

EASTERN INSTITUTE OF TECHNOLOGY

# STUDENT HANDBOOK

2019



THE EXPERIENCE YOU NEED  
& THE SUPPORT TO SUCCEED



EIT





LENA

Lena Banik

NZ Certificate in Food and Beverage Service  
Café and Restaurant Skills [Level 3]  
2017

# TĒNĀ KOUTOU AND WELCOME!

Tēnā koutou katoa

Nau mai ki te rākau taumatua o te mātauranga!

We would like to welcome you to the Eastern Institute of Technology (EIT), Te Aho a Māui.

We are delighted that you have chosen to take this step in your career with us. You are joining an institute that is widely regarded as one of New Zealand's leading institutes of technology.

This handbook provides helpful information and guidance on the facilities, services, health and safety, and policies of EIT that you can access and use while studying.

Whether this is your first year with us, or you're returning for a further period of study, it is our hope that your time at EIT will be both enjoyable and successful. Our goal is that this study will strengthen your options and choices for the future and will provide you with new skills and knowledge to pursue the great opportunities here in New Zealand and the wider world.

Our commitment here at EIT is to help you achieve - indeed it's why we are here, and to provide you with a supportive and attractive environment in which you can succeed.

Ko te manu e kai ana i te miro, nōna te ngahere.

Ko te manu e kai ana i te mātauranga, nōna te ao.

The bird that eats of the miro tree owns the forest.

The bird that feasts on knowledge owns the world.



A handwritten signature in blue ink, which appears to read 'Chris Collins'.

Chris Collins  
Chief Executive

## THE EXPERIENCE YOU NEED & THE SUPPORT TO SUCCEED

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Campus maps can be found at [eit.ac.nz/contact](http://eit.ac.nz/contact)

The Academic Regulatory Framework (Academic Statute) sets out the rules, principles, policies, procedures, and systems by which the Eastern Institute of Technology (EIT) ensures compliance with its educational legislative and regulatory environment. It contains the Academic Regulations for EIT, specifications for the Quality Management System, and sets out EIT Student Rights and Responsibilities. The Academic Regulations include information on enrolment, attendance, academic progression, assessment, academic misconduct, results, certification, and graduation.

When enrolling at EIT, students agree to comply with the Academic Regulations and the Codes of Conduct. It is the responsibility of students to make themselves familiar with the Academic Regulatory Framework (Academic Statute). The latest version is available online ([eit.ac.nz](http://eit.ac.nz)).

Disclaimer: All information contained in this publication pertains to New Zealand Citizens or Permanent Residents, and is correct at the time of printing but is subject to change. EIT reserves the right to amend/withdraw programmes or courses. Fees for 2019 will be set up by EIT Council by November 2018 and are subject to change. For the latest information, or for full programme entry requirements visit [eit.ac.nz](http://eit.ac.nz) or phone 0800 22 55 348.

# SUPPORT SERVICES

## Regional Learning Centres

Central Hawke's Bay, Hastings and Maraenui are all covered by support services at the Hawke's Bay Campus in Taradale.

Ruatoria, Tokomaru Bay and Wairoa are all covered by support services at the Tairāwhiti Campus in Gisborne.

## Libraries

EIT Auckland students may borrow books and access all EIT electronic resources via the Auckland MyEIT student portal ([myeit.eit.ac.nz/Auckland.html](http://myeit.eit.ac.nz/Auckland.html)). If you have any queries send an email to: [twist@eit.ac.nz](mailto:twist@eit.ac.nz) or contact 0800 22 55 348 and ask to be transferred to the library.

The EIT Libraries at both the Hawke's Bay and Tairāwhiti campuses provide research facilities for student use. A variety of study options including individual and quiet areas, and group and social spaces are available in a relaxed and friendly environment. Our librarians are available to assist students utilise an extensive range of print and online resources. Computers, laptops and audio visual equipment are available for student use. General support with using EIT Online and other course related technologies is also available. A wide range of electronic information sources and online study and computer guides can be accessed both on and off-campus.

## Academic Learning Services

Academic Learning Services are here to assist you on your journey towards the successful completion of your studies at EIT. Our aim is for you to become confident, competent and independent learners. The advisors are located in the libraries and can assist with: planning your study, writing assignments, academic reading and writing, basic computing, writing skills, learning, APA referencing and writing style, exam techniques, mathematics, and study skills. Appointments can be made for groups studying the same courses, or individually.

## Māori and Pacific Student Support

Māori and Pacific Student support staff provide on-campus support for Māori and Pacific students studying at EIT. This is achieved by providing a confidential setting for students to discuss their educational needs, and where cultural support and pastoral care is provided. Services include support with scholarship and grants, iwi and hapū registrations, te reo Māori me ōna tikanga, access to course related texts, academic support, filling out forms and StudyLink assistance for student loans and allowances.

Support staff are based on the Hawke's Bay and Tairāwhiti campuses, and work closely with other mentors and support services across both campuses.

## Hawke's Bay Pouwhirinaki

Margaret Young  
06 830 1565 | [mflyoung@eit.ac.nz](mailto:mflyoung@eit.ac.nz)

## Cultural Support Officer

Di Ennor  
06 830 1825 | [dennor@eit.ac.nz](mailto:dennor@eit.ac.nz)

## Tairāwhiti Student Support Advisors

Tuterangi Nepe-Apatu  
06 869 3083 | [tnepe-apatu2@eit.ac.nz](mailto:tnepe-apatu2@eit.ac.nz)

Phillipa Harrison  
06 869 0831 | [pharrison@eit.ac.nz](mailto:pharrison@eit.ac.nz)

Karen Albert  
06 869 3193 | [kalbert@eit.ac.nz](mailto:kalbert@eit.ac.nz)

Luke Fox  
06 869 3146 | [lfox@eit.ac.nz](mailto:lfox@eit.ac.nz)

## Learning Facilitator - School of Primary Industries

Robyn Barker  
06 869 3058 | [rbarker@eit.ac.nz](mailto:rbarker@eit.ac.nz)

## International Student Support Officer

The International Student Support Officer is part of the EIT International team and is the main support person for all international students once they are on campus and living in New Zealand. The International Student Support Officer is available for all questions, concerns, or troubles, providing confidential and non-judgmental support, and is the student advocacy representative regarding the Code of Practice.

Additionally, the Officer is the 24/7 emergency contact person.

The International Student Support Officer also works closely with faculty and the International Student Mentor to support international students academic success.

There is an International Student Support Officer at each EIT campus.

## Auckland Campus

Monica Rodriguez  
09 979 9443 or 027 405 5170 (24/7)  
[akstudentsupport@eit.ac.nz](mailto:akstudentsupport@eit.ac.nz)

## Hawke's Bay Campus

Song Sim  
06 830 1113 or 027 446 9840 (24/7)  
[hbstudentsupport@eit.ac.nz](mailto:hbstudentsupport@eit.ac.nz)

## International Student Academic Mentor

### Auckland Campus

Michelle Giron  
[mgiron@eit.ac.nz](mailto:mgiron@eit.ac.nz)

### Hawke's Bay Campus

Heather Brown  
06 8301034 | [hbrown@eit.ac.nz](mailto:hbrown@eit.ac.nz)



## Disability Liaison Service

Disability services are available to students with permanent or temporary disabilities and impairments. Our service focuses on removing barriers to learning for students through the provision of information/training support, services, and adaptive equipment. Services available include:

- Individual learning support (notetakers, 1:1 study support, behavioural support)
- Group support
- Alternative assessments for tests and exams
- Adaptive technology
- Advocacy
- Mobility parking permits

## Disability Services

### (Auckland and Hawke's Bay Campuses)

Cheri Gillett-Jackson

06 830 1049 | [disability@eit.ac.nz](mailto:disability@eit.ac.nz)

## Disability Services (Tairāwhiti Campus)

Karen Albert

06 869 3193 | [kalbert@eit.ac.nz](mailto:kalbert@eit.ac.nz)

## Health Services

For EIT Auckland, students are recommended to contact one of the medical practitioners outlined in their orientation handbooks, or contact the International Student Support and Accommodation Officer, Monica Rodriguez, 09 979 9443.

A Health Centre is onsite at the EIT Hawke's Bay campus with a doctor, nurse and confidential counselling service. This service is supplied under contract by The Doctors (Napier) Ltd. EIT students who register at the Health Centre as their regular practice benefit from significant fee discounts, and are also eligible to attend The Doctors Napier or Greenmeadows. The Health Centre is at the front of the Student Amenities Building (K Block). For more information phone 06 830 1919 or go to <http://www.greencrosshealth.co.nz>

At the Tairāwhiti campus, students can go to Turanga Health Services on 145 Derby Street, 06 869 0457.

## Careers Counselling

Careers Counselling is available to prospective and current students and alumni. This confidential service is an opportunity for individuals to review their unique skills, values and interests, including a review of learning and work experiences and work opportunities. This process will assist individuals to make informed decisions regarding their career development, including CV and interview related issues.

## Auckland Campus

Denice Frank

Employment & Placement Advisor

09 969 9433 | [dfrank@eit.ac.nz](mailto:dfrank@eit.ac.nz)

## Hawke's Bay Campus

Eddie Carson

Careers Counsellor

06 830 1838 | [ecarson@eit.ac.nz](mailto:ecarson@eit.ac.nz)

## Chaplaincy Service/Prayer Room

Chaplaincy Service covers nondenominational, ecumenical, Christian and interfaith perspectives. EIT affirms the value of the spiritual dimension within growing and learning.

## Hawke's Bay Campus

Prayer space is available in A402

Room K136 | 06 830 1637 | [Chaplain@eit.ac.nz](mailto:Chaplain@eit.ac.nz)

## Tairāwhiti Campus

34 Cobden Street, Gisborne, 4010

Cynthia Kearney

06 868 6378 | 867 8856 | [Christopher@tairawhiti.org.nz](mailto:Christopher@tairawhiti.org.nz)

# GENERAL INFORMATION

## Accommodation

### Auckland Campus

A range of accommodation options can be arranged for international students. Please contact the International Student Support and Accommodation Officer for details, Monica Rodriguez, 09 979 9443.

### Hawke's Bay Campus

The Student Village has 12 individual villas, each housing up to six people. It is situated across the road from the campus. For more information contact Rachel Lockyer, Student Village Manager, 06 844 2732. For private boarding contact the Students' Association 06 974 8946.

## Animals

Animals are not allowed on campus, unless the animal helps you manage a disability or is involved with the Animal Care Centre.

## Bicycles

Cycle racks are provided at various points around campus. Bicycles must not be taken into buildings or be left where they create a nuisance or hazard.

## Bookshop

The Ōtātara bookshop is located at the front of K block at the Hawke's Bay campus. Tairāwhiti students are required to email orders to [otatarabookshop@eit.ac.nz](mailto:otatarabookshop@eit.ac.nz)

## Breastfeeding

Breastfeeding is encouraged and promoted across all campuses and Regional Learning Centres. Private breastfeeding and breast milk storage facilities are available at the Pouwhirinaki Office at the Hawke's Bay campus in L140.

## Cafeterias/Restaurants

### Auckland Campus

There is an International Food Court across the road on Elliot Street as well as a range of other options on Queen Street.

### Hawke's Bay Campus

Café Connect is situated in the Students Amenities complex. This café provides a range of sandwiches, cakes & slices, salad selection and hot meal options are also offered daily. Cold beverages and hot vending coffee is also available. Coffee Connect is situated in the dining area of the Student Amenities for all your espresso coffee requirements.

Bean There Café is situated between the library and health services, N Block. This café offers a delicious selection of gourmet items which are prepared daily on campus and also offer a selection of cold beverages and espresso coffee.

Scholars Restaurant, located in P Block, is run by the hospitality students and open to everyone at various times throughout the year. Bookings may be necessary.

### Tairāwhiti Campus

The Hub café is situated in the Hub Student Centre, S block and serves freshly brewed espresso coffee, healthy cabinet food, slices and a selection of hot gourmet food items. The Hub is conveniently located close to the Students' Association.

Toru Restaurant is run by the hospitality students and is open to everyone at various times throughout the year. Bookings may be necessary.

## Car Parking

EIT provides a limited number of car parks for staff and students at the Hawke's Bay and Tairāwhiti Campuses. Vehicles parked on EIT Campuses must park only in areas designated for parking. Parking is not permitted in any other areas.

### Loading/Unloading

Loading zones are clearly marked. Persons loading or unloading equipment or other goods may park as close as permitted to the concerned location with vehicle emergency four-way lights activated while loading or unloading. The vehicles must be moved immediately after loading or unloading is completed.

### Disability Car Parks

EIT disability parking permits are available from the EIT Disability Liaison Officer. All vehicles parked in the disability car parks must display an EIT disability parking permit on the front dashboard.

### Motorcycles

Motorcycles may park free of charge in designated motorcycle parking spaces.

## Limitation of Liability

Any motor vehicles parked, operated or driven on an EIT campus are at the risk of the owner and the operator. EIT will not be liable for damage to any such motor vehicle, the contents, the owner or operator.

## Withdrawal of Parking

Corporate Services may withdraw areas normally used for parking if the area is required for construction or other purposes. "No Parking" areas will be strictly enforced.

## Car Parking at Auckland Campus

There are lots of parking buildings near and around Queen Street run by Wilson and Tournament Parking.

## Car Parking at Hawke's Bay Campus

Staff, students and visitors are required to pay for parking at the Hawke's Bay Campus during specified times. All vehicles parked on campus must display a valid EIT parking permit or Pay and Display ticket. Paid parking is also available in designated areas of the Pettigrew Green Arena.

Leased car parks are available in the car parks in front of the arena and free all day parking in the designated car parks behind the arena.

## Times of Operation

Charges for parking apply 8am to 4pm, Monday to Friday, from 1 February to 30 November, including term and semester breaks.

## Permits

A limited number of permits are available for staff and students. Students may obtain a permit application from the Students' Association office on campus.

## Pay and Display

Pay and display parking dispensers are available at various locations on campus. A ticket can be purchased from any one of these dispensing machines. This ticket must be clearly displayed on the front dash board of the vehicle.

## Visitor Parking

Visitor parking areas are intended for short term parking only. Maximum time in a visitor car park is one hour. Those parking in the visitor parking areas must purchase a ticket from the dispensing machine in the visitor parking area. This ticket must be clearly displayed on the front dash board of the vehicle.

## Infringing Vehicles

All vehicles infringing EIT parking requirements will, in the first instance, be issued with a Warning Notice and the vehicle details will be recorded. All subsequent infringements will be issued with a Car Park Enforcement Breach Notice.

The issue of this breach notice will incur a \$60 fee payable by the vehicle owner/operator to Car Park Enforcement Ltd. Re-offending vehicles or vehicles blocking access will be towed at the owner's expense.

Any disputes regarding parking tickets must be lodged directly with Car Park Enforcement Ltd  
0508 362 233 | [carparkenforcement.co.nz](http://carparkenforcement.co.nz)

### Car Parking at Tairāwhiti Campus

EIT Tairāwhiti provides free car parking to staff and students. There are a number of 'No Parking' areas which are strictly enforced.

### Childcare

Ōtātara Children's Centre at the Hawke's Bay campus offers full and part-time places for children from birth to five years of age. The operating hours are Monday - Friday 7.45am - 7.15pm. It is advisable to visit the Centre to view the facilities. The Centre Manager can be contacted on 06 974 8908

### Equal Opportunities Policy

EIT has a policy of equal opportunity both in providing education and in employment. The aim is for people to be able to develop their studies and their careers without being affected by matters that are not relevant: gender, marital status, religion, age, disability, ethnicity, or national origin, disability, political opinion, employment status, family status or sexual orientation.

### Marae

The Hawke's Bay campus has a dedicated marae, Te Ara o Tawhaki. The marae facilities are used for a number of events throughout the year.

### Personal Property of Students

EIT and its staff are not responsible for any loss or damage to student property. This applies whether or not students were using equipment, machinery or buildings, and whether students were, or were not, wearing protective clothing.

### Skateboards and Bikes

You are not allowed to ride a skateboard on campus. You are not allowed to ride a bike on footpaths.

### Smokefree

All EIT facilities and grounds, including those leased by EIT, are smokefree. This includes the Regional Learning Centres and the Student Village.

Smoke free means free from exposure to any smoke or vapour produced by smoking or using any electronic nicotine delivery system (ENDS), including e-cigarettes, e-hookah and any other vaporisers (whether delivering nicotine or not).

### Younited Students' Association

Younited serves all students by acting as the voice of the student body, promoting the social, cultural, recreational and educational interests of students on all EIT campuses. Younited creates a student environment that empowers and supports all students to achieve their training, and educational goals. Younited also runs a variety of events

throughout the year catering for the wide range of cultures, age groups and interests. These activities help to grow campus life and create an atmosphere where students can get to know one another. You'll find the Younited office on campus in Hawke's Bay and Tairāwhiti representing your region. Check out [www.younited.ac.nz](http://www.younited.ac.nz)

### Student Loans and Allowances

Contact StudyLink on 0800 88 99 00 or visit [www.studylink.govt.nz](http://www.studylink.govt.nz)

### Timetables

Timetables are available online or at the school or faculty office where you are enrolled. Access is available from off-campus by using the portal on [eit.ac.nz](http://eit.ac.nz). On-campus you can access timetables through MyEIT page, or by entering [myeit.eit.ac.nz](http://myeit.eit.ac.nz). Timetables can change and should be checked regularly.

### Training Incentive Allowance

Students who have applied through the Ministry of Social Development for a Training Incentive Allowance must make sure their fees are paid before the programme starts. Please supply a letter from the Ministry of Social Development agreeing to pay fees to the Enrolment Officer.

### Unacceptable Behaviour

EIT provides and maintains a working and learning environment free from harassment, discrimination and objectionable behaviour. Unacceptable behaviour includes, but is not limited to, sexual harassment, racial harassment, discrimination, personal harassment and bullying.

If you think you are the subject of unacceptable behaviour, a number of steps can be taken.

Talk confidentially to someone about it. If you feel able, confront the person whose behaviour is unacceptable to you.

You can talk with any of the following people about how to make a complaint:

- Harassment Contact Network faculty contact person
- Health Centre (Counsellor and Nurse) - Hawke's Bay Campus only
- Students' Association
- Chaplains on Campus
- Pouwhirinaki
- International Student Support Officer
- Liaison Advisor - Kaitakawaenga (Māori and Pasifika)

If the problem continues, contact a manager (e.g. a Head of School) or senior manager (such as the Dean of your Faculty) to discuss the options available. The procedures for making a formal complaint are outlined in the Student Concerns and Formal Complaints section on page 9.



# EIT RESPONSIBILITIES

## General

Students can reasonably expect from EIT:

1. To receive accurate information, before enrolment, about all key aspects of a course including costs.
2. To be provided within the first week of a course starting, the subject outlines, subject objectives, term dates, assessment deadlines and weighting, information on text books needed and examination fees.
3. To be taught competently and effectively by educated and skilled staff qualified in the relevant field of learning.
4. To have information available about student support services and which staff members can help in specific areas.
5. To have access to staff to discuss problems.
6. To have adequate resources available to support study.
7. To be given accurate details of course related costs.
8. To have access to information about their academic progress. To be given results of assessments and copies of examination scripts (under the Official Information Act 1982 and the 1987 Amendments).
9. To have complete access to their own student file within a reasonable time of request.
10. To have a copy of their academic record on request.
11. To be free from sexual harassment or coercion by staff or other students.
12. To be given class time when a student is making an official representation on behalf of the student population.
13. To have access to information on the appeal process to the EIT Deputy Chief Executive.
14. To have input into the evaluation of tutoring and course planning where appropriate.

## Staff

Students can expect that staff will:

1. Not have access to medical records unless prior permission is given in order for them to support the student in their learning and safety.
2. Treat personal information with absolute confidence unless written approval has been given by the student concerned in specific instances.
3. Be aware of processes required for requests for reassessment and for student appeals.

## Health, Safety and Wellbeing

Students can expect EIT in compliance with the Health & Safety at Work Act 2015:

1. Provide a safe and healthy environment, plant and systems.
2. Provide the right information, training, instruction or supervision.
3. Provide and allow access to facilities at work for staff and student welfare.
4. Provide and allow for staff and student participation in health, safety and wellbeing.
5. Along with the EIT community, actively manage hazards and incidents.
6. Notify any serious illness, injury or near misses.

## Assessment

Students can expect EIT:

1. To have assessments marked and returned within a reasonable time.
2. To receive feedback on a regular basis regarding academic performance.
3. To be allowed to ask for reconsideration of an assessment by the tutor concerned where regulations allow.
4. To retain copies of student work where required for moderation purposes.

# STUDENT RIGHTS AND RESPONSIBILITIES

## Academic Integrity

'Academic integrity' means being honest in all academic work. EIT expects that all students and staff will act with academic integrity. EIT wants our programmes of study and qualifications to be respected and valued, and we want to be sure that all those who gain an EIT qualification have personally reached the standards expected of that qualification.

Students will learn about and practice skills related to academic integrity in class. If you need further information, please access online support material from EIT Online and make appointments with Library and Learning Services staff who will provide you with guidance.

## Academic Misconduct

'Academic misconduct' includes dishonest behaviour in assessment. This can include copying, misinterpretation of identity, cheating and plagiarism and all other dishonest practices in assessment. EIT will treat all academic misconduct as serious. Part 3 Section 6 of the Academic Regulatory Framework on the EIT website lists the penalties for academic misconduct. Penalties range from a warning through to suspension from the programme. All instances of academic misconduct are reported.

## Copyright

As a student you will create work to submit for assignments and in creating these works some of the material will be yours and some will belong to other people. It is your responsibility to ensure that you acknowledge any sources that you use and be certain that you only copy material as set out under rules in the Copyright Act 1994. Information about copyright rules can be found on the Library and Learning Services Website: [www2.eit.ac.nz/library/OnlineGuides/Copyright.pdf](http://www2.eit.ac.nz/library/OnlineGuides/Copyright.pdf)

## Credit Recognition

If you think you already have some of the skills and/or knowledge covered in your programme, you may be eligible for recognition of this through EIT's Credit Recognition system. Please contact your Programme Co-ordinator or Secretary for further information.

## Plagiarism

Plagiarism is one type of academic misconduct. Plagiarism is the act of taking and using someone else's work or ideas as one's own without proper acknowledgement. It includes:

- Presenting another person's work as your own original creation and submitting it for an assignment.
- Presenting as original your own work from a previously assessed assignment.
- Using someone else's ideas without acknowledging whose ideas they are.

- Not providing a reference to someone else's work.
- Not using quotation marks when using another person's words.
- Using images without consent or proper acknowledgement.

## Attendance

Active participation in classes, course work and/or online activities is directly linked to a learning success. Therefore you should be on time for your classes (and/or online activities) and stay for the whole time. You will get the most value from your learning experience where you take responsibility for your own learning. Regulations on attendance and reporting any absence are outlined at the beginning of the programme/course.

## Breach of EIT Regulations

Any complaint raised by a student against a student who breaches regulations should follow the process described under the heading Student Concerns and Formal Complaints on page 9.

The Manager or Dean will decide whether to take further action on a complaint, based on the evidence available. If the decision is not to take further action on the complaint, the complainant(s) will be given notice in writing. They will be given a reason for the decision.

Student(s) involved in a complaint may have a support person with them, eg a Students' Association representative, Students' Association President or nominee, Health Nurse, Pouwhirinaki, Māori Liaison and Pasifika Advisor, Counsellor, or International Welfare Officer.

If a complaint is serious and could result in suspension or expulsion, the Dean/Manager can suspend a student from all or part of the programme until the complaint has been investigated and a decision has been made.

If a complaint is disproved, all records of the complaint will be destroyed. This is a requirement of the Privacy Act 1993.

If the complaint is valid, the Dean/Manager will recommend the most suitable penalty. If the Dean/Manager recommends to suspend or expel a student, this recommendation will go to the Chief Executive (or someone acting in his name) for a final decision. The student will be told of this as soon as possible, usually within two days of the decision being made. A copy of all the documents that relate to the complaint will be kept in the Dean/Manager's Office.

If a student does not accept the complaint, or does not accept the penalty, they should tell the Faculty Dean/Manager and write to the Deputy Chief Executive within fourteen days. This is the case in all appeals of a formal decision.

## Penalties for Breach of Regulations

Some penalties for breaking regulations are set out in the regulation documents concerned. They may include the following:

1. **Restitution:** Where a student has damaged, lost, or stolen EIT property they will be liable for the cost of replacement or repair. EIT property includes computer software and hardware.
2. **Fines:** A fine of not more than \$500 can be imposed for breaking regulations.
3. **Suspension or expulsion:** These can be a punishment in their own right, or they may be a punishment if fines or restitution are not paid by the due date. If a student is suspended or expelled they are not entitled to re-enrol or receive any examination or assessment results.

A penalty cannot be given if there has been no written complaint. A written complaint may come from another student(s), a teaching staff member, or other EIT employee.

## Computer Usage Policy

EIT has a computer system that supports a range of services and equipment. IT Services operate and maintain the system. Students enrolled at EIT are able to use these facilities. EIT provides printing facilities around campus. You can top up your printing account by purchasing top up cards from the library. Before using computer facilities, students need to read, understand and agree to the terms and conditions of the Computer Usage Policy [www.computerpolicy.eit.ac.nz](http://www.computerpolicy.eit.ac.nz)

## Use of Computer Facilities

In the following instructions when the word "System" is used it means any computer controlled and operated by EIT. This includes computers not owned or operated by EIT but which are connected to a system that is controlled and operated by EIT. To ensure the security of the EIT computer facilities, all students must:

1. Gain proper authority before:
  - Accessing or attempting to access the System
  - Allowing anyone else to access the System
2. Only access, alter or delete information on the System they are authorised to use.
3. Use the System for the purpose they were given access.
4. Username and passwords must never be shared or shown to anyone else other than the authorised user. If you do this you are responsible for any unauthorised use someone else takes with the username and password.

## Improper use of Computer Facilities

Improper use includes:

1. Having access to another student's data files, unless the tutor has authorised this.

2. Using another person's username and password, or allowing another person access to an account that is not their own.
3. Using computer programmes to decrypt, capture passwords or control information.
4. Trying to get around or corrupt System security. This includes having a programme that could do this, even if you do not intend to do it.
5. Taking part in any activity that could be harmful to a System or any information stored in the System. This includes creating or reproducing viruses, disrupting services, changing settings or damaging files.
6. Using illegal copies of copyrighted software, storing such copies on EIT Systems, or sending them over EIT networks.
7. Using e-mail or messaging services to harass, intimidate or annoy another person in any way. This includes sending mass electronic messages.
8. Using EIT facilities to do work for individuals or organisations outside EIT.
9. Receiving, downloading, showing, storing or forwarding by email any material on the EIT System which is objectionable, offensive, slanderous, or illegal.
10. Installing any computer programme not approved by the tutor for use in the course or programme.
11. Downloading, uploading, or storing music, video, computer software, or copyrighted information, unless it is a course requirement. This must be specifically approved in writing by the tutor, or by IT Services.
12. Connecting any non-EIT computer system or device to the EIT computer network unless you have written permission from IT Services.

EIT takes breaking the rules of the Computer Usage Policy seriously. EIT reserves the right to copy and examine any files or information on EIT Systems that might relate to inappropriate use.

If anyone breaks the rules, EIT may close down your user account and stop access. If you break any New Zealand laws you will have to deal with the appropriate agency.

Students are required to comply with all relevant New Zealand legislation.

Legislation covering operation and use of EIT's computer facilities includes:

- Films, Video and Publications Classification Act 1993, Human Rights Act 1993, Privacy Act 1993, and Crimes Act 1961.

Severe cases of computer misuse will be dealt with by the Dean/Director and action taken accordingly.

NOTE: At all times EIT has the right to inspect the contents of any student account and to take appropriate action where necessary.

## Conduct

1. Students of EIT are expected to behave in a respectful and considerate way towards all students, staff, employers and co-workers they engage with. At all times they must act in a manner which does not jeopardise their safety or the safety of others.
2. Unacceptable behaviour includes discrimination, bullying, harassment of any kind, and being objectionable.
3. A student will not be allowed into class, or remain in class if the person in charge of the class at the time thinks that the student is:
  - Acting or likely to act in a manner that is unsafe to either themselves or to others.
  - Acting, or is likely to act, in a way that stops or disrupts the class or other activities.
  - Has on their person, or is under the influence of, or is distributing for supply, any controlled drugs or substances not lawfully prescribed. A controlled drug or substance is named and listed in the Misuse of Drugs Act 1975 and its amendments.
  - Under the influence of alcohol or drugs.
  - Breaking EIT or programme regulations, which may include use of equipment or computing facilities.
4. Students of EIT must not:
  - Bring in or consume alcohol at EIT except after approval from the Head of School (HoS). The HoS may approve alcohol for a specific occasion at a specific place, according to the law at the time.
  - Wear or possess gang colours, patches, insignia and/or any other items considered to be gang affiliated.
  - Bring to class any other person, including a child, who is not enrolled in the programme without permission.
  - Bring on campus any animals other than guide dogs, except where animals are to be used in formal class activities. Any use of animals in teaching will be subject to supervision and regulation by the Animal Ethics Standing Committee.

If a student is removed from class, the person in charge of that class will give a written report to the Dean/Manager of the Faculty within 24 hours.

If students lose, deface or damage any EIT property as a result of carelessness or misuse, they will be responsible for the cost of replacement or repairs.

## Fees

### Refund of Fees

#### Domestic Students

Application for a refund must be made in writing on the appropriate form. Where students have been required to enrol in the programme rather than individual courses, no refund will be given after 10% or one month (whichever is the lesser) from the start of the programme. In all cases

any refund will be reduced by the amount of any non-refundable deposit, the cost of any textbooks or other course materials that have been provided to the student and any related administration fees (up to a maximum of \$100 p/a) and the proportion of courses consumed. Under exceptional circumstances the Dean of the faculty may authorise variations from the rules set out above.

For more information regarding administration fees please refer to our website at <https://www.eit.ac.nz/students/enrolments/>

#### International Students

Regulations for the withdrawal from courses and refund of fees to international students will be as approved by the Chief Executive.

Please refer to the full refund policy at [eit.ac.nz/students/international-students/policies](https://www.eit.ac.nz/students/international-students/policies)

#### Transfer Of Fees

##### New Zealand Citizens/Permanent Residents

Fees cannot be transferred to another institute or tertiary institution. Fees cannot be carried over from one year to another year. Sometimes fees can be transferred to another faculty/school or course, where this meets the requirements of the faculty(ies) involved.

#### International Students

Regulations for international students wishing to transfer to another institute and the associated refund of fees will be approved by the Chief Executive. Please refer to the full refund policy at <https://www.eit.ac.nz/student/international-student/policies>

#### Student Services Levy

This is a compulsory non-tuition fee that helps to fund quality student support services that support learning, such as counselling (including chaplaincy services), health services, financial support and advice, career guidance, student advocacy, sport, recreation and cultural events, and student representation. Students have a say on what the fee covers, and its value. Some programmes are exempt from the levy.

#### Field Trips

When your programme of study includes field trips you must complete one copy of the Field Trip Student Contract, which you will get from the Faculty office, and send it or give it to the Programme Secretary, at least two weeks before the start of the first field trip in the programme. If you have not completed this contract and sent it to the Secretary you will not be allowed to attend any field trips in the programme.

A high standard of dress and behaviour is required of all students while on a field trip. Failure to observe these standards may have serious consequences, including failing the course or exclusion from the programme.



## Health, Safety and Wellbeing

- Take reasonable care of your own health and safety.
- Take reasonable care that your acts do not adversely affect the health and safety of others.
- Report any incident, risk or hazard as soon as possible to your tutor and via the online reporting forms.
- Co-operate with notified policies and procedures given by the Institute and any other organisation you are visiting.
- Inform others on any known risks or hazards.

## When Students Leave

There are specific forms to be completed if a student withdraws from a course(s) before it is completed. The Programme Secretary will assist with this process. International students should consult with the International Centre prior to leaving part way through a programme due to student visa obligations.

## Withdrawal From Courses

A student may withdraw from a course (or programme) anytime in the first 10% of the delivery period or one month (whichever is the lesser) of the course/programme with no academic penalty by giving notice to the Programme Secretary.

Where a student is no longer participating in course and/or programme activities during the first 10% or one month (whichever is the lesser), but has not initiated a formal withdrawal process, and has not responded to communications from EIT, including one formal letter requesting confirmation of their enrolment status, the student will be withdrawn seven working days following the date of the letter.

If a student withdraws after the date specified in the programme handbook, the student's academic record will show an appropriate failing grade. In this situation no fee refund will be given.

If a student withdraws within 10% or one month (whichever is the lesser), of the start of the course, the student will have no academic record for that course and any results achieved will not be retained.

A student withdrawing from a course after the date specified in the programme handbook may apply to the Dean/Manager, who may authorise a "w" grade if the Dean/Manager is satisfied that the student has withdrawn for reasons beyond the student's control.

# GENERAL POLICIES

## Student Evaluations

There are three types of evaluations you might be asked to do during a year: the First Impressions Survey, a Course or Programme Evaluation, or a survey on how EIT engages you in your learning and experience as a student. You might also be asked to take part in a focus group or online survey.

You do not have to take part however, your feedback is very important to EIT and will help us improve our courses and the way we teach.

## Student Concerns and Formal Complaints

If you have a concern or a complaint about something that is affecting your study or if you are not satisfied with a service, we encourage you to bring this to our attention as soon as you can so the problem can be resolved quickly and easily.

EIT treats all student feedback about concerns and complaints seriously and considers this feedback to improve EIT's services. EIT treats all complaints according to the principles of natural justice.

Making a complaint can seem daunting and become stressful for some students. The Younited Students' Association (Younited) is available to provide support and advice to students through the complaint process.

The Academic and Student Services Director can help you with the process and guide you to the most suitable person to see about a concern or complaint. If your concern or complaint is about unacceptable behaviour by another student or staff member, you can also talk with a 'harassment contact' person. The following are steps you should take:

1. **Discussing a concern with the relevant staff member:** Meet with the staff member or person most directly involved. Use a problem solving approach. The role of the staff member is to discuss the concern to try and resolve the matter. If you do not feel comfortable talking with the staff member, or if you do not think the matter has been settled then move to step 2 below.
2. **Discussing a concern with a manager:** Meet with the manager of the staff member most directly involved. Use a problem solving approach. The role of the manager is to talk about the concern and try to resolve the matter. Should the problem still not be solved or should you not be satisfied with the proposed resolution, you may make a formal complaint.

3. **Formal complaint:** If your informal meetings have also not worked, or if you believe the concern is serious and you want a formal investigation, you need to make a detailed, written complaint, and send it to the Dean or Manager. A template will be provided for you to use if you are unsure about what to include in the complaint. If you need someone to advocate or act for you, you may ask for help from the Students' Association.

The formal complaint should contain the following:

- Who or what the issue is about
- What happened or what the issue of concern is (include the time and place of the incident)
- How you or other students reacted
- What impact the issue had on you or other students
- What evidence there is to support the complaint or concern

Any formal complaint should be made as soon as possible after the event.

The Manager will explain what the procedures are so that you can choose whether you want to continue. If you decide to continue the Manager will investigate the complaint and make a decision about what action to take (if any). The Manager will inform you of the outcome of the complaint in writing.

## Appeals

If you feel the investigation of your complaint did not include all of the information or it did not follow the correct process you may appeal in writing to the Deputy Chief Executive (or their nominee) within five (5) working days of being told of the decision.

The Deputy Chief Executive's response to your request for an appeal will provide information about what other action you could take. Further action could include an appeal to an external authority such as the NZQA or the Office of the Ombudsman (depending on the type of complaint).

The Student Concerns and Complaints Policy and Procedures are available on EIT Online and on the EIT website.

If you are an international student and your concerns are not resolved by the internal process you can contact the International Education Appeal Authority (IEAA). Their email address is [info.ieaa@minedu.govt.nz](mailto:info.ieaa@minedu.govt.nz). If the complaint is about an academic matter please refer to part 4 section 1-19 of the Academic Statute (which can be found online at [eit.ac.nz](http://eit.ac.nz)).

# EMERGENCY PROCEDURES

EIT campuses are divided into self-managed areas or zones during emergency conditions. Coloured maps of these zones are displayed in every building and classroom with their associated evacuation assembly areas. It is your responsibility while you are on campus to familiarise yourself with these areas and know what to do and where to go if an evacuation is necessary.

The zones are managed by staff specially appointed as building and floor wardens who are authorised to take control during emergencies. The wardens are identified by bright fluoro vests for easy recognition.

Evacuation drills are conducted for all zones on all campuses twice a year as a legal requirement. During these, or in actual emergencies, you must evacuate the buildings and follow any instructions given by the wardens.

All staff are familiar with our emergency procedures. However, it is important that if you are the first person confronted by an emergency, that you initiate the first actions. These are summarised as follows:

## Smoke-Stop Doors

All self-closing doors to stairs and corridors are "Smoke-Stop doors" and they must be left to close freely at all times. These doors are strategically located so that smoke and fumes in one area will be largely contained there, thus providing a relatively smoke free means of exit via the stairs on the opposite side.

## Disabled Students

During an emergency or fire drill, disabled students in multi-storey buildings will be placed with a 'buddy' or care giver in a safe location usually near a stairway landing. The Fire Service will be notified immediately and will carry out a safe evacuation.

## Emergency Lighting

The stairs, corridors and toilets are equipped with battery operated emergency lights that switch on at the time of an electrical power failure. This emergency lighting is effective for approximately 30 minutes. Wherever the electrical power supply is cut, staff members will direct you to vacate the building. Do not enter the building or proceed to the upper levels when emergency lighting conditions prevail.

## Lifts

Lifts are installed in various buildings across our campuses for student and staff convenience.

During emergencies if you become trapped in a lift it is equipped with an emergency phone. Instructions on how to operate this phone are posted in the compartment. An electricity supply failure will be evident when the mains lights extinguish and the emergency lights come on. Under these conditions the switchboard operator may call to ascertain whether anyone is trapped.

Note that during a power failure, this phone may ring as inward calls to the institute are made.

The lift is also equipped with a seismic sensor switch that will stop the lift immediately if an earthquake reaches a predetermined magnitude.

Do not attempt to use the lift during an emergency evacuation. When the fire alarms are triggered it automatically travels to the ground floor and will not respond to a call.

## Fire

Activate fire alarm then evacuate the building

Ring the Fire Service 111

Ring the Emergency Switchboard Main campus line + ext 7777

## Serious Accident

Isolate the victim and others from harm

Ring the Ambulance 111

Ring the Emergency Switchboard Main campus line + ext 7777

## Gas Leak

**Notify a staff member immediately - do not switch on alarms.**

## Evacuate the building

Ring the Fire Service 111

Ring the Emergency Switchboard Main campus line + ext 7777

## Bomb Threat

### Evacuate the building

Ring the Police 111

Ring the Emergency Switchboard Main campus line + ext 7777

## Evacuation Procedure

- Proceed in an orderly manner to the nearest exit - walk, don't run
- Follow Building and Floor Wardens' instructions
- Do not use lifts
- Go to your designated assembly areas
- Do not re-enter the buildings until the all clear is given

### EIT Hawke's Bay

501 Gloucester Street  
Taradale, Napier 4112

Postal Address  
Eastern Institute of Technology  
Private Bag 1201  
Hawke's Bay Mail Centre  
Napier 4142  
P 06 974 8000  
0800 22 55 348  
F 06 974 8910  
E [info@eit.ac.nz](mailto:info@eit.ac.nz)  
[www.eit.ac.nz](http://www.eit.ac.nz)

### International Centre

All international agent and student enquiries should be made to:

EIT International Centre  
Private Bag 1201  
Hawke's Bay Mail Centre  
Napier 4142  
New Zealand  
P 0064 6 974 8902  
F 0064 6 974 8905  
E [international@eit.ac.nz](mailto:international@eit.ac.nz)

### Central Hawke's Bay Learning Centre

53 Russell Street, Waipukurau 4200

P 06 858 7009  
F 06 858 7018

### Hastings Learning Centre

416 Heretaunga Street West  
Hastings 4122

Postal Address  
EIT Hastings Learning Centre  
Private Bag 1201  
Hawke's Bay Mail Centre  
Napier 4142  
P 06 974 8936

### Maraenui Learning Centre

18–20 Bledisloe Road  
Maraenui, Napier 4110

P 06 842 0591

### Wairoa Learning Centre

Cnr of Paul & Queen Streets  
Wairoa 4018

P 06 838 7349

### EIT Tairāwhiti

290 Palmerston Road  
Gisborne 4010

P 06 869 0810  
0800 22 55 348  
E [info@eit.ac.nz](mailto:info@eit.ac.nz)

### Rural Studies

312–320 Stout Street  
Gisborne 4010

P 06 869 0810 ext 7600

### Ruatoria Learning Centre

4 Hekiera Road  
Ruatoria 4032

P 06 864 8060

### Tokomaru Bay Learning Centre

40 Toa Street  
Tokomaru Bay 4079

P 06 864 5402

### EIT Auckland

Level 6  
238 Queen Street  
Auckland 1010  
P 09 300 7410  
E [auckland@eit.ac.nz](mailto:auckland@eit.ac.nz)

