



LE CORDON BLEU®
NEW ZEALAND

Student Handbook BCAB 2018



Disclaimer

The information contained in this handbook replaces all information contained in any previous handbook and is intended as a guide only.

Le Cordon Bleu is committed to innovation and continuous improvement, and reserves the right to change any aspect(s) of the Course, which may affect the currency of the information contained in this handbook.



Contents

Welcome	4
Key Staff & Contact Details	6
Section A - Programme Structure	9
Section B - Programme Information/Regulations	15
Section C - Assessment.....	17
Section D - Withdrawal.....	25
Section E - Student Support & Learning Commons	27
Section F - Student Rights & Responsibilities	30
Section G - Student Uniform and Grooming.....	33
Section - H Health and Safety.....	37
Section I - Academic Appeals, Concerns & Complaints	40
Section J - External Complaints Procedure.....	44
Appendix One - Assessment Extension.....	46
Appendix Two - Reconsideration of Grades.....	47
Appendix Three - Consulate Lists	48
Appendix Four - Keeping Safe	52



Welcome to Le Cordon Bleu New Zealand Institute

Le Cordon Bleu is associated with one of the most illustrious distinctions awarded to French knights under the "Ancien Régime". In the 16th century, a "cordon bleu" was first and foremost a knight of the "Ordre du Saint-Esprit", whose equivalent today is the Legion of Honour, equivalent to an OB in the UK, or else one of the highest honours given by the state to people of merit. This prestigious distinction, created by Henri III, involved wearing the Maltese cross on a blue ribbon. These knights, known as "cordons bleus", were, at that time, considered to be the elite of the Kingdom of France.

Over time, the distinction was awarded to all those who excelled in a particular field: knights, academics or outstanding cooks. Gradually, the relationship with top-notch cuisine became firmly established. In 1827, the treatise "Le cordon bleu, ou Nouvelle cuisinière bourgeoise" (Le cordon bleu, or New bourgeoisie cooking) was published in Paris. Some years later, in 1895, journalist Marthe Distel launched the publication "La cuisinière Cordon bleu", the first ever cuisine magazine, which was published in several languages. She then organised culinary demonstrations, and founded Le Cordon Bleu school.

The expression thus became permanently associated with culinary excellence.

WELCOME FROM THE PRESIDENT

With a legendary and contemporary international reputation in the culinary arts, Le Cordon Bleu provides the ultimate training in the hospitality sector education. Through its many schools, the group is dedicated to preserving and passing on the mastery and appreciation of the culinary arts and restaurant management.

Since its establishment in 1895, Le Cordon Bleu has embodied the spirit of French cuisine and culture. Over many years, our endeavours globally have propelled us along challenging and new paths. Le Cordon Bleu views New Zealand as the 'Provence' of the Southern Hemisphere. It represents French Art de Vivre with its enviable lifestyle, abundant fresh produce and products, leading-edge cuisine and fine wines.

Le Cordon Bleu's intensive programs offer immeasurable opportunities for new students, established professionals and career changers to advance from sound basic principles through to supervisory skills and management – from certificate to degree status. Working with our professional staff you can be assured of new levels of achievement and fulfilment in your education, restaurant or catering business or entrepreneurial venture.

We invite you to experience the Le Cordon Bleu tradition, knowledge and passion in New Zealand, design your international career and join Le Cordon Bleu International, the world's most exclusive hospitality club.

André Cointreau
Président Le Cordon Bleu



WELCOME FROM THE PROGRAMME DIRECTOR



“Education is the most powerful weapon which you can use to change the world”.

- Nelson Mandela -

You have chosen to study at one of the premier educational institutions in the world. During your study with us you will have access to state of the art facilities. Our dedicated staff are here to help guide and support you throughout your three years with us. Being a small institution enables us to be more responsive to students and to treat them as part of our family whilst providing technical knowledge and opportunities to engage with industry.

You are beginning a journey of discovery, as with all great journeys they begin by taking one step at a time. We are with you on your journey, walking side by side with you until you reach your destination.

I wish you every success in your studies.

Julie McGowan
Programme Director



Key Staff & Contact Details

SENIOR MANAGEMENT TEAM



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Section A - Programme Structure

The Bachelor of Culinary Arts and Business (BCAB) is a New Zealand Qualification Authority (NZQA) approved degree. The degree is accredited by WelTec who has responsibility for ensuring quality maintenance of the programme.

LENGTH – TOTAL PROGRAMME HOURS

The degree is a three-year programme. The programme of study requires the completion of 360 credits and involves 34-weeks of full-time study (per year). In each year students are expected to complete 120 credits.

Each year is divided into two 18 week semesters. Within each semester is a one week study break.

TIMETABLE

The school is open from 7am until 9pm Monday to Saturday. Classes are scheduled during these times.

During orientation, timetables are provided and explained for the programme. Timetables and programme information is available on lcbme.co.nz



DEGREE TERM DATES 2018

ACTIVITY	DATES
Orientation	Friday 23 February
Semester Start date	Monday 26 February
Easter (Public Holiday)	Friday 30 March – Monday 2 April
Semester Break	Monday 16 April – Friday 20 April
ANZAC Day (Public Holiday)	Wednesday 25 April
Queen's Birthday (Public Holiday)	Monday 4 June
Study Week	Monday 18 June
Exam Week	Monday 25 June
Mid-Year Break (4 Weeks)	Monday 2 July - Friday 27 July
Orientation	Friday 27 July
Semester Start date	Monday 30 July
Semester break (1 week)	Monday 24 Sep - Fri 28 Sep
Labour Day (Public Holiday)	Monday 22 October
Study Week	Monday 19 Nov - Friday 23 Nov
Exam Week	Monday 26 Nov - Fri 30 Nov



BACHELOR OF CULINARY ARTS AND BUSINESS, LEVEL 7

STRUCTURE BY SEMESTER

Year One (100 level)		Year Two (200 level)		Year Three (300 level)	
July Semester	February Semester	July Semester	February Semester	July Semester	February Semester
CP101 Cuisine Fundamentals (February & July)	CP105 Pâtisserie	CP201 Culinary Applications	CB205 Leadership and Management	CB301 Restaurant Concepts and Management	CP305 Co-operative Education Project (February & July)
CA102 Communications	CP106 Wine and Beverage Fundamentals	CB202 Hospitality Management	CB206 Marketing Principles	CB302 Quality Services Management	
CB103 Food Quality Management Systems	CP107 Food and Beverage Operations and Service	CB203 Menu Management	CB207 Small Business Operations	CA303 Contemporary Industry Trends and Issues (February & July)	CB306 Decision Making and Strategy
CA104 The Hospitality Experience	CP108 Advanced Cuisine (February & July)	CA204 Aesthetics of Food and Wine	CP208 Volume and External Catering	CA304 Food and Drink in Contemporary Society (February & July)	CP307 Professional Gastronomic Practice

Course prefix	
Culinary Arts	CA
Culinary Business	CB
Culinary Practice	CP



OUTLINE – SEMESTER 1 YEAR 1

	Paper Title	Credits	Level	Assessment Methodology	Pre Requisites	Tutor Supported Learning Hours	Independent Learning Hours	Total Learning Hours
CP 101	Cuisine Fundamentals	15	5	Achievement	Entry Criteria	112	38	150
CA 102	Communications	15	5	Achievement	Entry Criteria	84	66	150
CB 103	Food Quality Management Systems	15	5	Achievement	Entry Criteria	84	66	150
CA 104	The Hospitality Experience	15	5	Achievement	Entry Criteria	84	66	150
	Total	60				364	236	600

OUTLINE – SEMESTER 2 YEAR 1

	Paper Title	Credits	Level	Assessment Methodology	Pre and co Requisites	Tutor Supported Learning Hours	Independent Learning Hours	Total Learning Hours
CP 105	Patisserie	15	5	Achievement	Co-requisite: CP101	112	38	150
CP 106	Wine and Beverage Fundamentals	15	5	Achievement	Entry Criteria	112	38	150
CP 107	Food and Beverage Operations and Service	15	5	Achievement	Entry Criteria	112	38	150
CP 108	Advanced Cuisine	15	5	Achievement	CP101	112	38	150
	Total	60				448	152	600



OUTLINE – SEMESTER 1 YEAR 2

	Paper Title	Credits	Level	Assessment Methodology	Pre Requisites	Tutor Supported Learning Hours	Independent Learning Hours	Total Learning Hours
CP 201	Culinary Applications	15	6	Achievement	CP105 CP108	70	80	150
CB 202	Hospitality Management	15	6	Achievement	CA104 CP107	70	80	150
CB 203	Menu Management	15	6	Achievement	CB103 CP107	70	80	150
CA 204	Aesthetics of Food and Wine	15	6	Achievement	CA104 CP106	84	66	150
	Total	60				294	306	600

OUTLINE – SEMESTER 2 YEAR 2

	Paper Title	Credits	Level	Assessment Methodology	Pre Requisites	Tutor Supported Learning Hours	Independent Learning Hours	Total Learning Hours
CB 205	Leadership and Management	15	6	Achievement	CA102	70	80	150
CB 206	Marketing Principles	15	6	Achievement	CA102 CA104	70	80	150
CB 207	Small Business Operations	15	6	Achievement		70	80	150
CP 208	Volume and External Catering Management	15	6	Achievement	CP101 CA102 CB103	84	66	150
	Total	60				294	306	600



OUTLINE – SEMESTER 1 YEAR 3

	Paper Title	Credits	Level	Assessment Methodology	Pre Requisites	Tutor Supported Learning Hours	Independent Learning Hours	Total Learning Hours
CB 301	Restaurant Concepts and Management	15	7	Achievement	CB205 CB206 CB207	56	94	150
CB 302	Quality Services Management	15	7	Achievement	CB202 CB205	70	80	150
CA 303	Contemporary Industry Trends and Issues	15	7	Achievement	All 200 level	56	94	150
CA 304	Food and Drink in Contemporary Society	15	7	Achievement	All 200 level	56	94	150
	Total	60				238	362	600

OUTLINE – SEMESTER 2 YEAR 3

	Paper Title	Credits	Level	Assessment Methodology	Pre and Co Requisites	Tutor Supported Learning Hours	Independent Learning Hours	Total Learning Hours
CP 305	Co-operative Education Project	30	7	Achievement	All S1 papers	30 plus 180 in Workplace	90	300
CB 306	Decision Making and Strategy	15	7	Achievement	Co-requisites: CB301, CB302 CP305	56	94	150
CP 307	Professional Gastronomic Practice	15	7	Achievement	Co-requisite: CP305	36	94	150
	Total	60				322	378	600

Section B - Programme Information/Regulations

AIMS

The Bachelor of Culinary Arts and Business prepares graduates to create, practice and manage a world-class culinary business in a globally competitive environment. This innovative degree programme focuses on developing a knowledge and appreciation of fine food and wine in a 'farm to plate' context, and how this is successfully applied in a range of business oriented culinary settings. Students will learn to conceptualise, create, promote, commercialise and manage the culinary product or service in a global context.

QUALIFICATIONS / GRADUATION REQUIREMENTS

You must acquire all 360 credits listed in the programme outline to graduate with the Bachelor of Culinary Arts and Business

FEES STATEMENT (RE GRADUATION)

All fees are due to be paid in full by the first day teaching starts. If you have not paid all of your fees, including outstanding library fines, or other debts with LCB, you will not be eligible to graduate and will owe your fees as a debt to Le Cordon Bleu NZI.

PROGRAMME MATERIALS

Teaching materials are accessible on Moodle. Your uniforms and knife kits will be provided for you, please note that you will need to purchase black safety shoes.

RECOGNITION OF PRIOR LEARNING (RPL) (CROSS CREDIT, CREDIT TRANSFER AND THE ASSESSMENT OF PRIOR LEARNING)

Up to 240 credits can be credited through Recognition of Prior Learning (RPL).

Recognition of Prior Learning acknowledges what you have learned from other programmes and qualifications, life experiences, work experiences, training programmes and workshops and measures it against the requirements of the programme you are enrolled for.

An applicant can be awarded credit towards a qualification where it can be satisfactorily demonstrated that their prior learning reaches the standards required for the papers.

It is important to apply for RPL if you think that you have already learned the material to be covered in the programme.

- If you decide to apply for RPL you will need to get a detailed description of papers you want RPL for from the Programme Director. From the details of the learning outcomes you will have to produce evidence or validation of how you have already met the requirements for those learning outcomes.
- After you have completed the application form and provided the detail of how you have met the learning elements, you will have an Assessment Interview with a Subject Leader in the area you are seeking RPL. If you wish you can have a support person in attendance.
- After the interview you will be notified of the decision. This may be full credit, partial credit, partial credit with a requirement for further work, or no credit. If you are not satisfied with the decision, there is an appeal process available.
- If you think you might be eligible, or are interested in applying for RPL, you should talk to the Programme Director. The RPL process is charged at \$70 per hour.



EVIDENCE OF PRIOR LEARNING

There are five ways to prove your prior learning. These are:

Attestation: This means that an authoritative person attests or confirms your prior learning, usually at an interview.

Challenge: This means that your prior learning is tested. This could be by a practical, oral or written test.

Portfolio: A portfolio is a compilation of evidence related to the learning outcomes of the programme you are seeking credit for.

Cross Credit: Credit is granted for programmes or programmes taught elsewhere, which are equivalent to the programme in which you are seeking credit. These programmes could be from Secondary School, University, College of Education or other Polytechnics.

Assessment: You have your prior learning assessed at an interview with an assessor.

CREDIT TRANSFERS

Credit Transfers are granted when you have the exact BCAB paper. Credit Transfers incur a small administrative fee and the evidence of attainment will need to be provided on enrolment and a change of circumstance form is then processed.



Section C - Assessment

DESCRIPTION

You must achieve a C grade (50-54) or higher in order to successfully pass each course.

Assessment of students is used to:

- Structure and facilitate learning
- Evaluate content and teaching
- Motivate students
- Grade achievement
- Determine student progress

Each paper will have a minimum of 3 and generally a maximum of 5 pieces of assessment.

In determining the assessment techniques adopted for each paper, lecturers will take into consideration the purpose of the paper and the way in which these contribute to the overall programme objectives.

ASSESSMENTS IN TE REO MĀORI

If you *are fluent in Te Reo* and wish to be assessed in Te Reo Māori you should inform your lecturers of this at the beginning of the programme.



GRADING

Academic Records will be issued at the end of the academic year to all students who have gained credits.

GM2: Achievement-based assessment results and course grades

Where grades are allocated according to the level of achievement the following grading system applies to both assessment results and course grades

Achievement	Description	Grade	Result / Mark Range
Excellent	Learning outcomes met. Proficient in the most difficult concepts, theories and skills. Is able to integrate concepts, theories and skills, and recognise the links and relationships between them. Is able to adapt and apply concepts, theories and skills to new situations, and to formulate and evaluate new ideas.	A+	90–100
		A	80–89
Good	Learning outcomes met. Is able to use and apply the fundamental theories, concepts and skills of the learning outcomes to a wide range of problems, going beyond mere replication of content knowledge or skill. Shows an understanding of key ideas, awareness of their relevance, some use of analytical skills and some originality.	B+	75–79
		B	65–74
Satisfactory	Learning outcomes met. Has a basic grasp of factual content, theories, concepts and issues, and/or performance of basic skills to a level that would allow continuation of study in the area or to carry out work requiring these skills.	C+	60–64
		C	50–59
Ungraded Pass	Learning outcome/s met. Ungraded assessment result and/or course grade.	P	P
Not Achieved	Unsuccessful assessment attempt result; optional assessment not submitted result (0) Course grade when all required assessments attempted but one or more learning outcomes not met.	D	0–49
Ungraded Fail	Required assessment not submitted; Course grade when either one or more required assessments are not attempted and/or one or more course requirements are not met.	F	F



SCHEDULE OF ASSESSMENT

The individual paper outlines contain details of the assessment intended for each paper. The assessment schedule for each paper is distributed to you at the start of the paper (provided at the beginning of each semester). The schedule contains the type, date and time of each assessment.

EXTENSIONS

A student may request a change to an assessment submission date/time for reasons of illness, injury or exceptional circumstances by submitting a Request for Assessment Extension prior to the due date. Requests are made to the subject lecturer using the Request for Assessment Extension form in the appendices at the back of this handbook. If requests are emailed to the subject lecturer then the content of the email must include the information required by the Request for Assessment Extension Form.

Requests may be made:

- a. for an extension to a later date for an assessment submission.
 - b. to change a supervised assessment date/time to before or after the notified date/time.
1. A request for an extension is submitted to the tutor no later than two (2) working days before the stated due date.
 - a. If the requested due date is before the course end date, the tutor may approve the request and negotiate a new submission date/time. If a changed date for a supervised assessment is approved, the student completes an Honesty Declaration.
 - b. If the requested due date is after the course end date, the request for an extension to an assessment submission is considered by the Programme Director who may approve an extension for a period of no more than 10 working days after the course end date.
 - c. Where there are extenuating circumstances, an extension of more than 10 working days may be recommended by the Programme Director
 2. The lecturer or Programme Director advises the student in writing of the outcome of the request and, if approved, the conditions of the extension.
 3. The appropriate interim course grade is recorded. After the extension expires, it is replaced with the appropriate grade.

PENALTIES FOR LATE SUBMISSION

Where a student does not submit an assessment, including a supervised assessment, by the due date/time and the student does not have an approved extension, the initial assessment attempt is deemed to have occurred. Completion of this assessment activity is subject to the Further Assessment Attempts regulations below.

AEGROTAT PASSES

Where a student considers their performance in an assessment may be affected by any circumstance or situation which they could not have reasonably prevented, they may apply for an 'aegrotat pass' grade for the course. This covers situations in which the student has been unable to complete the assessment or has completed the assessment but believes that their level of performance has been impaired.



1. Aegrotat provisions only apply to achievement-based assessments where there is a requirement to complete the assessment within a specific period of time and an extension is not possible. Aegrotat provisions do not apply where a further assessment attempt is available to students or where work-integrated learning hours are required.
2. The student must submit a Request for Aegrotat Pass to the Programme Director prior to the assessment event. Under exceptional circumstances the institution may waive this requirement, provided that notification is received no more than five (5) working days after the assessment due date.
3. A request made because of illness or injury must be accompanied by a certificate from a registered medical practitioner or an allied health professional (who is a member of an association with a code of ethics) dated within three (3) working days of the assessment.
4. The certificate must state that, in the opinion of the practitioner, the student was:
 - a. suffering from illness or injury, either immediately before or during the assessment, of sufficient degree to certify the student unfit to take the assessment
 - b. not responsible for his/her illness/injury
5. The student meets all costs associated with the provision of a certificate or other documentary evidence.
6. A request made because of exceptional circumstances beyond the student's control must be accompanied by independent documentary evidence. The evidence must be in a form suitable for submission to an independent referee in case of doubt.

The Programme Director may waive or vary these requirements where it is not practically possible for the student to meet them.

An aegrotat pass is granted only to a student whose in-course summative assessment results indicate they almost certainly would have passed the assessment.



DISHONESTY DURING ASSESSMENT

You are expected to behave honestly during assessments. Plagiarism or cheating is not permitted. This includes submitting any work for assessment that is not your own, and whose author has not been acknowledged; copying another's work; collaborating with others in the preparation of material, except where this is an assessment requirement; and resubmitting work without prior written approval of the Programme Director.

FURTHER ASSESSMENT

A student who does not gain a Pass grade (50-54%) for a course is allowed one further attempt at one assessment, completed within the academic year.

The following rules apply to further assessment:

Further assessment attempts may be either:

1. Improving a previous submission, where the tutor considers the student, with suggestions for improvement but no further learning time, is likely to achieve a pass result.
2. Submitting a new, similar but not identical assessment, where the tutor considers the student requires further learning time. It should cover the entire scope of the original, not just those parts that were not completed successfully the first time. The Programme Director may agree to limit the scope of a further submission on a case-by-case basis.

Within five (5) working days of the release of the assessment result, the student makes a request to the tutor for a further assessment opportunity.

When considering the request, the tutor may consult the Programme Director. On approval, the tutor notifies the student, and any other party, of the conditions for the further

When considering the request, the tutor may consult the Programme Director. On approval, the tutor notifies the student, and any other party, of the conditions for the further assessment attempt, including the time, place and as required, tools, materials and fees (paid prior to the attempt). Further assessment attempts are completed before the start of the next teaching period/offering.

- The mark gained for the further assessment replaces the previous mark assigned and is used to recalculate the new cumulative total.

A further attempt is recorded for internal purposes and does not show on any official academic notification

On successfully completing the further assessment the minimum pass result for that assessment is awarded.

- If the new total is 50% or more a C grade only will be awarded. That is, any resit or resubmission assessment is not eligible for a grade higher than a C.



RECONSIDERATION OF ASSESSMENTS

Students are encouraged to discuss any concerns about an assessment result with the tutor in the first instance.

The following regulations apply:

1. If a student finds a mistake in the counting or addition of marks, the student may request a re-count from their tutor within five (5) working days of the assessment results being released.
2. If a student considers that their assessment has not been marked according to the assessment criteria, the student may challenge the result by completing in Reconsideration of a Grade Form to the Programme Director within five (5) working days of the assessment results being released.
3. If a student can provide evidence of a procedural irregularity that has materially affected their result, the student may challenge the result in writing to the Programme Director within five (5) working days of the assessment results being released.
4. The Programme Director may arrange for the student's submitted assessment to be re-evaluated by another assessor, who may be independent of the programme. The outcome of the re-evaluation is the student's final result.
5. Students will normally be advised of the final result within ten (10) working days of receipt of the request, or within five (5) working days of receipt of any independent assessor's report, whichever is later.

PROGRESS THROUGH THE PROGRAMME

If you have a serious health problem or personal or other circumstances that impacts on your study and ability to meet programme requirements, please inform the Programme Director.

Students must complete all pre-requisite and co-requisite courses before progressing to the next course. However, personal programme plans may be approved, on a case-by-case basis if it is necessary to remove unreasonable barriers to student progression (such as, failure to successfully complete a co/pre-requisite). This is reliant on final approval from the LCBNZI Academic Committee. Students are required to complete this three-year degree programme within five years.

WORK INTEGRATED LEARNING

BRASSERIE LE CORDON BLEU

Work integrated learning is an integral part of vocational and applied programmes. The purpose of work integrated learning is to provide students with authentic learning environments to understand the complexities of a hospitality business. It provides students with opportunities for practice and apply their knowledge in different settings to gain better understanding of business concepts. These experiences expose students to what they can expect in the hospitality industry and enables students to develop technical skills and knowledge that would be difficult to acquire in a classroom setting. Le Cordon Bleu has set up a training restaurant to give students these practical experiences under the supervision of the academic staff.

In first year, you will study two courses, Hospitality Experience and Food and Beverage Operations. During the semester where Hospitality Experience is covered, your focus will be on learning about serving and how to deal with guests. There will be a number of opportunities for you to practice these skills with real guests in the Brasserie and encounter real challenges. This is a wonderful opportunity for you to "learn by doing", a concept that is widely encouraged in educational research. Food and Beverage operations focuses on the service of food and beverage. Whilst you



will practice these skills in class, it is important that you also get see how this is done in a real restaurant. During this semester you will be allocated to work in a restaurant in the industry and the school training restaurant, the Brasserie, to practice the service skills covered during this course. These two different experiences allows you to learn about different approaches to business practice.

In the second year, you will study, Hospitality Management and Leadership. These two courses have different focuses and have linked to practical experiences in the Brasserie. When studying Hospitality Management, you will learn about management theories and concepts that businesses use to organize and structure their operations. To make this more real for you, you will be working in the Brasserie and will have to plan, organize, control and monitor the setup and execution of Brasserie events. As part of the Leadership course, your focus will be on leading people. Once again you will work in the Brasserie and you will have to manage staff from the first year cohort. In the Leadership course, you will study human resource management and are then required to practice some of these skills in the Brasserie. In addition to Brasserie services, in semester 2 (Mar – Jun) your will study Volume and External Catering. The course as a strong focus on work integrated learning. During this semester you will be given an opportunity to work with two catering companies and be required to plan and execute a catering event with your class members.

In the third year, Decision Making and Strategy has been linked to the Brasserie. In this course we look at how managers and leaders make decisions and the strategies they put in place to make businesses successful. In the Brasserie you will need to assess the decisions being made and risk factors that exist. You will be asked to provide some entrepreneurial ideas to improve the practices and advise the second year management staff in preparation for the next Brasserie services.

There may be other opportunities to work for industry and at special events. Students are encouraged to take advantage of these opportunities and volunteer when requested. The more experience you gain, the more employable you become in the future. It is suggested that all work experiences are captured in your CV. Students can also create portfolios of the work they have done as evidence for future employers.

INDUSTRY BASED PROJECT

Identification and allocation of projects:

When you enrol in the CP305 Co-operative Education Project paper you are responsible for sourcing your own project prior to the commencement date. Staff will be available to give you some guidance during the preceding semester, and will help you source a project if you are having difficulty.

Each project must be approved by your lecturer before you can undertake the project. You must prepare your own documentation providing sufficient detail on the project scope to allow your lecturer to understand what the project will involve. Prospective projects may be declined due to a variety of reasons, e.g. an inappropriate level of complexity, insufficient content or a conflict of interest. The reasons for the decline of any projects will be communicated to you.

If you have sourced a project you are deemed to have made a commitment to that project. If a project cannot proceed due to circumstances beyond your control either before it begins or during the project timeframe then you will receive some assistance to help you secure a new project or to complete a modified project. This will be negotiated with you on a case-by-case basis and your academic supervisor must be notified by you as soon as you become aware of a problem.

**Tutorial hours:**

You will meet with the academic supervisor for up to one hour per week, or by negotiation with the academic supervisor. This meeting ensures that the project is progressing in accordance with the prescribed milestones and enables discussion of any issues/problems that may arise. You are responsible for any extra learning that is required to complete the project.

Management of the project:

The overall management of the project is your responsibility, and you must keep all parties informed of any issues that arise that may affect the outcome of the project. This includes regular meetings with the project sponsor.



Section D - Withdrawal

Before you decide to withdraw from your course/programme you should discuss this with your lecturer or the Student Support Services Manager or Programme Director. Remember, if you are having difficulties with your course there are ways LCB can help you.

If you decide that you will withdraw, you **must** complete a Change of Details / Circumstances Form that can be obtained from Reception. If you don't formally withdraw (by completing this form) your grade will be recorded as a 'fail'.

The rules for **fees refunds** if you withdraw are copied below from the Enrolment Guide.

If you have any queries related to withdrawal and/or fees refunds then you should contact the Student Support Services Manager.

FEE REFUNDS

Refunds of tuition fees will only be made in accordance with the following policy:

- By accepting a place in a programme or course at Le Cordon Bleu New Zealand Institute, a student enters a contract with Le Cordon Bleu New Zealand Institute for the period of one academic year (or the length of the course if less than one year). This contract means there is an obligation to pay the fee for the year (or length of the shorter course).
- There is no automatic right to a refund of fees if a student changes his/her mind about studying at Le Cordon Bleu New Zealand Institute.
- Students who have paid fees for a programme that Le Cordon Bleu New Zealand Institute subsequently cancels, will receive a full refund.
- If a formal withdrawal from the enrolment is received no later than 2 weeks prior to commencement of the programme of study, 90% of the fees will be refunded.
- If a formal withdrawal from the enrolment is received less than 2 weeks prior to commencement of the programme of study, 50% of the fees will be refunded.
- If formal withdrawal is received after the programme commences, the student is not entitled to a refund of fees.
- Where exceptional circumstances necessitate withdrawal from a programme of study, Le Cordon Bleu New Zealand Institute may, after consideration of the exceptional circumstances relevant to the case, approve an appropriate refund less an administration fee of \$250 and agent commission where applicable. Information to support the claim for exceptional circumstances must be supplied in writing to the Registrar of Le Cordon Bleu New Zealand Institute.
- If a student wishes to transfer to another institute and the Enrolment Office receives notice at least 2 weeks prior to the commencement of the programme of study, 75% of the fees will be refunded. An Offer of Place from the other institution must support the application to transfer.
- A student who has paid fees for a programme and is subsequently refused an initial visa by Immigration New Zealand, will be paid a full refund less \$250 for administration purposes.
- A student who has paid fees for a programme and is subsequently refused an extension to an existing visa by Immigration New Zealand on the basis of poor attendance, will receive no refund.



- If a student's permit extension is refused by Immigration New Zealand on the basis of poor performance, the student will receive a refund of only that portion of the fee which corresponds to the part of the programme for which no visa is issued. An administration fee of \$250 will be retained by the Institute.
- All applications for refunds must be submitted on the Application for Refund Form (available from the Enrolment Office). Supporting information must be submitted together with the form to the Enrolment Office.
- For all 'Le Cordon Bleu New Zealand Institute International Student Packages' please refer to the terms and conditions of the 'Package'.
- Le Cordon Bleu New Zealand Institute will not pay refunds directly to international students or their agents in New Zealand. Refunds will be either sent to the institution to which the student is transferring, or to the student's account in their country of origin, after the student permit has been cancelled.



Section E - Student Support & Learning Commons

ACADEMIC SUPPORT

Academic support is available for all LCB students to help you be as successful in your study as you can be. If you want any extra support please see the Programme Director who will organise for you to see the appropriate person.

PASTORAL CARE

If you are concerned about any issues whilst studying at LCB and would like some advice on what to do and who you can talk to, contact the Programme Director or Career Service Manager.

Sue Townshend	Career Services Manager
Email contact	stownshend@cordonbleu.edu
Phone contact	04 472 9800 027 747 8878

SUPPORT FOR STUDENTS WITH DISABILITIES

If you have a disability you may contact a support person for advice and support options can be discussed. Initially contact Sue Townshend and she will direct you to the appropriate support.

Email contact:	stownshend@cordonbleu.edu
Phone contact:	04 472 9800 0277478878



LEARNING COMMONS LIBRARY

The Library gives you access to the resources you need to become a successful student. Enrolled students, part time and full time, have access to all library services and resources.

Learning Commons staff are here to assist you to develop the information, research and study skills you need. A wide range of resources and services are available:

- Books
- Information skills training
- Ebooks
- Research assistance
- Serials/journals
- Computer access
- Electronic journals
- Photocopiers/printers
- Video/DVDs
- Study areas
- Inter-campus loans
- Inter-library loans

POSTAGE

You can have your letters and parcels delivered directly to the school. Each item should be sent to the following address:

Your full name
Le Cordon Bleu
Level 2, 52 Cuba Street
Te Aro, Wellington, 6011
New Zealand

You can collect your parcels from reception once they have arrived. Please note Le Cordon Bleu New Zealand Institute takes no responsibility for lost or damaged parcels or letters. You should take out appropriate insurance and postage tracking to ensure your delivery is safe.

We cannot accept perishable goods or food items at reception. These should be delivered to your home address. Any packages that are not claimed within 14 days will be returned to sender.

COMPUTER ACCESS

The building has wireless access to the LCBNZI computer network and the internet. You are able to logon to this using your student logon details and password.

There are computers available for student use in the Learning Commons. This equipment is for the use of enrolled students only. You will need to carry your ID card with you to prove you are a student.



WHAT ABOUT NOISE?

Talking is okay in the Learning Commons but try not to disturb other students.

THE INTERNET

You have access to the Internet and your usage is monitored. Inappropriate use is unacceptable and disciplinary procedures may be actioned.

PRINTERS AND PAPER WASTAGE

Printing and photocopying needs to be paid for. Your student ID card will be credited with a sufficient amount of money to get you through your programme. If you exceed the suggested amount you will need to pay to continue printing.



Section F - Student Rights & Responsibilities

As a student you have rights and responsibilities that help facilitate the best possible learning environment for you to succeed. All students at LCB (whether on LCB premises or at an LCB activity off campus) are expected and required to behave at all times in a reasonable, professional and lawful manner.

Students are required:

1. To observe all LCB health and safety rules.
2. To treat all people (whilst on LCB premises or at an LCB activity off campus), including LCB staff and students in a lawful manner in the circumstances and with respect and consideration.
3. To attend LCB course activities and tuition without the influence of alcohol and/or unlawful substances.
4. To take reasonable care not to damage or destroy LCB resources and to use all LCB resources in accordance with LCB's directions.
5. Not to take any food stuffs from LCB stores without the express permission of their lecturer.
6. Not to harass any person whilst on LCB premises or at an LCB activity off campus.
7. Not to discriminate against any person in a way which is unlawful.
8. To act in a manner that maintains the well-being of that student and other staff and students at LCB.

STUDENTS RIGHTS

Students have the right to:

1. Competent, professional and effective teaching
2. Current and relevant teaching content
3. Regular, prompt and constructive feedback
4. Fair, valid and reliable assessment
5. A consistent learning experience with a reasonable workload
6. Opportunity to give feedback on the teaching, programme and student experience
7. Be treated with fairness, dignity and respect by staff and other students in accordance with the principles of te Tiriti o Waitangi and natural justice
8. A safe, secure and inclusive environment in which all staff and students can flourish and be valued
9. Freedom from intimidation, violence, bullying, cyber-bullying, unreasonable disruption, unlawful discrimination, or any harassment
10. Trustworthy handling and retention of personal confidential information while at any campus or while engaged in institutional activities
11. Access to appropriate and sufficient learning spaces and resources
12. Access to appropriate academic, health, welfare, cultural and pastoral support
13. A safe, clean and healthy working environment
14. Access to Regulations and Procedures that affect students, including those for dealing with student concerns and complaints, at the commencement of their studies
15. Access to their student record
16. Representation on the Academic Committee



STUDENT RESPONSIBILITIES

1. Prepare for and actively participate in learning events
2. Build and sustain the learning environment by giving and receiving constructive feedback
3. Maximise learning by willingly learning independently, experientially and collaboratively
4. Contribute positively to the learning experience of others
5. Be truthful and trustworthy
6. Respect the dignity and rights of all members of the campus
7. Apply institutional values in daily practice
8. Respect the environment and property of staff, students, visitors and residential neighbours
9. Contribute to an environment that is free from intimidation, violence, bullying, unreasonable disruption, unlawful discrimination, or any harassment of other students, staff or any member of the public
10. Maintain privacy of confidential information while at any campus or while engaged in institutional activities
11. Keep campus buildings smoke free
12. While on any campus or undertaking any institutional activities be free from the influence of:
 - Any drug that is not lawfully prescribed for that student
 - Alcohol, except where it has been expressly permitted
13. Maintain a safe and healthy working environment whether on campus or studying off-site
14. Advise of any need that may require additional health and safety support
15. Carry a student identification card while on campus
16. Comply with safety rules and procedures including fire and emergency evacuation procedures
17. Notify a staff member as soon as possible of any actual or potential hazards, incidents, accidents or emergency situations on any campus or in relation to any institutional activity or course
18. Information and Communication Technology
 - Ensure activities on their own network accounts meet the standards of conduct appropriate to an educational institution.
19. Use network accounts or permitted institution systems or hardware exclusively for your own use; they must not:
 - a) Copy, modify or install software without authority
 - b) Infringe copyright regulations or any intellectual property
 - c) Access, obtain, alter, add or erase data without proper authority
 - d) Disable or make unusable institution-owned ICT equipment or software
 - e) Incur cost to the institution or anyone else, except where prior express authority is obtained
 - f) Use electronic or online communication such as email, video conference, instant messaging, learning management systems such as Moodle, other collaboration tools or social media (including but not limited to Twitter, Facebook and other internet functions or sites) in a manner which:
 - g) bring or is likely to bring the institutions into disrepute



- h) breaches the Harmful Digital Communications Act 2015 (such as cyber bullying, or harassment)
- i) Access, store, view, publish or distribute material which is objectionable, offensive, unlawful or otherwise inappropriate in an educational institute
- j) Permit anyone else to use their network accounts or any institution system or hardware



Section G - Student Uniform and Grooming

FOR DEMONSTRATION CLASSES





FOR PRACTICAL CLASSES (FULL UNIFORM)



Remark: NO jewelry, visible piercing, earrings, watch, rings and nail polish.



STUDENT UNIFORM FOR UNIFORM DAYS & EVENTS





GROOMING POLICY

Le Cordon Bleu is a brand associated with excellence. One of the ways we can demonstrate excellence is by setting professional standards.

Wearing uniforms means that we are setting a uniform standard – we present ourselves as staff and students in a professional manner at all times and in a consistent way.

Your appearance demonstrates our brand and your pride in being a part of Le Cordon Bleu.

The purpose of the grooming policy is to provide guidelines on how to wear your uniform and have a professional look.

UNIFORM

- Well cared for
- Clean
- Ironed
- Black tights/Black socks

SHOES

- Black
- Professional – business shoes only no sneakers, canvas, jandals (flip flops) etc
- Polished
- Clean – without scuff marks
- No heel higher than 3cm

HAIR

- Clean and neat
- Hair ties must be black or match your hair colour
- When working at functions long hair must be tied back

JEWELLERY

- Discreet - small

PERSONAL HYGIENE

- Clean hands and nails
- Facial hair neat and tidy
- Nail polish – neutral colours
- Make up – neutral tones
- Use mild fragrances
- When working at functions – fresh breath – especially smokers
- Visible Tattoos – covered with make up



Section - H Health and Safety

STUDENT HARASSMENT

LCBNZI regards any kind of harassment; sexual or other forms, on or off campus, as unacceptable. LCBNZI is committed to the elimination and prevention of all harassment within our organisation.

Definition

Harassment is physical, verbal or visual conduct that is:

- Unwelcome
- Uninvited
- Unwarranted, or
- Offensive.
- Harassment may include:
 - Offensive Language
 - Racist comments or ridicule
 - Suggestive remarks about a person's personal life
 - Leering, touching or pinching
 - Offensive printed material
 - Use of email, texting or other electronic media to cause offense
 - Abuse of power to humiliate
 - Bullying

Harassment is not:

- Occasional compliments
- Behaviour based on mutual attraction
- Developing friendships, sexual or otherwise, between consenting adults.

HARASSMENT PREVENTION

Any allegations of harassment made by a student will be acknowledged, treated in a confidential manner and will be dealt with under the direction of the student making the complaint. Students who are being harassed will be encouraged/supported to deal with the situation, and/or to make a formal complaint.

A student who is deemed to be harassing another person may be disciplined as set out in the Disciplinary Procedure in Section 7 below.

HEALTH AND SAFETY

Everyone is responsible for ensuring that they work in a manner which is safe to themselves and to others, carrying out their tasks in a way that minimises the risk of injury or illness to themselves and to others.



POTENTIAL HAZARDS

Please be aware of the following potential hazards whilst participating in your programme:

- Slippery floors – should be signposted and reported to the supervisor
- Broken glass – should be wrapped in newspaper and disposed of
- Swing doors – correct use required
- Hot liquids – to be handled in an appropriate way
- Knives – correct use required
- Restaurant/Bar beverage machinery – to be used as per instruction
- Step ladders – to be used as per instruction
- Occupational Overuse Syndrome.

FIRE EMERGENCY

All students must familiarise themselves with the location of fire doors, fire exits and emergency evacuation routes, so that they know how to exit from the building in the event of an emergency.

All staff and students should know the location of their nearest fire alarm call points and how to use these.

In the event of an actual or suspected fire emergency:

- Operate the nearest fire alarm
- Immediately leave the building by the closest evacuation route - **do not** run, **do not** use the elevator/lift, follow the instructions of the Floor Fire Warden if present
- Assemble as instructed by your lecturer or as outlined in the room that you are in
- Do not leave the assembly point or re-enter the building until authorised to do so.

EVACUATION OF MOBILITY IMPAIRED STUDENTS

If you have a disability that makes it difficult for you to exit the building in the event of an emergency please alert your lecturer who will discuss emergency evacuation arrangements for such a situation and plan ahead how best to implement them to suit your situation.



EVACUATION PROCEDURES

Check each building for assembly areas. In the event of an emergency due to fire, earthquake or any other cause:

TAKE NOTE OF INFORMATION AND DIRECTIONS GIVEN BY SAFETY WARDENS DURING EMERGENCIES!!!

In the event of earthquake

- take cover
- stay clear of windows
- do not go outdoors
- evacuate buildings when given all clear

In the event of fire

- Sound the alarm
- **Phone 111**
- Evacuate the building **AT ONCE**
- Assemble at the designated areas
- If time permits, turn off all machinery, close doors and windows
- Do not use lifts
- One of your class should be designated to remain with any student who is unwell, disabled or in shock
- No one is to re-enter the building until given the all clear by wardens or Fire Department.

Your lecturers will explain emergency evacuation procedures during orientation. ***If in doubt – ask.*** All evacuation procedures are displayed at main entrances on all floors of the building. Please familiarise yourself with these routines.

FIRE PRECAUTIONS

Emergency evacuation routes must remain tidy and free from obstacles. Students must not place or store equipment so that it blocks exits or evacuation routes or immediate access to fire alarms, fire equipment or electrical switchgear.

FIRE PREVENTION

The value of routine checking that electrical equipment, gas taps etc. are turned off, and that doors to rooms and staircase are closed, cannot be overemphasised. Students are reminded that the building is smoke free.

ACCIDENTS

All accidents, fires, “near misses”, and instances of known or suspected occupational ill health must be reported using an Incident/Accident Report Form. Your lecturer will help you to access and fill in this form. Reported accidents/incidents will be investigated and any necessary remedial measures, including revised work procedures, training, etc., will be implemented as appropriate.

Accidents/ incidents of a serious nature must be notified immediately to a lecturer.

In the event of any emergency requiring an ambulance immediately call 111 **(remember to state the precise location and nature of the emergency)**, then contact your nearest lecturer.



Section I - Academic Appeals, Concerns & Complaints

You can't study properly if you're unhappy. If you have a concern, complaint or problem that's getting you down its best if you do something about it as soon as possible. Ideally first talk directly to the person concerned or your lecturer. To help you focus on the issue, write down your problem. Feel free to take a support person with you. This person can help you stay on track and talk things over with you afterwards.

The Career Services Manager will do her best to help you resolve things as quickly and easily as possible so that you can concentrate on your studies.

A quick reference guide of who can help with your concerns and a flowchart illustrating the Student Concerns and Complaints Procedure are provided on the following pages.

ISSUE/ COMPLAINT	RELEVANT DOCUMENT	WHO CAN HELP STUDENTS
Academic/ Assessment related issues	Student Handbook	Programme Director Lecturer
Harassment and Discrimination	Student Handbook Any allegations of harassment made by a student will be acknowledged, treated in a confidential manner and will be dealt with under the direction of the student making the complaint.	Career Services Manager Programme Director General Manager
Concern/ Complaint	Student Handbook If you have a concern, complaint or problem relating to your study it's best if you do something about it as soon as possible.	Programme Director Career Services Manager General Manager
Health & Safety/ Facilities	Student Handbook LCB seeks to maintain safe campus environments that promote the well- being and health of all employees and students.	Programme Director Career Services Manager
Discipline matter- non academic	Student Handbook	Programme Director Career Services Manager
Fees	Website	Admissions Manager



ACADEMIC APPEAL

A student may appeal a decision that affects their study at the institution only after following all relevant Regulations and Procedures in an attempt to promptly resolve an issue.

1. A student may appeal a decision on one of the following grounds:
 - a) Additional information has become available since the decision was made by the relevant body.
 - b) There is evidence of procedural irregularities in the process followed.
2. The student applies in writing to the Programme Director, within five (5) working days of notification of the decision, stating the decision the student is appealing and ground/s of the appeal with specific reference to relevant Regulations or Procedures. The student states the outcome they are seeking. In exceptional circumstances, the institution may extend the time for receipt of the application for appeal.
3. If, in the opinion of the Chair of the Appeals Committee, the grounds for appeal are not satisfied, the student is notified within two (2) working days of the decision that the appeal will not be heard.
4. The student is notified of the decision within five (5) working days of the appeal being heard.
5. The decision of the Appeals Committee is final.

DISCIPLINARY PROCEDURE

At any time either as a result of:

- a) A written complaint by any person, including another student at LCBNZI; or
- b) An observation by a LCBNZI staff member,

Discipline procedures may be invoked in respect of behaviour by a LCBNZI student in contravention of student responsibilities.

OBSERVATIONS BY LCBNZI STAFF MEMBERS

If an LCBNZI staff member observes behaviour by a student that the staff member concerned reasonably believes to be in contravention of rules contained in this handbook, the LCBNZI staff member will discuss the observation with the student, unless in the staff member's sole opinion the behaviour constitutes serious misconduct.

The staff member must put their specific concern(s) to the student and give the student the opportunity to state his/her view of the facts and provide any explanation.

If the matter is resolved to the staff member's satisfaction no further action will be taken.

If the matter is not resolved to the satisfaction of the staff member concerned then the matter will be referred to the Programme Director.

WRITTEN COMPLAINTS

Unless the behaviour is classed as serious misconduct, any written complaint received by LCBNZI that relates to an LCBNZI student's behaviour in contravention of rules contained in this handbook shall be referred immediately to the Programme Director.



On receipt of a written complaint the Programme Director will convene a meeting with the student and any other person considered desirable. The student will be notified in writing that a meeting is required and will be advised:

1. As to the subject matter of the meeting (including particulars of the alleged breach of discipline); and
2. That the student is entitled to have a support person present at the meeting; and
3. That the student will be given an opportunity to be heard, and an opportunity to state his/her view of the facts and to give any explanation.

At the meeting, the student may be issued with a written warning which will specify the area of undesirable behaviour, the improvement required and the consequences if there is no improvement or if the behaviour is repeated.

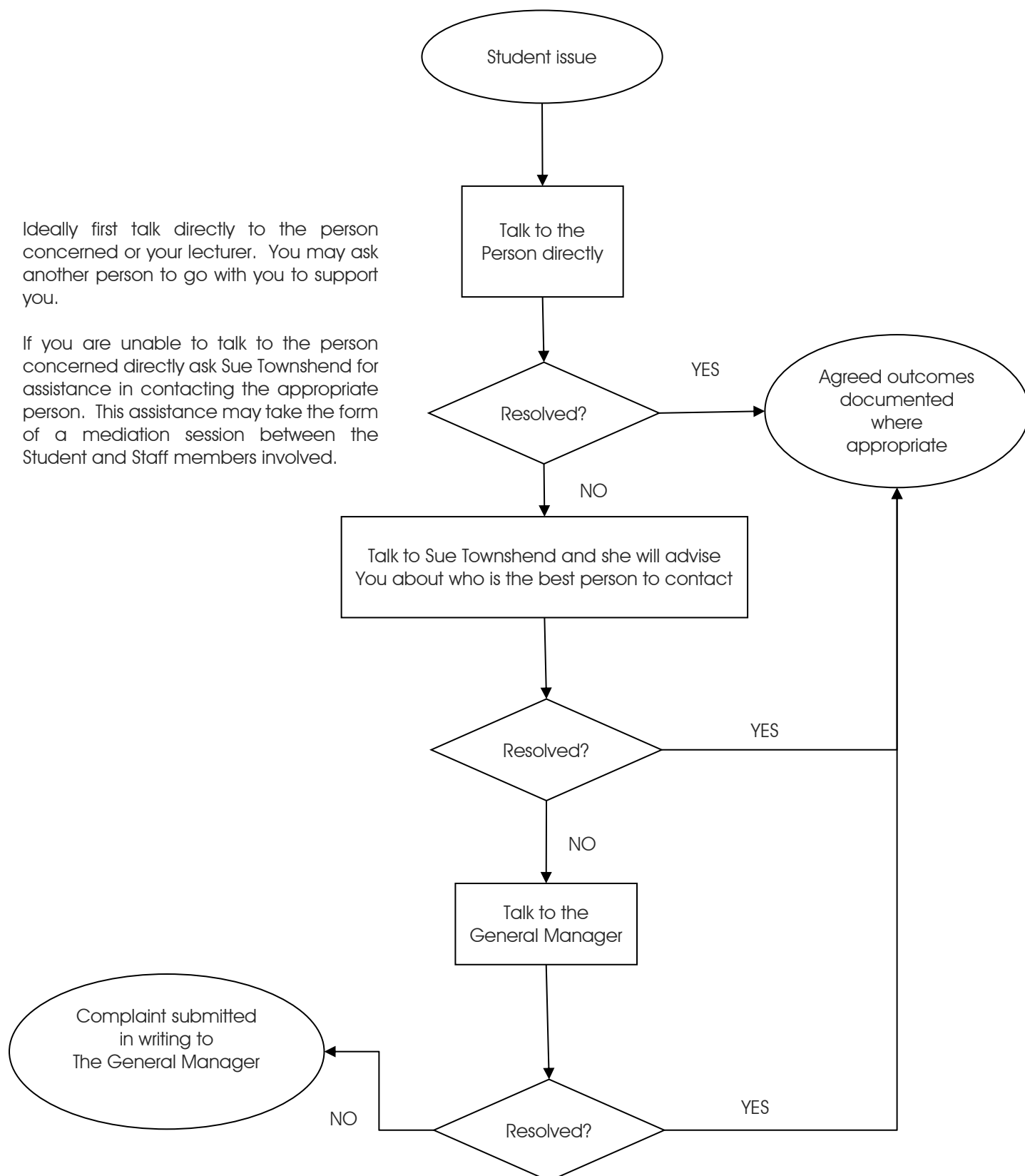
If the Programme Director considers that the matter may be of such a grave nature as to warrant the immediate involvement of the General Manager, it shall be referred to the General Manager.



INTERNAL CONCERNS PROCEDURE FLOWCHART

Ideally first talk directly to the person concerned or your lecturer. You may ask another person to go with you to support you.

If you are unable to talk to the person concerned directly ask Sue Townshend for assistance in contacting the appropriate person. This assistance may take the form of a mediation session between the Student and Staff members involved.





Section J - External Complaints Procedure

APPLICABLE TO ALL PROGRAMMES

INTERNATIONAL STUDENTS - HOW TO MAKE A COMPLAINT

When you come to New Zealand as an international student, you can expect to receive a high standard of education, and to feel safe and well cared for while you live and study here. If you have a complaint, it is important that you go through the right steps.

HERE IS WHAT YOU NEED TO DO:

1. ASK YOUR EDUCATION PROVIDER TO RESOLVE YOUR COMPLAINT

Your education provider is your first point of contact for any complaint you have, including any complaint about the agents your provider uses. They must have a complaints process in place for you to go through, and they must tell you what that process is. Follow that process to see if your complaint can be resolved by your provider.

2. IF YOUR COMPLAINT IS NOT RESOLVED – CONTACT NZQA

If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website, or send an email to qadrisk@nzqa.govt.nz. If you need more information on the complaints process, contact NZQA on 0800 697 296.

3. OR – IF IT IS A FINANCIAL DISPUTE – YOU CAN CONTACT FAIRWAY RESOLUTION

FairWay Resolution is available to help you resolve financial or contractual disputes with your education provider. There is no cost to you for this service.

FairWay Resolution is an independent service with experience in helping people to resolve disputes. You can contact FairWay Resolution on 0800 77 44 22.

NEW ZEALAND'S QUALITY STANDARDS

All international students enrolled with a New Zealand education provider are covered by the New Zealand Government's Education (Pastoral Care of International Students) Code of Practice. This is legislation that outlines the level of care that education providers, and their agents, must provide to international students while they live and study in New Zealand.

The education system is regulated with strong quality assurance systems across the board. In general, as an international student you can expect that:

- the quality of teaching and learning you receive will meet high educational standards
- the marketing and promotion information you receive before you enrol is clear, complete and accurate so you can make a well-informed decision about whether an education provider is the right choice for you
- education providers' agents give you reliable information and act with integrity and professionalism



- you will receive enough information and support to help you with your enrolment, including understanding the legal obligations you have, and that you will receive all the proper documentation
- you are welcomed and have enough information, guidance and support to help you settle into your new life in New Zealand
- your study environment is safe, and that you have a safe place to live

About the Education (Pastoral Care of International Students) Code of Practice

The New Zealand Government's Education (Pastoral Care of International Students) Code of Practice is a document that clearly outlines the full legal requirements that education providers enrolling international students must abide by – to read this, go to the NZQA website (<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>).

ABOUT NEW ZEALAND QUALIFICATIONS AUTHORITY (NZQA)

NZQA is a government organisation which manages the quality of New Zealand qualifications, and also acts as the Administrator of the Education (Pastoral Care of International Students) Code of Practice. www.nzqa.govt.nz

- If your complaint is not resolved – contact NZQA
- If your education provider has not resolved your complaint, and you still wish to have it resolved, then you can contact NZQA. NZQA is a government organisation. They can provide an independent assessment of your complaint.
- Download the Complaint Form
- Send your completed Complaint Form, along with any supporting evidence, to: The Complaints Officer Quality Assurance Division P O Box 160 Wellington 6140 or email a scan of your completed form, along with scans of any supporting evidence, to qadrisk@nzqa.govt.nz

If you need more information on the complaints process, contact NZQA on 0800 697 296. 37



Appendix One - Assessment Extension

REQUEST FOR ASSESSMENT EXTENSION FORM

Student Name

Course

Date

Lecturer

I would like to request an extension for the submission of assessment for the following:

Paper:

Test/Assignment

Date Due:

Reason for

Requesting

Extension:

Signed (Student)

I declare that the information given is correct and true

Date received from student

Declined/Accepted (Cross out one)

Reason Declined

Notes:

- You may negotiate with your lecturer for additional time to complete the work required.
- Negotiation of extension time for assessments must be in writing and made at least one week prior to assessment dates.
- Extensions will only be issued to those who have genuine reasons for not being able to complete assessments



Appendix Two - Reconsideration of Grades

REQUEST FOR RECONSIDERATION OF GRADE

Course:

Paper:

Test/Assignment:

Lecturer:

Date:

I request to be re-graded for the above test/assignment.

I understand that the mark I receive from this re-grade will appear on my final transcript.

Yours sincerely,

Student:

Date:

N.B. This request must be made within five days of receiving your original grade.



Appendix Three - Consulate Lists

DIPLOMATIC AND CONSULAR LISTS

EMBASSY OF THE REPUBLIC OF KOREA, WELLINGTON

Street Address:	Level 11, ASB Bank Tower, 2 Hunter Street, Wellington 6011
Postal Address:	PO Box 11 143, Wellington 6142
Telephone:	(04) 473 9073, 473 9074
Facsimile:	(04) 472 3865
Email:	ea-nz@mofa.go.kr
Office hours:	9am-12noon, 1.30pm-5 pm, Mon-Fri

EMBASSY OF THE PEOPLE'S REPUBLIC OF CHINA, WELLINGTON

Street Address:	2-6 Glenmore Street, Kelburn, Wellington 6011
Postal Address:	PO Box 17-257, Karori, Wellington 6147
Telephone:	(04) 472 1382 (Reception); (04) 474 9619 (PA to Ambassador)
Facsimile:	(04) 474 9613 (Political); (04) 474 9622 (Consular); (04) 474 9632 (Visa Office); (04) 474 9624 (Cultural); (04) 474 9626 (Defence); (04) 474 9629 (Science and Technology)
Email:	www.chinaembassy.org.nz
Office hours:	9am-12 noon, 1pm-4.30 pm, Mon-Fri
Additional office hours:	9am-12 noon, Mon-Fri (Consular)

EMBASSY OF THE REPUBLIC OF INDONESIA, WELLINGTON

Street Address:	70 Glen Road, Kelburn, Wellington 6012
Postal Address:	PO Box 3543, Wellington 6140
Telephone:	(04) 475 8697; 475 8698; 475 8699
Facsimile:	(04) 475 9374
Email:	kbriwell@ihug.co.nz
Office hours:	9am-12 noon, 1 pm-5 pm, Mon-Thurs
Additional office hours:	9am-1230pm, 2.30pm-5.30pm, Mon-Fri



EMBASSY OF THE REPUBLIC OF KAZAKHSTAN, SINGAPORE

Street Address:	1 Kim Seng Promenade, #09-04/05, Great World City East Tower, Singapore 237994
Telephone:	(65) 6536 6100
Facsimile:	(65) 6438 8990
Email:	embassy@kazakhstan.org.sg
Office hours:	9am-1pm, 2.30 pm-6.30 pm, Mon-Fri

HIGH COMMISSION FOR THE REPUBLIC OF FIJI, WELLINGTON

Street Address:	31 Pipitea Street, Thorndon, Wellington 6011
Postal Address:	PO Box 3940, Wellington 6140
Telephone:	(04) 473 5401 or 473 5402
Facsimile:	(04) 499 1011
Email:	viti@paradise.net.nz
Website:	www.fiji.org.nz
Office hours:	9am-5pm, Mon-Thurs; 9 am-4pm, Fri

BRITISH HIGH COMMISSION, WELLINGTON

Street Address:	44 Hill Street, Wellington 6011
Postal Address:	PO Box 1812, Wellington 6140
Telephone:	(04) 924 2888; (04) 924 2880 (Consular); (04) 924 2857 (Press); (04) 924 2868 (Economic/Commercial)
Telephone office hours:	8.45 am-5 pm, Mon-Fri
Office hours:	Public Counter for Consular: 9 am-1pm, Mon-Fri
Additional office hours:	Passport Collection: 2 pm-3pm, Mon-Fri

HIGH COMMISSION OF INDIA, WELLINGTON

Street Address:	9th floor, 180 Molesworth Street, Thorndon, Wellington 6015
Postal Address:	PO Box 4045, Wellington 6140
Telephone:	(04) 473 6390
Facsimile:	(04) 499 0665
Email:	hicomind@hicomind.org.nz
Website:	High Commission of India
Office hours:	9am-5.00pm, Mon-Fri



HIGH COMMISSION FOR MALAYSIA, WELLINGTON

Street Address:	10 Washington Avenue, Brooklyn, Wellington 6021
Postal Address:	PO Box 9422, Wellington 6141
Telephone:	(04) 385 2439
Facsimile:	(04) 385 6973
Email:	mwwelton@xtra.co.nz
Office hours:	9am-1pm, 2pm-5pm, Mon-Fri

EMBASSY OF THE UNITED STATES OF AMERICA, WELLINGTON

Street Address:	29 Fitzherbert Terrace, Wellington 6011
Postal Address:	PO Box 1190, Wellington 6140
Telephone:	(04) 462 6000
Facsimile:	(04) 472 3537
Email:	newzealand.usembassy.gov
Office hours:	8.15am-5pm, Mon-Fri

EMBASSY OF THE PHILIPPINES, WELLINGTON

Street Address:	50 Hobson Street, Thorndon, Wellington 6011
Postal Address:	PO Box 12042, Wellington 6144
Telephone:	(04) 472 9848
Facsimile:	(04) 472 5170
Email:	embassy@wellington-pe.co.nz
Website:	www.philembassy.org.nz
Office hours:	9am-12noon, 1.30pm-4.30pm, Mon-Fri

EMBASSY OF JAPAN, WELLINGTON

Street Address:	Majestic Centre, Level 18, 100 Willis Street, Wellington 6011
Postal Address:	PO Box 6340, Marion Square, Wellington 6141
Telephone:	(04) 473 1540
Facsimile:	(04) 471 2951
Email:	enquiry@wl.mofa.go.jp, consular@wl.mofa.go.jp (consular)
Website:	www.nz.emb-japan.go.jp
Office hours:	9am-5pm, Mon-Fri; (Chancery, Level 18)
Additional office hours:	9am-4.30pm, Mon-Fri (Consular and Visa section, Level 18)



ROYAL THAI EMBASSY, WELLINGTON

Street Address:	110 Molesworth Street, Wellington
Postal Address:	PO Box 12-247, Thorndon, Wellington 6144
Telephone:	(04) 476 8616; (04) 496 2900
Facsimile:	(04) 476 8610 (Chancery); (04) 476 3677 (Consular)
Email:	thailand@thaiembassynz.org.nz
Office hours:	9 a.m.-12.30 p.m., 2 p.m.-5 p.m., Mon-Fri
Additional office hours:	9.30 a.m.-12.30 p.m., Mon-Fri (Visa hours)

EMBASSY OF THE SOCIALIST REPUBLIC OF VIETNAM, WELLINGTON

Street Address:	Level 21, Grand Plimmer Tower, 2-6 Gilmer Terrace, Wellington 6011
Postal Address:	PO Box 8042, Wellington 6143
Telephone:	(04) 473 5912
Facsimile:	(04) 473 5913
Email:	embassyvn@clear.net.nz
Website:	www.vietnamembassy-newzealand.org/en/
Office hours:	9.00am-12.00noon; 2.00pm -5.00pm, Mon-Fri

EMBASSY OF THE RUSSIAN FEDERATION, WELLINGTON

Street Address:	57 Messines Rd, Karori, Wellington 6012
Postal Address:	PO Box 17 262, Karori, Wellington, New Zealand
Telephone:	(04) 476 6113, (04) 476-9548 (Visa officer)
Facsimile:	russia@clear.net.nz
Website:	www.newzealand.mid.ru
Email:	embassyvn@clear.net.nz
Office hours:	Monday-Friday 9.30am-1.00pm

NETHERLANDS EMBASSY, WELLINGTON

Street Address:	Cooperative Bank Building – 10th Floor, Cnr Featherston & Ballance Streets, Wellington 6011
Postal Address:	P.O. Box 840, Wellington 6140
Telephone:	04-471 6391, 0800 DUTCH EMBASSY (0800 388 243)
Email:	wel@minbuza.nl
Website:	newzealand.nlembassy.org
Office hours:	Consular reception: Monday to Friday 10:00 - 12:30. Appointments only



Appendix Four - Keeping Safe

For emergencies, please contact Wellington Hospital: Riddiford Street, Newtown, Phone: (04) 385 5999

KEEPING SAFE IN NEW ZEALAND

<http://www.police.govt.nz/safety/visitors.html>

This website covers:

- Keeping safe on New Zealand roads
- Keeping yourself safe
- Keeping safe outdoors
- Keeping your possessions safe
- Keeping your credit cards and identity safe
- Keeping safe via text messaging
- Keeping safe around alcohol
- General information
- Useful websites

INSURANCE

Uni-care

Toll free in NZ: 0800 864 227

Outside NZ: +64 4 381 8166

Claims: claims@crombie.co.nz

Assistance: NZ_assistance@travelguard.com