist and motivate people to achieve optimum health and vitality.

- The requirement for full-time study is 16 hours weekly attendance in classes with a need for, at least, a similar amount of time per week of self-directed learning.
- After Semester 1 there are prerequisites for some courses.

Year 1 courses

Semester 1:

Principles and Philosophy of Natural Medicine
Herbal Medicine 1
Foundations of Research
Anatomy & Physiology 1

Semester 2:

Rongoa Māori Healing Concepts
Herbal Medicine 2
Anatomy & Physiology 2
Biochemistry of Foods

Year 2 courses

Semester 1:

Nutrition 1
Pathophysiology 1
Therapeutics 1
Pharmacology and Pharmacognosy

Semester 2:

Nutrition 2
Pathophysiology 2
Therapeutics 2

Managing a Professional Practice

Year 3 courses

Semester 1:

Differential Diagnosis and Physical Examination
Public Health
Pre-Clinic
Clinical Practice 1

Semester 2:

Mind and Body
Clinical Practice 2,
Clinical Practice 3 (double course)

The College reserves the right to change the structure and/or content of programmes, and/or courses.

Orientation

An *On-campus Orientation* is provided to all students, international and domestic, normally in the week prior to the start of Semester 1.

Attendance at the live orientation is considered essential as it provides:

- an opportunity to meet staff members and fellow students
- an overview of the college facilities and resources
- familiarisation with key SPCNM policies, regulations and procedures
- a space to ask questions

College Rules

In accordance with the College's dedication to the education of the country's leading holistic health practitioners and their contribution to the health and wellbeing of themselves, their families, and their diverse communities, the following rules apply:

Students are expected to:

- Uphold the College's good reputation at all times.
- Be punctual for lectures, clinics, and appointments.
- Refrain from using mobile phones during lectures and clinics.
- Be considerate of, and show respect for, all of those in the SPCNM community.
- Show care for the buildings, furniture, and resources of the College.
- Refrain from smoking on or in SPCNM property.
- Refrain from drinking alcoholic beverages on or in SPCNM property without the express permission of the Chief Executive.
- Abstain from using illegal substances on or in college property or at any College functions.

In addition:

- All visitors must sign in at Reception.
- Visitors may not attend classes, unless by explicit invitation of the Chief Executive or Academic Director.

- If exceptional circumstances require students to bring their child/ren to lectures at the College, the Chief Executive and/or Academic Director must be advised as soon as possible. In such instances, children must sit with their parent/s at the back of the classroom. Care should be taken to not causing a disturbance. Please note that children must not be left in Cheal Cottage, the Library, Paua Clinic, or in the garden without adult supervision.

Support for International Students

Karen Wesseling oversees International Students at the College. She is in charge of Pastoral Care.
karen.wesseling@spcnm.ac.nz.

Please contact Karen about the following:

- Advice on accommodation;
- Information and advice on driving in New Zealand;
- Advice on welfare and health issues and facilities;
- Information on addressing harassment and discrimination issues that may arise;
- Assistance for students facing difficulties adapting to New Zealand society;
- Advocacy, to ensure that students understand their rights;
- Other aspects of life in New Zealand.

Academic Advice

Students are encouraged to contact their Course Lecturer in the first instance for questions relating to course content, or the Library Manager for more general academic support.

Refer to Moodle for the Academic Success programme under Student Resources.

Please refer to Moodle or your Course Guidelines for your Course Lecturers contact details.
 Library Manger rachel.callander@spcnm.ac.nz.

Eligibility for Health Services

Most international students are not entitled to publicly funded health services while in New Zealand, which is why Medical Insurance is required.

Free naturopathic consultations are available to all SPCNM students at the Paua Clinic on-campus.

Medical and Travel Insurance

International students **must** have appropriate and current medical and travel insurance while studying in New Zealand. The average cost is \$600 – \$900 per annum.

Some New Zealand based insurance companies are:

- [Student Assist International](#)
- [Southern Cross Travel Insurance](#)
- [Unicare International Travel Insurance](#)

Accident Insurance

The *Accident Compensation Corporation (ACC)* provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand. However, you may still be liable for all other medical and related costs. Further information can be viewed on the [ACC website](#).

Working in New Zealand

Working in New Zealand during study

International students may work during their study, but usually only part time and only under certain circumstances. The rules and conditions for working in New Zealand during study can be viewed on the [New Zealand Immigration Service](#) website.

Working in New Zealand after study

To stay in New Zealand after you have completed your study, you will need to apply for a work visa. The rules and conditions around this are available on this page of the [New Zealand Immigration Service](#) website.

Accommodation Options

Students in Auckland have a range of accommodation options. You may choose to live in a hostel, flat, private boarding house, or board with a family (homestay). You may pay \$600-\$900 per week for a three-bedroom home or apartment and \$250-\$350 per room per week in a flatting situation. The average cost for home-stay accommodation with an Auckland family is about \$450 per week.

The College does not take any responsibility for vetting the accommodation that you select but is ready to provide assistance if you require it.

Homestay

SPCNM does not find homestays for international students. However, there are reputable agencies who will arrange a homestay for you. The home-stay agency is required to check the homestay before you go to it and on a regular basis.

The College will keep a record of where you are staying. You must inform Karen Wesseling if you change your accommodation or contact details (karen.wesseling@spcnm.ac.nz). Karen will inform the Chief Executive if the College has concerns regarding your accommodation.

Renting

You may choose to rent an apartment or home. You can do this through a real estate agency or a property management company, or search on accommodation rental site such as [Trademe](#).

Your Rights and Obligations regarding rental accommodation in New Zealand

Landlords and tenants have rights and obligations when renting accommodation. The Government Agency, [Tenancy Services](#), provides information and advice around matters relating to responsibilities and processes. Tenancy Services provide advisory services and mediation where tenants and landlords need assistance with rental disputes.

Flatting

You may choose to share a rented house ("flat"). Weekly rents for flats vary in Auckland depending on location. You can expect to pay from \$250 to \$350 for a room in a flat and, in addition, you may need to pay for your

electricity, telephone and food. You may also need to provide your own furniture. Before you move into a flat, you may be required to pay a bond, which is usually two to four weeks rent in advance and two weeks rent in advance. Some useful websites for students seeking independent accommodation are [Trademe](#) and [New Zealand Flatmates](#). Students at the College are invited to advertise for accommodation needed or offered on our online student learning platform, Moodle, which has an electronic forum (noticeboard) for student notices. Once you have been accepted for enrolment and given access to the online orientation course, you will also be able to access this forum.

The College does not take any responsibility for vetting the accommodation that you select but is ready to provide assistance if you require it.

Hostel Accommodation

The International Student Advisor can provide you with a list of hostels in Auckland area. The costs vary depending on whether you choose to rent a studio (one small room for living and sleeping), a single bedroom with shared bathroom and kitchen or a shared room at a “backpackers”. Depending on your choice you can expect to pay from \$200 to \$300 per week. You need to book in advance for some hostels. There may be a placement fee and a refundable bond payable in advance.

SPCNM does not take any responsibility for hostels that you select but is happy to provide advice and assistance if you need it.

Please note that you are required to notify SPCNM of your residential address and also the type of accommodation you are in. If these details change the student must immediately notify Karen Wesseling - karen.wesseling@spcnm.ac.nz.

APPENDIX 1

Other information about living and studying in New Zealand

Cost of living in New Zealand

For information about cost of living in New Zealand, visit the following websites:

- [Study with New Zealand](#)
- [Studylink](#)
- [University of Auckland](#)

Driving in New Zealand

For information about owning a car and driving in New Zealand see the [New Zealand Transport Agency](#) website.

You must have a legal driver's licence to drive in New Zealand

You can legally drive in New Zealand for up to 12 months if you have either a current driver's licence from your home country or an International Driving Permit (IDP). After 12 months you are required to convert to a New Zealand licence. Please ensure you carry your driver's licence with you at all times.

If your overseas driver's licence is written in a foreign language, please have it translated into English and carry both with you. You can be fined if you drive without a licence, or if you have a licence but don't have it in the car.

Always keep left

We drive on the left-hand side of the road. If you are having trouble remembering, write "keep left" on a sticker and put it on your steering wheel.

Always buckle up

The driver and all passengers in the car must wear safety belts. If the passengers are under 15 years old and are not wearing safety belts, the driver can be fined.

Insurance

It is strongly recommended that you get insurance for your car. Leading insurance companies in New Zealand include State Insurance, AMI and AA.

Accident advice

If you are involved in an accident, pull to the left of the road and find a safe parking space. If no one is injured, you can exchange details with the other party. Get the name of the driver, address, telephone number, car registration number (number plate number), make of the car and name of insurance company. Then report the accident at a police station within 24 hours. You can take a copy of the report to the insurance company and make your claim.

If someone is injured in an accident, call 111 for emergency services (ambulance, fire or police).

Do not drink and drive in New Zealand - you can be fined up to \$4,500 and possibly imprisoned if you are caught. If you've had a big party night, ask a friend to take you home or catch a taxi.

Speed kills

Excessive speed is one of the biggest killers in New Zealand, especially on rural roads. Keep to the speed limits and drive carefully. If you're feeling tired while driving, pull over and have a rest.

More information

For more road safety information, visit the following websites:

- [Land Transport NZ](#)
- [New Zealand Police](#)

Keeping yourself safe

If you find yourself in an emergency, here is some information that might help you resolve the situation as quickly as possible.

What to do in an emergency

Emergencies

In an emergency (fire, crime or accident), phone the NZ emergency services free number 111 (including mobile phones). The emergency operator will ask for your name, address and the type of emergency. The operator will then send the appropriate service - ambulance, police or fire brigade.

Only use the 111 number to call the police when a crime is actually being committed or if life is at risk.

Non-emergencies

For non-emergency calls to the police (for example, when a burglary has already taken place and the burglars are no longer on the scene), call Auckland City District Headquarters on +64 9 302 6400. You can go to your local police station.

For non-urgent service you can also phone your local police station. Contact details for local police stations around New Zealand can be found on [the New Zealand Police website](#).

Traffic incidents

For traffic incidents and information, dial *555 (not emergencies). People with impaired hearing can dial 0800 16 16 16 (text phone only) or fax 0800 16 16 10.

Essential safety advice

- If you are walking home at night, go in a group and keep to well-lit streets or take a taxi instead.
- Do not carry large amounts of cash.
- If you must carry valuables, keep them hidden from view.
- Protect your mobile phone. Register your phone with the operator and if it is stolen ask them to bar the SIM card immediately.
- Take care when using ATM machines late at night. Do not walk away from the machine with your cash in full view.
- Never keep your PIN number with your EFTPOS or ATM card.
- Keep your home secure by locking all windows and doors. Leave some lights on while you are out.
- Take out property insurance so that you can replace your property in case of theft.

- Backup work on your computer regularly so that you don't lose vital work if your computer is stolen.
- If your credit and cash cards are stolen, inform the card provider immediately. Do not wait until you get home.

APPENDIX 2

SPCNM Policy on Code of Conduct and Complaints Procedures for Staff and Students

(approved by Academic Board: 15 June 2018)

1. PURPOSE

- The College is committed to a working and learning environment which supports respectful relationships between the members of the community, and includes all staff (lecturing staff, general staff, clinic staff and graduate practitioners), students and professional associates involved in the College programmes and services and members of the Board of Trustees.
- Interactions between members of the community should reflect the SPCNM Code of Conduct.
- Processes to receive and respond to complaints about interactions between people, including harassment, bullying and discrimination, are outlined in this policy.
- The Code of Conduct along with principles and processes for responding to complaints are available to all members of the College community and informed by relevant legislation (Human Rights Act, 1993) and formal requirements of the College (as outlined by NZQA).
- Possible outcomes may include: doing nothing, mediation, referral to counselling, taking disciplinary action, revising policies, referral to the police, and providing compensation.

2. PRINCIPLES

- Confidentiality is valued and wherever possible agreed and maintained.
- Transparency is highly valued.
- Roles of complainants, respondents, facilitators, and mediators are defined.
- The principles of natural justice will be upheld for all people involved in any complaint.
- The decision on whether a complaint should be progressed normally rests with the person laying the complaint.
- Empowerment of those involved and the impact power dynamics / differentials are appreciated.
- Reflection, evaluation and refinement of practice are essential elements of quality assurance.
- The Chief Executive may act, at any point of a complaints process, in order to address risk.
- Individuals will be protected against frivolous or vexatious complaints.
- The *Code of Conduct* includes any type of interaction (formal / informal, verbal / written, in-person / electronic).
- Complaints will be addressed at the lowest possible level and as close to the issue as possible.
- The process for managing complaints includes opportunities to escalate to higher levels of consideration if they are not resolved.
- Complainants and Respondents may have a support person / advocate with them and who may speak on their behalf at any point in the process.

3. THE SPCNM CODE OF CONDUCT

- This Code of Conduct gives guidance to all members of the College community on the standards of conduct required by the College.

- Members of the College community are expected to behave honestly, conscientiously, reasonably and in good faith at all times, having regard for their responsibilities, and holding the interests of the College and the welfare of others paramount.
- All members of the College community will show respect for others as individuals and will respect the diversity of ethnicity, cultures, abilities, disabilities and sexual orientations of other individuals.
- Individuals within the College community are responsible for their own actions.
- It is recognised that College students are adult learners, within a learning organisation.
- The academic environment of the College will encourage academic freedom: promoting rigorous debate, allowing challenges to ideologies and respecting the individual's rights to express diverse views.
- No staff member or student will denigrate another either personally or professionally.
- Unacceptable behaviours include harassment, bullying and discrimination.
- Policy and administrative decisions that impact on students will be fair and consistent.

4. ROLES

Complainant – the person who raises their concern about a breach of the College Code of Conduct.

Respondent – the person whom the complainant believes has breached the Code of Conduct.

Facilitator – A member of the College staff (Chief Executive, Academic Director, Library Manager or delegate) who receives the complaint, clarifies the details including the chosen level of consideration with the complainant and then follows the documented complaints process.

Mediator – A senior member of the College staff (other than the Facilitator in relation to the specific complaint) whom the complainant and respondent agree may address points on which they have disagreed.

Academic Director – May be delegated to take specific roles to manage specific complaints (particularly to address any perceived or actual conflicts of interest).

Chief Executive – Considers potential risks, keeps documentation such as the complaints register (other than for informal complaints), addresses practice and quality issues and resources. This includes managing performance or disciplinary issues that may arise.

Note: Any complaint may be referred to the police if appropriate and the Chief Executive may engage the services or external experts to advise on or assist with the processes of facilitating, mediating or appealing a complaint.

5. TYPES OF COMPLAINTS

- Complaints concerning policy and administrative decision.
- Complaints concerning the conduct of individuals, including harassment / sexual harassment, discrimination, bullying)

6. LEVELS OF CONSIDERATION

- Informal: a complaint is considered and addressed verbally and no record of the issue, individuals involved or course of action is documented.
- Semi-formal: a written record of the complaint and its resolution is made by the facilitator as outlined in the policy and lodged with the Chief Executive.
- Formal: a written complaint is received, and all meetings are documented along with the plan to address and any related information.

- Appeal: where a facilitator has reached a decision which is not agreed to or accepted by the complainant (or the respondent), the facilitator should explain that they are closing the file. However, if dissatisfied, the complainant/respondent has the right to appeal to an Appeals Committee.

Usually the Appeals Committee will be comprised of a senior manager and the Chief Executive provided they have not been a party to the original facilitation / decision-making process.

Where an appeal is expected, the notes taken during the facilitation should be retained until the appeal process has run its course.

The Appeals Committee has the authority to investigate the process and the outcome and if they consider the complainant to have been treated unfairly or inappropriately, to overturn or modify the decision.

If the complainant is still dissatisfied with the outcome, they should be informed of their right to appeal externally to the Quality Commission of ITENZ, and if that fails, to the Human Rights Commission, or the Tertiary Education Commission, or the New Zealand Qualifications Authority.

NZQA handles all complaints about alleged non-compliance with the Code of Practice, other than financial and contractual disputes. Information for making a complaint about a provider's compliance with the Code of Practice can be found at [Student Complaints About a Provider - NZQA](#)

[iStudent Complaints](#) is an independent dispute resolution scheme (DRS) established to help international students resolve financial and contractual disputes with their education provider.

International students can appeal to the International Education Appeal Authority, c/- Ministry of Education, Private Bag 47911 Ponsonby, Auckland ph 64 9 374 5481, email info.ieaa@minedu.govt.nz.

7. COMPLAINTS PROCESS

7.1 The complaint is lodged by the complainant with a member of the College staff. The complaint outlines:

- The point of the Code of Conduct that has been breached;
- The situation in which the breach it occurred;
- The respondent;
- The level of consideration the complainant is requesting (informal, semi-formal);
- The desired outcome

7.2 The facilitation process

The Facilitator discusses the complaint with the complainant and the respondent to:

- Ensure the complainant understands the differences between the levels of consideration;
- Ensure both parties understand the details of the complaint;
- Reach agreement on the course of action to explore / investigate the complaint, which may include a meeting between the parties.

7.3 The Facilitator may investigate the complaint by:

- Requesting relevant information including records, files and email or other correspondence;
- Interviewing people involved in the specific breach outlined in the complaint;

7.4 Any meetings will be managed by the Facilitator who will follow the course of action that has been agreed by the complainant / support person and the respondent / support person. Meetings will be conducted with the aim of reaching an agreement on a course of action to address the complaint.

7.5 Documentation

- Details of meetings and related information are kept by the Facilitator for semi-formal and formal complaints;
- This documentation will be summarised for the Chief Executive who maintains the Complaints Register for the College.

7.6 Mediation

- If the Facilitation process does not result in an agreed course of action to address the complaint the Complainant and Respondent may agree to work with a mediator;
- A Mediator will be appointed by the Chief Executive / Academic Director (or delegate) following consultation with the Facilitator;
- The Mediator will
 - Receive a summary of the complaint from the Facilitator;
 - Meet with the Complainant and Respondent;
 - Explore the initial complaint and why resolution has not been possible;
 - Identify the preferred outcome for the Complainant and Respondent;
 - Make a recommendation to resolve the issue to the Complainant and Respondent which is recorded and provided to the Chief Executive.

7.7 Action to address complaint

- The aim of the Facilitation (and if required at that point in the process, Mediation) process is to agree on a course of action to address the complaint;
- The Facilitator will document the agreed course of action, facilitate the implementation of the plan, evaluate the implementation of the plan (with feedback from the Complainant and Respondent), and will close the complaint/

Note: Any action that involves any employment or resource issue cannot be agreed until the Facilitator has the agreement of the Chief Executive (who may consult appropriate experts or advisors).

8 REVIEW, EVALUATION AND PRACTICE DEVELOPMENT

- The Chief Executive will maintain the Complaints Register;
- The Chief Executive will ensure that issues identified in relation to complaints will be used to inform ongoing quality practice development such as:
 - Policy review
 - Professional development and contractual matters
 - Educational practice
 - Advice and expertise

NOTE: Refer also to the [NZQA website: International Students – How to make a complaint](#).

APPENDIX 3

Policy on Discipline

(approved by Academic Board: 19 June 2015)

Related policies

- Policy on Code of Conduct / Complaints (Policy Number: G1001)
- Policy on Ethics (Policy Number: G1003)

The College believes in both staff and students maintaining the highest standards of behaviour. If these standards are not maintained then disciplinary action will immediately be taken.

Standards of Behaviour

- All staff and students must adhere to the standards of behaviour and ethics that regulate the profession;
- A student shall not refer to themselves as a natural therapist or naturopath, or lead others by their actions, or the spoken or written word, to believe they are a qualified practitioner;
- Student intervention shall be performed only under supervision of approved clinic personnel;
- A student or staff member must not at any time say, write or do anything in any forum that would damage the image or reputation of the College in the eyes of the community;
- A student or staff member must not say or write anything in any forum that portrays the College in a way that differs from the published mission and objectives;
- The Privacy Act must be complied with at all times. This means that no information about an individual or organisation shall be divulged in any way without the permission of the individual or their appointed representative, guardian or the organisation's appointed officer;
- Wilful or negligent conduct or damage to property in the College or community is unacceptable;
- Attendance at the College or its near environs, under the influence of illegal drugs and/or alcohol is unacceptable;
- Smoking on College property is unacceptable;
- Harassment, be it on the grounds of race, gender, sexual preference, religious belief, political belief, age or physiology, is unacceptable;
- Breaches of standards of behaviour, guidelines and rules will be dealt with in accordance with the Regulations.

Discipline (from General Programme Regulations)

- Any complaint, in respect of a breach of the Programme/s Regulations by a student, shall be made to the Academic Board;
- Where a complaint is made relating to a breach of the Programme/s Regulations the following procedures shall operate:

- The Academic Board shall refer the complaint for consideration to the Disciplinary Committee which is a committee of the Academic Board
 - The student shall be informed of the procedures that will be followed, and of a hearing date
 - The student shall be invited to submit a statement about the incident and/or to appear before the Disciplinary Committee
 - The student may be accompanied to any hearing by a Student Representative and/or up to two support persons of their choice
 - The Disciplinary Committee may hear any evidence it considers relevant
 - The decision of the Disciplinary Committee shall be notified to the Academic Board who will then notify the student.
- The Disciplinary Committee may impose one or more of the following penalties:
 - A reprimand
 - Require the student to complete an alternative assessment
 - Reduce the mark awarded for assessed course work or project
 - Recommend to the Academic Board suspension from attendance at the College for a stipulated period
 - Recommend to the Academic Board a limitation or prohibition on attendance at any class or classes for a stipulated period
 - Recommend to the Academic Board expulsion from the College
 - Report the offence to the police.
- A student may appeal a decision of the Disciplinary Committee on the following grounds:
 - There has been an error of procedures; or
 - The penalty is too severe given the nature of the complaint
- Any appeals against the decision of the Disciplinary Committee shall be submitted in writing to the Academic Board within one week of the communication to the student of the decision.
- The Academic Board may allow an appeal outside this period if the student can show good reason why a delay should have occurred, provided that no appeal shall be considered if it is not lodged within one month of the date of the notification of the original decision.
- In respect of any such appeal the following procedures shall operate:
 - The Academic Board shall appoint a committee (minimum three, maximum five) to consider the appeal
 - The Appeals Committee should include two persons independent of the student's course
 - The student shall be informed of the procedures that will be followed, including a hearing date
 - The student shall be invited to submit a detailed statement outlining why the appeal should be upheld
 - The student may be accompanied to any hearing by a Student Representative and/or up to two support persons of their choice

- The Committee may hear any evidence it sees fit
 - The recommendations of the Committee shall be notified to the student, and Disciplinary Committee.
- The decision of the Appeals Committee shall be final.