



Te Kura Matatini o Taranaki

WITT

WESTERN INSTITUTE
OF TECHNOLOGY
AT TARANAKI

STUDENT HANDBOOK & IT GUIDE 2011












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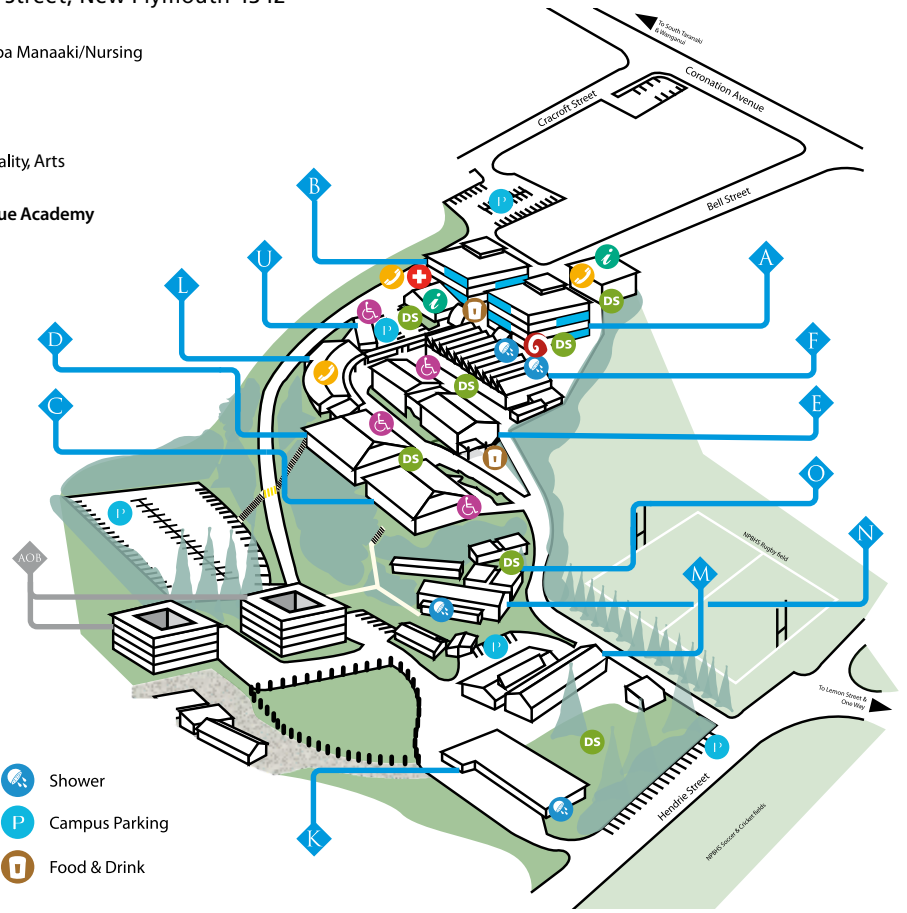
WITTWORKS.ac.nz

WITT Campus Map

BELL STREET CAMPUS, NEW PLYMOUTH 20 Bell Street, New Plymouth 4342

- A** A Block – Facilities Desk/Electrical/Hairdressing/Beauty Therapy/Kopa Manaaki/Nursing
- B** B Block – IT Services/Cafe/Te Puna Manaaki/Student Association
- C** C Block – Administration for Art, Commerce, Humanities and Hospitality, Arts
- D** D Block – Administration for Engineering, Trades and Nursing, **League Academy**
- E** E Block – Hospitality/Foundation
- F** F Block – Art
- K** K Block – Engineering/Welding
- L** L Block – **Learning Resource Centre**
- M** M Block – Engineering/Automotive
- N** N Block – **Lecture Theatre**
- O** O Block – Arts
- U** U Block – Vocational Skills
- AOB** Taranaki International Village

- | | | |
|--|---|--|
|  Information/Registry |  Public Phone |  Shower |
|  Campus Doctor/Nurse |  Designated Smoking Area |  Campus Parking |
|  Wheelchair Access |  Kopa Manaaki |  Food & Drink |



***Disclaimer:** This document is intended as a general guide. Information contained in this document was up-to-date and accurate at the time of publication.

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HOW DOES THIS HANDBOOK WORK? >>

This handbook gives you the important information you need as a student at the Western Institute of Technology at Taranaki (WITT). Please take some time to read it carefully and put it somewhere safe for future reference.

Throughout the handbook you will notice references to policies and procedures. You can view the policies and procedures that make up WITT's Quality Management System (QMS) via the Intranet.

You can access the Intranet on any computer on campus: **<http://ourwitt>**

If you are ever unsure of any issues relating to you personally or to your studies, please contact your Faculty, Student Support Services or the Customer Service Centre, Main Reception, Bell Street.

Call us: 0800 WITWORKS (0800 948 896)

WELCOME >>

It is my pleasure to welcome you onto Campus.

Learn well, work hard, have some fun but most of all, take advantage of the opportunity to build your future.

The time you spend with us is incredibly important and we will assist you to gain the knowledge and skills to lead you on to your chosen career or progress within an existing career. In today's world this knowledge and these skills have great value.

The Student's Association can assist in improving the student experience and I encourage your participation and support of it.

I am always available to hear your stories and issues so please call me if I can help on 757 3100, ext 8887.

With best wishes for a successful 2011.

Richard Handley
CHIEF EXECUTIVE



MIHI >>

Tēnā rā koe i whai whakaaro kia haere mai ki Te Kura Matatini o Taranaki whakatūtuki ai ōu wawata, ōu hiahia. He nui tonu ngā hua o konei ka taea e te tauria ā, ka puta atu ia me ōna hua ki te ao whai mahi ai. Kī mātou he mea nui te tauria, kei a mātou ētehi rauemi e taea ai te whakapakari i a koe. Hēoti anō tā mātou, he manaaki i te tauria ki te ako kia tae atu ia ki te taumata e hiahiatia ana.

Kia kaha, kia māia, kia manwanui

Ngā kaihautū

VISION STATEMENT >>

Learning Excellence in Partnership.

MISSION STATEMENT >>

“To be Taranaki’s tertiary provider of choice for our communities, students and staff.”

WITT LOGO >>

The WITT logo contains many symbols, all of them significant to the way that WITT operates.

First, there is the mountain – Mt Taranaki – a powerful symbol of the region and its people. WITT operates to benefit all of the people of Taranaki. The mystical, conical, snow-capped mountain inspires staff and students alike to look upwards; to reach for the sky.

Then there is the shield: long a symbol of quality teaching and learning, and the tradition of enquiry. It epitomises the strength and commitment that WITT brings to support its educational mission and goals.

This commitment to teaching and learning is reinforced by the symbol of the open book.

Finally there is the koru, a symbol much used in the art of Māori, signifying new growth, generation and development. It also expresses WITT’s purposeful response to Māori educational needs, and the true partnership to which the Institute aspires.



EDUCATIONAL PHILOSOPHY >>

Learning Excellence in Partnership

“Ako”, in te reo Māori, means both to learn and to teach. This expresses the essence of WITT’s philosophy of learning and teaching. Good learning takes place when an effective partnership is created between learners and teachers.

Learners and teachers have responsibilities to each other, as well as to themselves.

WITT is committed to offering high quality, lifelong learning along with flexible and innovative delivery that respects diversity and promotes excellence.

THE TREATY OF WAITANGI >>

The principles of the Treaty of Waitangi underpin many of the governance and regulatory provisions of modern-day New Zealand society. All staff and students must aim to work within an environment that respects cultural diversity and strives for true partnership between all New Zealanders.

EQUAL EDUCATIONAL OPPORTUNITIES >>

WITT is committed to providing an inclusive environment for all students. Our aim is to ensure that all students have the same opportunities to access, participate and succeed in education programmes regardless of gender, race, disability, age, marital status, sexual orientation, religious or ethical beliefs, in line with the Human Rights Act 1993.

A full explanation of this commitment is outlined in Policy and Procedure Equal Educational Opportunities.

STUDENT SERVICES >>

Here to help and make life a little easier.

ACCOMMODATION

Taranaki International Village manages two on-campus accommodation blocks. This accommodation offers a new style of affordable, apartment-like living, with state-of-the-art facilities and management staff on hand at all times. Contact the on-site manager.

CONTACT DETAILS	LOCATION	PHONE	EMAIL	WEBSITE
	20 Bell St, NP	968 3002	stay@tiv.co.nz	www.tiv.co.nz

WITT assesses and monitors home stay accommodation, where you live with a family in their own home. You can be given the details of costs, facilities, location, etc.

A list of New Plymouth rental accommodation is available from various real estate agents. See the noticeboard, ground floor, B Block, by the telephones. Students also advertise for accommodation on the notice board in the cafeteria outside the Student Association.

CONTACT DETAILS	LOCATION	PHONE
	Te Puna Manaaki, B Block	757 3100 ext 8823

BUS SERVICE

Our Tertiary Bus Service allows WITT students to travel for **free** on all New Plymouth urban bus services provided by Transit Coach Lines, including travel from Waitara and Oakura, everyday of the week. You must present your student ID to the bus driver. Bus timetables are available in the WITT cafeteria or online at: www.taranakibus.info

CAFETERIA

A large, modern and popular cafeteria with indoor and outdoor eating areas is located at the Bell Street campus on the ground floor of B Block. A selection of hot and cold food is available throughout the day at reasonable prices.

Cafeteria hours: Monday to Thursday, 8am – 3:30pm Friday, 8am – 3pm

CHAPLAINCY

An ecumenical chaplain is available on campus to provide a confidential, non-judgmental listening ear; support in times of illness, confusion or bereavement; and a point of contact if you want to explore issues of faith or spirituality. The chaplain holds Christian services and runs a WITT Christian community group. Check out the chaplaincy notice board on the ground floor of B Block. You do not have to be a Christian to seek the support of the chaplain.

CONTACT DETAILS	LOCATION	PHONE
	Te Puna Manaaki, B Block	757 3100 ext 8765

CHILDCARE

Polytots is a licensed Early Childhood Education and Care Centre on the Bell St campus. It offers a stimulating, safe and caring environment with trained and experienced teachers at affordable rates. It caters to children aged from birth to five years. There is a full educational programme based on Te Whariki early childhood curriculum. Polytots is open Monday to Friday, 7.45am - 5.15pm. For further information, a visit or bookings:

CONTACT DETAILS	LOCATION	PHONE
	5 Cracroft St, NP	757 3100 ext 8878 or DDI 759 4206

COUNSELLING

Confidential counselling is available free to all students. The counselling service aims to help you deal with personal or educational issues in a friendly, non-judgmental, professional and confidential manner. The counselling service can help you to explore options for making changes in your life, or changing the way you think about events – past and present. You may like to seek counselling for any number of issues, including:

- Finding a balance between study and home life
- Meeting the demands of academic study
- Work overload leading to stress or anxiety
- Adjusting to study with a depressive illness
- Adapting to loss
- Finding new directions
- Looking ahead positively
- Financial stress

CONTACT DETAILS	LOCATION	PHONE
	Te Puna Manaaki, B Block	757 3100 ext 8766

DISABILITY SUPPORT

A broad range of disability support services are available if you are experiencing temporary or permanent impairment or live with the effects of long term illness or injury. Support services include:

- Note takers
- Alternative format material

- Equipment and furniture
- Disability parking
- Campus access
- Readers/Writers
- Information and advocacy
- Enrolment assistance and orientation
- Funding advice

We encourage students in this situation to make contact with the disability service early in your course.

CONTACT DETAILS	LOCATION	PHONE
	Learning Resource Center, L Block	757 3100 ext 8786

EQUITY SUPPORT

WITT is committed to ensuring you succeed in your chosen field of study without having your opportunities limited by discrimination or harassment.

Discrimination occurs when a person is treated less fairly than another person in the same or similar situation. Harassment is unwanted and unacceptable behaviour which makes it difficult to work and study peacefully and safely. One such behaviour is bullying. Discrimination and harassment is unlawful and unacceptable at WITT. The following factors should not stop anyone accessing and achieving in education:

- Age
- Gender
- Disability

- Family status
- Ethnic or national origins
- Religious or ethical beliefs
- Socio-economic status
- Sexual orientation
- Race and colour

For more information, advice or support, contact the Student Association or any Te Puna Manaaki staff.

CONTACT DETAILS	LOCATION	PHONE
	Student Association, B Block	757 3100 ext 9913 or DDI 758 8262
Te Puna Manaaki, B Block	757 3100 exts 8766, 8768, 8786	

GARAGE CAFÉ & IMPRESSIONS RESTAURANT

WITT has its own award winning training restaurant and café offering high quality food and drinks to students at great prices. Come and enjoy a yummy coffee or meal from the future best baristas and chefs. Opening times vary. See notice boards around campus or check your WITT email for updates.

CONTACT DETAILS	LOCATION	PHONE
	E Block	757 3100 ext 8940

HEALTH CLINIC

The Health Clinic provides a wide range of **free** health services to all students. The clinic is open Monday to Friday from 8.30am to 4.00pm. The services offered include:

- Treatment for accidents or illness
- Rehabilitation from accidents or injury
- Advice and treatment on sexual health and contraception (including emergency contraception)
- Pregnancy testing
- Immunisations
- Hearing and vision screening
- Nutrition and weight management
- General health assessments
- Stop smoking advice
- Ergonomic assessments
- Health and safety education

A number of health promotions and health education events run throughout the year. Check the Health Clinic notice board in the cafeteria.

CONTACT DETAILS	LOCATION	PHONE	EMAIL
	Te Puna Manaaki, B Block	757 3100 ext 8775	health.clinic@witt.ac.nz

INTERNATIONAL STUDENT SERVICES

International Office

The International Office facilitates the application process for all international students, both locally and overseas. The International Office is responsible for liaising with agents and prospective students and for providing the necessary information for you to apply for courses at WITT.

If you are a prospective international student, the International Office can assist you in the following areas:

- Help with course information and applications to study at WITT
- Visa renewals and requirements
- Medical insurance
- Information relating to English language exams
- Enrolments for all international students in all programmes/courses
- Advice on transferring to other programmes/courses within WITT
- Withdrawal and refunds

CONTACT DETAILS	LOCATION	PHONE
	Main Reception, Bell Street	757 3100 ext 8889 or DDI 757 3260

International Student Support

A range of additional support services is available for international students, including:

- Accommodation support
- Pastoral support
- Cultural and personal support
- Community and campus inductions

CONTACT DETAILS	LOCATION	PHONE
	Te Puna Manaaki, B Block	757 3100 ext 8823

IT SERVICE DESK

The IT service desk is your first point of contact for any network account issues. All other IT issues should be reported to your tutor in the first instance. The IT service desk is open from 8am to 4pm, Monday to Friday during term time.

Opening hours: 8am – 4pm, Monday to Friday

See pages 30-34 of I.T. Guide for further references.

CONTACT DETAILS	LOCATION	PHONE	EMAIL
	Room B114, B Block	757 3100 ext 8400 option 2	itservicedesk@witt.ac.nz

LEARNING SUPPORT

The learning skills tutors teach a wide range of study skills on an individual or small group basis. The aim is to increase your chances of success in your chosen course of study. In particular, you may like to contact a learning skills tutor if you are a mature student returning to study; wish to improve your marks, or require catch-up skills.

CONTACT DETAILS	LOCATION	PHONE	EMAIL
	Learning Resource Centre, L Block	757 3100 ext 8838, 8786	learning.centre@witt.ac.nz

LIBRARY

The library provides resources and services for your learning needs. During opening hours you have access to books, journals and audio-visual material, orientations and information literacy training.

There are also computers, printing and photocopying facilities, together with dedicated areas for group work or quiet individual study. Access to the library catalogue, library and subject information, e-books and online databases is available 24/7 from the library website <http://libraryhome.witt.ac.nz>

LIBRARY HOURS	TERM TIME	HOLIDAY TIME
Monday - Thursday	8.00am – 6.00pm	8.00am – 4:00pm
Friday	8.00am – 4:00pm	8.00am – 4:00pm
Saturday	9:30am – 12:30pm	Closed
Sunday	Closed	Closed
Public Holidays	Closed	Closed

You need your student ID card to access the library services.

BORROWING

- You may borrow up to 10 items at a time
- Books may be borrowed for four weeks
- Serials and videos may be borrowed for one week
- Items can be reserved if they are out on loan
- You can renew books on-line
- An interloan service is available

CONTACT DETAILS	LOCATION	PHONE	EMAIL	WEBSITE
	Learning Resource Centre, L Block	757 3100 ext 8825 or DDI 7573261	library@witt.ac.nz	http://libraryhome.witt.ac.nz

LOCKERS

A number of lockers are made available for students. They are not specially allocated and you can claim one simply by locking with a padlock. Lockers can be found in most blocks around the campus.

MĀORI AND PASIFIKA SUPPORT

The Māori and Pasifika support coordinator provides a range of, cultural and pastoral supports to Māori and Pasifika students including:

- Kaumatua support
- Student hui
- Resource area – quiet room, whiteboard, books and journals, notice board, tea and coffee facilities
- Assessment in te reo Māori

The Assessment in Te Reo Māori Policy is administered by the Māori and Pasifika support coordinator. If you would like to write your assessment in te reo Māori or want more information on this option, contact the Māori and Pasifika support coordinator.

Our aim is to encourage and support you to achieve your study goals.

CONTACT DETAILS	LOCATION	PHONE
	Kopa Manaaki, A Block	757 3100 ext 8978

MATHS SUPPORT

A math drop-in tutorial is available to assist students with their math learning needs. Tutorial times are advertised at the Learning Resource Centre. No appointment required.

CONTACT DETAILS	LOCATION	PHONE	EMAIL
	Learning Resource Centre	757 3100 ext 8825	learning_centre@witt.ac.nz

MEDICAL CLINIC

A Medical Clinic is run at the Health Centre on the Bell Street campus on Wednesdays, 8.30am – 1.00pm, during term time.

Consultations are **free**. Appointments necessary, contact the Health Clinic.

CONTACT DETAILS	LOCATION	PHONE	EMAIL
	Te Puna Manaaki, B Block	757 3100 ext 8775	health.clinic@witt.ac.nz

PRINTING, COPIER AND SCANNING SERVICES

Available at the Student Association. You can also print, copy and scan at one of the many copier machines located on campus. Colour copiers are located at the Learning Resource Centre and computer labs, B Block, first floor.

SCHOLARSHIPS

A range of scholarships and grants are available to students. Check out the scholarships link on the website.

CONTACT DETAILS	WEBSITE
	www.witt.ac.nz

STUDENT ID CARDS

Your student ID card will be issued after enrolment. See your tutor for class booking times or call into the Learning Resource Centre, L Block. Your student ID card gives you access to library resources, photocopying and printing credits, student discounts downtown and **free** bus services.

CONTACT DETAILS	LOCATION	PHONE
	Learning Resource Centre, L Block	757 3100 ext 8825

STUDENT INTRANET

The intranet is available to all students for WITT related policies, procedures, programme regulations, course descriptors, etc. You can access the intranet on any computer in the computer studio and/or Learning Resource Centre, <http://ourwitt>.

WHO TO SEE >>

INTERNATIONAL OFFICE	CUSTOMER SERVICE CENTRE	HEAD OF FACULTY	YOUR TUTOR	YOUR FACULTY ADMINISTRATOR	TE PUNA MANAAKI	LEARNING RESOURCE CENTRE
Visas	You want to further your study at WITT	Problem with your tutor	Issues with your course content or tutor	You will be absent	You are not happy with your accommodation	You need help with finding information for assignments
Immigration requirements	Want to change classes or course		Assistance with understanding course content	You will be late for class	You want spiritual support	You need an ID card & printing credits loaded
You want to sit an English language test	You want advice about your study pathway & career			You would like internet/ email access	You are unhappy	You want support for a disability
You need to renew your medical and health insurance	You want to use a computer to apply for loans & allowances			You want information on WITT's policies & procedures	You require scholarship information	You would like to improve your: <ul style="list-style-type: none"> - Study - Learning - Essays - Exams - Maths - Writing - Spelling - Reading - Data Search skills
					You are worried about your health	
					You would like contact with other students	

GET INVOLVED >>

STUDENT ASSOCIATION

The Student Association is located on the ground floor of B Block in the Cafeteria. The Association is run for students by students and has a range of services and facilities to assist you at WITT including:

- Student advocacy
- Student phones
- Student A-Z Diary
- Stationery shop
- Post shop
- Photocopying
- Colour copying and printing
- Binding service
- Microwaves
- Health Rebate Scheme
- Information
- Lost property

For further details on all services see your Student Association Book of Stuff. Come and see us!

CONTACT DETAILS	LOCATION	PHONE	EMAIL
	Ground Floor, B Block	757 3100 ext 9913 or DDI 758 8262	www.wittsa.org.nz

CLUBS AND LEISURE FACILITIES

Join a club or the YMCA to exercise your body as well as your mind.

WITT is now linked to several clubs in New Plymouth, which gives you access to sports such as rugby, softball, touch, squash and badminton, as well as cultural clubs and clubs for thrill seekers.

WITT is also linked to the YMCA which offers a vast range of quality activity options that are included in the YMCA WITT Fit package. The YMCA WITT Fit membership entitles you to:

- Invigorating exercise classes for every fitness level
- A weights room with a large range of free weight and resistance training equipment
- A cardio area with treadmills, steppers, cross-trainers, cycles, rowers and recumbent cycles, plus cardio entertainment including Sky Sport
- A sports hall for playing basketball, volleyball and netball
- Squash courts Contact the Student Association to get more information on the club of your choice or the YMCA.

CONTACT DETAILS	LOCATION	PHONE
	83 Liardet Street, NP	758 3666

YOU NEED TO KNOW >>

CONTACT PHONE NUMBERS AND FACULTY OFFICE HOURS

Office hours for faculties based at Bell Street are from 8am-5pm Monday to Friday.

Telephone 06 757 3100 or 0800 948 896.

COURSE TIMETABLES

These are available on the WITT Intranet (<http://ourwitt>) and www.witt.ac.nz.

CULTURAL SENSITIVITY

WITT is committed to the Treaty of Waitangi. We ask that you show cultural sensitivity and respect towards all New Zealanders. We also ask that you extend this respect to those people from other cultures studying at WITT.

HARASSMENT

The Policy and Procedure Harassment Prevention is available on the WITT Intranet or from the Student Association. For the names of contact people who will assist you if required, see the Student Association or the Te Puna Manaaki Staff.

HEALTH AND SAFETY

As a student you are expected to take all reasonable steps to ensure you are not harmed while on campus and that you do not harm anyone else either by your actions or by your failure to take action, as set out in Policy and Procedure Student Code of Conduct.

Staff will advise you of all hazards within your area of work and the controls – including rules and

regulations – which you must follow, as well as the use of protective equipment and clothing that will promote your safety. Health monitoring may be required in some areas.

Staff will advise you of the emergency and evacuation procedures that relate to the hazards in the area.

INTELLECTUAL PROPERTY

Any work you create within the terms of your learning contract is presumed to belong to WITT unless otherwise stated in writing. This does not include work you have created in your own time, outside the terms of your learning contract. For more information, please see Policy and Procedure Intellectual Property Guidelines for Ownership which is available from each Faculty.

LOST PROPERTY

Lost property can be handed in or reported to the Student Association – Ground floor, B Block.

PARKING

Infringements

You are required to obey parking regulations on campus at all times. If you park your vehicle in any unauthorised area, your vehicle will be clamped. The cost of clamp release is \$50.

Disabled Parking

A number of disabled car parks are available on campus. Holders of Operation Mobility cards can apply for use of a park during their programme of study. Temporary issuing of a disabled car park can be arranged. A doctor's certificate is required. Please see the Disability Coordinator.

PRINTING CREDITS

A printing allocation is given to all students on enrolment. This is automatically loaded onto your student ID card. Amounts allocated vary depending on your choice of course. See your tutor for your printing allocation. Additional printing credits can be loaded on your ID card, at your expense, using EFTPOS or cash. You do this at the Learning Resource Centre.

SECURITY

There is an emergency phone outside the lower entrance to the Registry block, 20 Bell Street. The phone is for **emergencies only** and connects directly to the WITT maintenance services. 111 calls can also be made from this phone. Keep personal possessions with you at all times or store in lockers available on campus. Do not prop open smoke doors or exterior doors to buildings.

SMOKING

All WITT buildings, entrances, vehicles and the majority of our grounds are designated "Smoke Free Areas". This provision is in line with the Smoke Free Environments Act 2004.

The exceptions to this requirement are the "DESIGNATED SMOKING AREAS". These areas are indicated on the campus map at the start of this handbook.

A copy of the Smoke Controlled Environment Policy is available on the WITT Intranet and a statement of the intent of the policy is displayed in every building entrance.

SMOKE FREE – GOOD FOR HEALTH

For help to quit smoking, phone Quitline 0800 778 778 or talk to the staff at the Health Clinic.

STUDENT FACILITIES >>

LEARNING RESOURCE CENTRE

For all your academic learning and support needs. The Learning Resource Centre offers students a variety of services:

- Library
- Learning Centre
- Wireless Access
- Networked Computers
- Areas to relax or study
- A bookable audio visual room with datashow & DVD player
- Coffee machine
- Newspapers & Magazines
- ID Cards

CONTACT DETAILS	LOCATION	PHONE
	Learning Resource Centre, L Block	757 3100 ext 8825 or DDI 757 3261

TE PUNA MANAAKI

Formerly known as the Health & Wellness Centre, this facility caters to all your pastoral and wellness needs:

- Health Clinic
- Medical Clinic

- Counselling
- Chaplaincy
- International Support
- Accommodation
- Scholarships
- Equity Support

CONTACT DETAILS	LOCATION	PHONE
	B Block, Ground Floor	757 3100 ext 8775

KOPA MANAAKI

Providing for the pastoral and cultural needs of Māori and Pasifika students:

- Kaumātua Support
- Student Hui
- Study Group Support
- Assessments in Te Reo Māori

CONTACT DETAILS	LOCATION	PHONE
	A Block, Ground Floor	757 3100 exts 8978 or 8602

POLYTOTS EARLY LEARNING CENTRE

WITT's own registered early childhood centre providing for the needs of children aged from birth to five years.

CONTACT DETAILS	LOCATION	PHONE
	5 Cracroft St, NP	757 3100 ext 8878 or 759 4206

IT FACILITIES

Computer labs

There are a number of computer labs in B Block (some are reserved for timetabled class use only). All computers in this block have CD writers and USB connections for saving your work.

CONTACT DETAILS	LOCATION
	B111, First Floor B Block

Learning Resource Centre

There are a number of computers with printing facilities available for individual use in the LRC. The LRC also provides dedicated workstations for accessing the internet and the online catalogue. These computers are available on a 'first come, first served' basis.

CONTACT DETAILS	LOCATION	PHONE
	Learning Resource Centre, L Block	757 3100 ext 8825

Available software

A list of available software can be found in the IT service desk section on the WITT intranet, <http://ourwitt>.

ASSISTANCE WITH ACADEMIC MATTERS >>

ASSESSMENT

Recognition of Prior Learning (RPL)

RPL recognises that you may have learned from previous experiences such as:

- Formal courses and qualifications
- On-the-job training
- Work experience
- Life experience/learning
- Self-instruction/informal

RPL means that you can apply to have this learning recognised and credited towards qualifications offered by WITT. If RPL assessors believe that your previous learning matches the learning outcomes in all or part of a particular programme of study, you are probably eligible for RPL. Therefore, we encourage you to apply for RPL to gain credits towards your programme of study.

RPL may take the following forms:

Assessment of Prior Learning (APL) – formally acknowledges the value of your previous learning, whether formal or informal, by assessing that learning for the purpose of granting credit towards a course or programme in which you wish to enrol.

Credit Transfer (CT) – transfers credit from a qualification gained under another provider, to a WITT programme.

Cross Credit (CC) – gives you credit from another qualification gained at WITT.

RPL Applications

You should lodge your application for RPL with the Faculty concerned before your programme starts.

Please note that you will be required to pay a fee at Main Reception, Bell Street Campus when you apply for RPL, except for cross credits.

Further information is available in Policy and Procedure Recognition of Prior Learning, which is available from the Faculty or on the WITT Intranet, which can be accessed in the library.

Assistance in Assessments

If you have a disability or some other recognised condition that requires assistance during exams and tests, please contact the disability service. They will handle your application for assistance and make the necessary arrangements for you.

Assistance in Te Reo Māori

If you would like to undertake all or part of your assessment(s) in Te Reo Māori, please notify staff in the Kopa Manaaki. They will handle your request and make the necessary arrangements.

Reconsideration of Result

If you would like to query an assessment result, contact your tutor in the first instance. If unresolved, you can appeal against an assessment result by completing a Request for Reconsideration of Result form and forwarding it to the Head of Faculty. If the initial assessment result is upheld, you may wish to make a further appeal against that decision. Please take note of the timeframes for appealing against academic results. Please refer to Policy and Procedure Academic Appeals.

APPEALS

WITT has a policy and procedure that enables you to appeal against any decision that relates to your study, if you have legitimate grounds for questioning that decision.

You may lodge an appeal by completing the Academic Appeal form which is available on the WITT Intranet, from Main Reception or from your teaching faculty. Please refer to Policy and Procedure Academic Appeals.

PROGRAMME/COURSE REGULATIONS

A detailed curriculum document, which includes programme regulations and course descriptors, is available from your faculty office.

MISCELLANEOUS PROVISIONS

Transferring Credit to another Institution

A number of universities, institutes of technology and polytechnics will accept credit transfers and recognise a partially completed programme on a case by case basis, from students in particular programmes. Your Head of Faculty can advise you on which courses to take to receive maximum credit transfer.

Student Evaluations and Satisfaction Surveys

Your success at WITT is important to us and we value your input on how we can improve.

Because we try to ensure that the teaching you receive meets your needs and the needs of industry, you will be invited to complete evaluations and satisfaction surveys on various aspects of your learning experience. These surveys will include evaluations of each programme, WITT's services and facilities and your overall learning experience.

We encourage you to help us to improve the quality of your learning experience by completing these surveys openly and honestly. Survey information is kept confidential and will only be used to help us meet the commitments we have promised in our Mission Statement.

AWARDS & GRADUATION

Towards the end of your programme of study you may be required to apply to graduate. You can obtain the appropriate form and a graduation timetable from your faculty office. Special certificates may also be awarded to you in certain circumstances. WITT's Academic Board must approve all results before you will be allowed to graduate.

Any outstanding debt e.g. programme fees, library fines, parking etc must be paid in full before your testamur is issued.

FINANCIAL INFORMATION >>

MISCELLANEOUS FEES

This table contains some of the miscellaneous academic fees that may apply to you. Additional administrative fees may be charged for other services. Please refer to Table A.

TABLE A

Academic Record	\$15.00 (additional copies requested at the same time \$5.00 each)
Aegrotat Applications/Reconsiderations	No Fee
Appeal against decisions made under academic regulations	\$50.00 (refundable if appeal is successful)
Assessment of Prior Learning or Credit Transfer	\$10.00 per credit (to a maximum of \$450.00 unless otherwise approved by Head of Faculty)
Cross Credit	No Fee
Copy of Final Exam Script	\$20.00
Replacement of WITT Certificate, Diploma or Degree	\$65.00 (domestic) \$100.00 (international) (declaration required for proof of ID)
Reassessment Charges	\$25.00
Exam Re-sit	\$80.00
Student ID Card Replacement	\$20.00

DOMESTIC STUDENTS

WITHDRAWALS

If you wish to withdraw from a course or programme at any time, you must lodge a completed Withdrawal, Leaving, Application for Refund form at the Main Reception (signed by authorised faculty staff). Verbal withdrawals are not accepted. Withdrawal from a course or programme does not stop you from re-enrolling at a future time.

If you withdraw from a course or programme, you may apply for a refund of fees under Policy and Procedure Withdrawals, Transfers and Refunds.

If you withdraw from a course within the defined period, this will be reported on your Academic Transcript as “WD”.

If you do not officially withdraw from a course or programme, an “IC” result will be reported on your academic transcript. Refer to Policy and Procedure Reporting and Certification.

If you are receiving a student loan or student allowance, you must advise Studylink of your withdrawal from the course or programme, and complete all required administrative processes.

TRANSFERS

If you are an enrolled student and would like to change your course or programme, you will need to complete a Course Transfer, Addition or Withdrawal form and pay any specified fees. If you wish to change your course or programme you will need to discuss this with the Head of Faculty to obtain his or her approval. If your transfer is agreed to, the Head of Faculty will countersign the transfer form.

REFUNDS

Refer to the Policy and Procedure Withdrawals, Transfers and Refunds available on the Intranet.

The Refund Period Covers:

- 2 weeks prior to programme start date, and the earlier/lesser of;
- 3 weeks after programme start date, or
- 10% of the programme length after programme start date (in weeks).

Refunds Will Have the Following Deducted from Them:

- Any specified charges for course costs and/or consumables
- Any other fees owing to WITT

In exceptional circumstances, the Chief Financial Officer may authorise a variation of provisions for refunds.

Community Education Programmes or Short Courses

A refund of fees is only available to a student who has lodged a completed official Withdrawal, Leaving, Application for Refund form at Main Reception five working days before a programme commences.

INTERNATIONAL STUDENTS

1. WITHDRAWALS

- 1.1 An international student may withdraw from a course or programme at any time by lodging a completed withdrawal form at the International Office.
- 1.2 Any withdrawal from a course or programme is without prejudice to the student's right to apply for re-enrolment at some time in the future.
- 1.3 Provision will be made for a student withdrawing from a course or programme to apply for a refund of fees as detailed under "Refunds."
- 1.4 Withdrawal from a programme/course is reported on a student's academic transcript in accordance with Policy and Procedure Reporting and Certification.

2. TRANSFERS

- 2.1 Enrolled students may change their course or programme after completing the appropriate transfer form and paying any specified fees.
- 2.2 Students wishing to change their course or programme must obtain the approval of the Head of Faculty who, if agreeable to the transfer, will sign the transfer form.
- 2.3 When assessing an application for transfer, a Head of Faculty will take into account:
 - The period of time the course or programme being transferred into has been underway
 - The likelihood of the student succeeding in the new course or programme
 - The time required for a student to catch up on missed classes or assessments
 - The level of the course or programme the student is applying for
 - The degree of staff support a student would need to succeed in the programme/course

3. REFUNDS

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

- 3.1 By accepting a place in a programme at WITT, a student enters into a contract with WITT for the period of one academic year (or the length of the programme if it is less than one year). This contract means there is an obligation on the student's part to pay the fee for the year (or for the length of the shorter programme).
- 3.2 No refunds will be given after programme commencement.
- 3.3 There is no automatic right to a refund of fees if the student changes his/her mind about studying at WITT. With any refund application, supporting information must be submitted in writing to the International Office.

Applications for refunds will be considered under the following categories:

4. FULL REFUNDS

- 4.1 New Zealand Immigration Services has refused to grant an initial visa for a student to study in

New Zealand.

4.2 WITT is unable to proceed with the programme offered.

5. OTHER REFUNDS

5.1 Visa extension is refused by New Zealand Immigration Services. A partial refund of tuition fees will be made from the date of refusal until the end of the paid study period.

5.2 International students in a semester-based programme who gain permanent residency, will not receive a refund of fees for the semester in which residency is granted. However they will be treated as a New Zealand permanent resident for the following semester and refunded any international fees paid beyond the semester in which residency was granted.

International students in programmes designed with full-year, non-semester-based courses, must pay the international fees for the full year, regardless of the date permanent residence has been granted during that year.

5.3 If a student wishes to withdraw his or her application and notice is received by the International Office prior to programme commencement, a refund of 85% of tuition fees paid will be given (15% is retained for administrative purposes).

5.4 Special circumstances of a compassionate nature may necessitate withdrawal from a programme. Supporting information must be supplied in writing. In such cases, the Director, Finance and Performance, will consider the circumstances and determine the level of any refund.

5.5 Refunds will be paid in NZ dollars or a nominated currency by cheque or bank draft sent to:

- The applicant's registered address (in country of origin) or
- To another Institution or
- Under special circumstances, paid directly into a nominated bank account.

APPEALS

Students may appeal against any decision based on this policy by writing to the Chief Executive.

EMERGENCY PROCEDURES>>

FIRE, POLICE, AMBULANCE & CIVIL DEFENCE

During an emergency, the Building Warden has absolute authority until the emergency service arrives.

Please familiarize yourself with the following:

- **Emergency Procedures** flip chart located on the wall in each building
- Instructions on the **Green tag** attached to all WITT telephones
- Location of nearest alarm, hose reel and fire extinguisher
- Location of your nearest exit route and assembly point
- Signage and safety posters around your area

IN AN EMERGENCY SITUATION

Dial 111 for Emergency Services such as Fire, Police or Ambulance.

Tell the emergency service operator the service you require most urgently

You will be asked to give your name, location and describe the situation

Follow the instructions given on the green tag attached to all WITT telephones

After this call, dial 8888 to advise the WITT operator of the situation

From a WITT phone:

1st: DIAL 111 for emergency services and tell them the service you require most urgently

2nd: DIAL 8888

From a mobile:

1st: DIAL 111

2nd: DIAL 06-7573100, press '0' for the operator or 0800 WITTWORKS

MEDICAL EMERGENCY

- Check patient for response
- Call for urgent help from nearest person
- Dial 111 and request an ambulance stating exact location (refer Green Tag on phone)
- Dial 8888 to advise WITT Operator of emergency and location
- Call WITT nurse on ext 8775 or 9988 or 027 352 0211
- Continue emergency treatment until medical or other help arrives

FIRE/EVACUATION

On finding smoke and/or flames:

- Set off the nearest fire alarm
- Dial 111. Give location and describe situation
- Dial 8888, advise WITT operator of situation. If using a mobile phone dial 06-757 3100
- Leave the building

When you hear a fire alarm:

- Immediately leave the building
- Move quickly but do not run
- Use stairs. Do not use lifts
- Go to your designated assembly area
- Remain outside until the all clear has been given

CHEMICAL SPILL

If you notice a chemical spill on campus:

- Isolate the area
- Notify the Facilities Manager (ext 8741) and/or PAE (8782)
- If practicable, refer to MSDS data sheet (located by chemicals) to administer first aid

STORM/TORNADO

If inside:

- Remain inside
- Move away from doors and windows
- If windows have curtains or blinds, close them if safe to do so
- Shelter in strongest part of the building
- If roof is in danger of lifting, open windows on sheltered side of building
- If an electrical storm, stay away from metal and electrical fixtures/equipment

If outside:

- Keep clear of windows, trees and power lines
- Drop, cover back of neck with hands and hold position

Once storm has passed:

- Remain indoors
- If outside, seek shelter indoors
- Wait for instructions from the Warden or Crisis Response Team

SUSPICIOUS OBJECTS

- **DO NOT** touch or move the item
- **DO NOT** cut strings or try to open
- If you have picked it up before becoming suspicious, put it down gently on a level surface and walk away
- Contact the Facilities Manager Ext 8741
- Dial 111 and ask for the Police
- Leave the immediate area/building
- If you receive a suspicious letter:
 - Handle only by its edges
 - Do not place further fingerprints or dents on the document
 - Place letter and envelope in a plastic bag or larger envelope
 - Preserve for the Police
 - Contact the Facilities Manager Ext 8741
 - Record who has handled the document at WITT

EARTHQUAKE

During an earthquake

If inside, remain in your area:

- Keep calm
- Shelter under a solid fixture such as door frame or desk
- If furniture you are sheltering under starts to move, move with it
- Crouch low against inside wall or corner
- Keep clear of windows, glass doors, lights, loaded shelves, suspended/hanging items or items that might topple or fall

If outside, stay outside:

- Keep calm
- Keep clear of buildings and other tall structures
- Keep clear of trees and power lines
- Drop, cover back of neck with hands and hold position

Immediately after an earthquake

- Check self and others for injury. Give first aid if needed
- If you are in a damaged building, try to get outside and meet at assembly points if possible, or find an open space
- Wait for instructions from the Warden or Crisis Response Team
- Expect to feel aftershocks

YOUR RIGHTS AND OBLIGATIONS >>

STUDENT CODE OF CONDUCT

The following is an excerpt from Policy and Procedure Student Code of Conduct. The full policy and procedure is available on the Intranet.

WITT students have the right to expect that:

- 4.1 Their learning needs will be of primary importance to WITT.
- 4.2 Their cultural needs will be treated with respect and sensitivity.
- 4.3 They receive high quality learning and flexible and innovative delivery that respects diversity and promotes lifelong learning and excellence.
- 4.4 They have reasonable on-campus access to members of staff outside normal class time.
- 4.5 They have adequate access to information and resources that relate to learning.
- 4.6 They have access to their own academic records.
- 4.7 They receive accurate information before enrolment about all key aspects of a course or programme including details of all costs and an itemisation of fees to be charged.
- 4.8 They receive full programme details including curriculum and assessment details and details of the programme structure at the start of a programme.
- 4.9 All forms of student assessment are fair, valid reliable and consistently applied.
- 4.10 Student work be assessed and returned within a reasonable period.
- 4.11 The workload associated with any course or programme is reasonable and achievable.
- 4.12 They have adequate time to prepare for end-of-course examinations after the completion of prescribed course work.
- 4.13 They have representation on appropriate bodies within WITT which make decisions that directly affect them.
- 4.14 They will have a safe learning environment supported by appropriate control mechanisms.
- 4.15 They will have access to an official complaints procedure that is widely advertised and available

for all students to use.

- 4.16 They will have access to on-campus support services that complement guidance offered by tutors e.g. learning assistance, counselling, finances, library, health, exam assistance.
- 4.17 If they have a disability, reasonable assistance will be provided by WITT to enable them to participate fully in the learning environment.
- 4.18 Full details of all WITT policies and procedures and associated regulations will be readily available.
- 4.19 All personal information will be kept confidential by WITT, and only released with the consent of the student, or when the Institute is legally required to do so (in accordance with the provisions of the Privacy Act 1993 and the Official Information Act 1982).
- 4.20 Access to appropriate classroom space, technology and equipment will be provided from programme commencement.

STUDENTS' RESPONSIBILITIES

WITT expects students to:

GENERAL

- 4.21 Comply with WITT regulations, including the standards and provisions that apply to their programme of study.
- 4.22 Accept responsibility for their own learning by meeting deadlines and participating in class and individual study.
- 4.23 Respect the environment and resources of WITT.
- 4.24 Show respect and consideration for other students and staff.
- 4.25 Pay all fees due for the programme.

SAFETY

- 4.26 Adhere to all Health and Safety rules including evacuation and emergency procedures.
- 4.27 Ensure that no action or lack of action on their part results in harm to themselves or others.

- 4.28 Ensure that no action or lack of action results in harm or damage to WITT's plant, property or equipment.
- 4.29 Refrain from dangerous, reckless or inconsiderate driving in or about WITT campuses.
- 4.30 Adhere to WITT policy and procedure 'Breaches of Parking Regulations'.
- 4.31 Not be in possession or, under the influence of, or consume non-prescribed drugs and/or alcohol, or any other substance which may affect their performance on WITT property or work placement. (NB The Chief Executive may authorise the consumption of alcohol at specified WITT functions.)
- 4.32 Comply with WITT's Smoke Controlled Environment policy and procedure which states that all WITT building and vehicles are smoke free.
- 4.33 Promptly report to the Registry or Health Clinic any incident or potential incident on campus involving injury to themselves, fellow students or others.

PROPERTY AND SECURITY

- 4.34 Show reasonable care of property belonging to WITT or any individual staff member or student.
- 4.35 Take responsibility for their personal property within a campus. WITT will not be responsible for any loss or damage to student property on campus.
- 4.36 Not bring firearms or weapons on campus, or assemble ammunition or offensive equipment on campus.
- 4.37 Not engage in dishonest practices.
- 4.38 Not falsify or attempt to falsify any official and/or personal record relating to their attendance and/or performance at WITT or the qualifications/results issued to them by WITT.
- 4.39 Not falsely represent the records of WITT.
- 4.40 Not act in a way that constitutes illegal conduct.
- 5.23 Not act in a way that constitutes illegal conduct.

DISCRIMINATION

4.41 Respect the cultural background of others, and not to discriminate against or harass others because of gender, ethnicity, special needs, age, marital status, sexual orientation, religious or ethical beliefs, colour, national origins, disability, political opinion, employment status and family status, in accordance with the provisions of the Harassment Prevention Policy and current Human Rights legislation.

CONFIDENTIALITY AND IT SYSTEMS

4.42 Comply with the provisions of the following Quality Management System Policies and Procedures:

- Confidentiality/Privacy of Information
- Protected Disclosures Act 2000
- Computer Regulations

4.43 Not seek or be in possession of information gained by unauthorised entry to WITT's information system.

ACADEMIC FREEDOM

4.44 Exercise academic freedom in accordance Section 161 of The Education Act 1989.

4.45 Be free to pursue research under the supervision of a WITT staff member, in accordance with current WITT policy and procedure research.

4.46 Be free to disseminate research results through publication, for review, critique, acceptance, replication or synthesis by peers in their academic and professional disciplines.

4.47 Not engage in academic activities or behaviour that discredits the name and/or integrity of WITT.

ACADEMIC CONDUCT

4.48 Not impersonate any other person, nor allow impersonation by any other person, for the purpose of any examination, essay, assignment, course requirement or any other work relevant to student assessment.

4.49 Not claim the work of another person as their own work.

4.50 Not copy or paraphrase another person's work, whether published or unpublished without clearly acknowledging it (plagiarism). Paraphrasing without appropriate acknowledgement will be deemed to be plagiarism.

4.51 Comply with all rules, stated in the course information, concerning the conduct of tests, examinations and course work. Any student who is found guilty of any dishonest practice will be liable to the penalties stated under 4E of this policy.

4.52 Not take into an examination room, or use, any material or item not permitted under the instructions for that examination, whether or not with the intention of using this material to obtain an advantage.

4.53 Not obtain information during an examination that relates to that examination, or any other form of assessment, without the approval of the supervisor of that examination or other assessment.

4.54 Not give information during an examination that relates to that examination, or any other form of assessment, without the approval of the supervisor of that examination or other assessment.

COMPUTER REGULATIONS

The following is an excerpt from Policy Computer regulations. A full policy is available on the intranet.

Right to Access and Monitor Usage

4.1 WITT reserves the right to monitor or access the use of its computing facilities or electronic media – including voice and email messages – at any time, and no user has any right to privacy in respect of the use of or access to any facilities or media provided by WITT.

Records Management Obligations

4.2 WITT is a public body bound by the application of the Public Records Act 2005. Consequently, all documents in electronic format or otherwise, are business records and must be managed by WITT as such. These documents include all internal and external emails.

4.3 No record is permitted to be deleted except in accordance with general disposal authorities granted to WITT by the Chief Archivist.

Personal Usage of Email

- 4.4 Personal usage of email is permissible, subject to the user using his or her best efforts to ensure that such use is:
- Kept to a minimum;
 - Not unauthorised on any of the grounds set out in this policy and procedure;
 - In accordance with the provisions of Clauses 4.1 and 4.2.

Computer Facilities

- 4.5 The IT Manager in consultation with management and teaching staff has the right to proscribe – or limit access to – any internet resource that is not part of or linked to, genuine academic or training aligned activity.
- 4.6 All users of computing facilities must act responsibly and in a manner consistent with normal ethical obligations.
- 4.7 Users must not attempt to interfere with the normal operation of computing facilities.
- 4.8 Users must abide by the provisions of the Privacy Act 1993 (and Amendments) and Protected Disclosures Act 2000.
- 4.9 Specifically

Users are not permitted to:

- Use computing facilities in a way that violates any applicable laws, contractual agreements, or licences, including – but not limited to – the Films, Videos and Publications Classification Act 1993 and the Copyright Act 1994 (and their Amendments);
- Use computing facilities in a way that may misrepresent WITT, or violate any other WITT policy;
- Use computing facilities in a manner considered harmful, libellous, slanderous or harassing to another person, or which interferes with other users' legitimate use of these facilities;
- Transmit sensitive information about any identifiable individual; where such transmission would breach – or would be likely to place WITT in breach of – any provisions of the Privacy Act 1993 (and Amendments);

- Access, copy, store or transmit inappropriate or objectionable material as defined by the Films, Videos, and Publications Classification Act 1993 (and Amendment), including, but not limited to:
 - Pornography
 - Articles that promote crime or violence, or incite or instruct in matters of crime or violence
 - Articles that describe or depict material in a manner, or of a nature, that is likely to cause offence to a reasonable adult.
 - Use WITT's computing facilities to access and participate in "chat" sessions or for playing games, except where such activity is a legitimate component of a programme.

Users of WITT computing facilities must not, without proper authority:

- Attempt to gain access beyond their allocated security authorisation, or compromise security on other systems
 - Gain access or attempt to gain access to WITT systems
 - Obtain, or attempt to obtain, any data and/or software on WITT systems
 - Modify or attempt to modify data and/or software on WITT systems
 - Delete or attempt to delete any data and/or software on WITT systems
 - Modify or attempt to modify, the hardware configuration of any WITT system
 - Violate or attempt to violate the security of any WITT system
 - Take into a computer room, or consume in a computer room, food or drink
 - Move any piece of equipment from its registered locale
 - Use a system to order goods or services without authority to do so
 - Use a system for anything other than the business of WITT
- 4.10 No user may use, or attempt to use, any system outside their delegated authority(s).
- 4.11 No user may use, or attempt to use, any system for illegal, improper or inappropriate purpose including – but not limited to – computer hacking.
- 4.12 Users must respect the rights of other users to security of files, confidentiality of data and

the ownership of their own work. Users are not permitted to:

- Use or seek to use the computer access privileges of others, or intentionally to seek information on, obtain copies of, or modify files, storage media or passwords belonging to other users; and/or
- Divulge personal data to which they have access concerning staff or students without explicit authorisation to do so; and/or
- Copy software or data illegally; and/or
- Engage in any activities that involve the wilful wasting of computing and networking facilities resources.

Proprietary Software

4.13 Users must not, without proper authority:

- Use or hold copies of proprietary software licensed to WITT.
- Make proprietary software licensed to WITT available for use on any other individual's or organisation's computer(s).
- Copy or reproduce documentation or other supporting literature without having due cognisance of the laws pertaining to copyright or agreements made with licensors or their agents.
- Identify proprietary software in any publication without including full and accurate identification of the licensor and the software.
- Use any system or proprietary software on WITT computing facilities that is not licensed by WITT.
- Use any non-standard hardware on WITT systems without the approval of the IT Manager.

Only software authorised by the IT Manager may be run on WITT systems. All users are expected to abide fully by the conditions specified in the relevant licence.

Hardware

4.14 The unauthorised installation, removal or modification of computer equipment is strictly prohibited.

Interpretation

4.15 The following are examples of unacceptable usage which have been provided as a guide to interpreting the requirements of Clauses 4.1 – 4.9 above:

- Copying of licensed or copyrighted software not permitted by law or by contract
- Purposely accessing and/or transferring inappropriate, offensive or objectionable material from the Internet; e.g. content of a racist or sexually explicit nature
- Sending harassing, libellous, abusive or defamatory electronic mail
- Sending electronic mail fraudulently, for example, by misrepresenting the identity of the sender
- Utilising a loophole in a computer's operating system or knowledge of a privileged password, to damage computing facilities or to gain access to computing facilities which a user is not authorised to use
- Using WITT computing facilities for commercial purposes without prior arrangement
- Knowingly allowing another person to access a user's log-in ID and password to that user's computer or account
- Reading another user's electronic mail without their permission, except as provided for under Clause 4.1
- Using WITT computing facilities to gain unauthorised access to computer facilities off-campus
- Using an unacceptably large proportion of resources, such as processing time, disk space or bandwidth without prior permission.

Breaches of Regulations

Students

4.16 Any breach of these regulations by a WITT student may lead to disciplinary action being taken under Policy and Procedure Student Code of Conduct.

MANAGEMENT OF ALCOHOL AND DRUGS ON CAMPUS

The following is an excerpt from Policy: Management of Alcohol and Drugs on Campus. The full policy is available on the intranet.

- 4.1 WITT is committed to maintaining a drug free campus. The manufacture, use, consumption, or possession of any prohibited narcotic, drug or substance by any person on Campus for which the person does not have a legal prescription or licence, is strictly forbidden. This is also in accordance with New Zealand law.
- 4.2 The consumption of alcohol on Campus is forbidden unless authorised in writing by the Chief Executive.
- 4.3 Clause 4.2 does not apply to patrons of Impressions Restaurant which will maintain an onsite Licence under the Sale of Liquor Act 1989 and operate under that licence ensuring that:
 - servers of alcohol do not allow any person to become intoxicated
 - no intoxicated person is served alcohol
 - no intoxicated person is allowed to enter or remain in the restaurant
 - no person under the age of 18 is served alcohol.
- 4.4 The WITT Health Clinic will hold a health promotion week on the effects of Drugs and Alcohol twice a year.
- 4.5 Any student experiencing issues relating to the use of drugs or alcohol should be encouraged to seek assistance from the WITT Health Clinic, Employee Assistance Programme, their own General Practitioner, or other drug and alcohol dependency centres.
- 4.6 Any student who suspects a staff member, student, subcontractor or visitor is in possession of, is using, or is under the influence of drugs or alcohol or both while on the WITT campus, is required to report this to the Chief Executive.

When there is just cause and/or sufficient evidence the Chief Executive or delegated authority:

- will contact the Police who will conduct a formal drug or alcohol search on any staff member, student, subcontractor or visitor on Campus in the presence of a member of the Leadership team and where requested a support person for the person being searched.

- may require the staff member, student, subcontractor or visitor to attend the clinic of a registered health professional or ESR authorised tester who will conduct a non intrusive (urine) test and an alcohol test in accordance with ESR guidelines.
- 4.7 Without limiting WITT's rights under clause 4.8, if a staff member has been removed from Campus or identified with a drug and/or alcohol illness they will be required to attend the Employee Assistance Programme and a DAPAANZ accredited counsellor for support. If they have been absent from work for more than three days, they will be required to complete a Return to Work Plan in consultation with the Occupational Health Nurse on their return to work in accordance with the Employee Returning to Work Policy and Procedure.
 - 4.8 Any staff member or student who is found to be under the influence of drugs, alcohol, or any other substance which may affect their performance at WITT, on WITT property or work placement, are taken to be in breach of the Staff or Student Code of Conduct and action may be taken under the Management of Performance and Conduct Policy and Procedure or Student Disciplinary process, whichever is relevant.
 - 4.9 Any subcontractor or visitor under the influence of drugs, alcohol or any other substance which may affect their performance at WITT, on Campus or work placement, may be permanently removed from Campus.
 - 4.10 WITT has a zero tolerance to possession, consumption or being under the influence of drugs and alcohol on Campus and any breach will be taken to be a serious breach of the Staff or Student Code of Conduct, whichever is relevant. This could lead to withdrawal from a course or programme.

LET US KNOW >>

HOW DO I VOICE A CONCERN?

In the first instance you are encouraged to raise your concern directly with the relevant staff member or Head of Faculty or discipline leader and seek resolution. It is often helpful to discuss your concern with someone else who can provide initial advice, such as the Student Association or Student Counselor.

If your concern is of a more general nature you might like to raise it via the “Concerns & Suggestions Box”, located outside the Student Association. The box is cleared regularly and concerns raised, suggestions made and actions taken are reported to the Student Association and WITT Leadership. You have the option to be contacted about what has happened with your concern/suggestion or remain anonymous.

WHAT IF MY CONCERN IS NOT RESOLVED OR I WISH TO MAKE A FORMAL COMPLAINT?

If you do not reach a satisfactory resolution, you may lodge a formal complaint. Formal complaints should include the complainant’s name UNLESS there are special circumstances for which confidentiality must be maintained. WITT is committed to ensuring that all complaints are resolved quickly and satisfactorily. Complaints will be managed in a manner that protects the rights of both students and staff. The complaints process aims to achieve a positive outcome for all parties concerned.

The formal complaints policy and procedure can be obtained from the intranet or from the Student Association. Please note that this policy does not cover complaints about harassment which are covered by Policy and Procedure Harassment Prevention.

WHAT HAPPENS TO MY FORMAL COMPLAINT NOW THAT I HAVE RAISED IT?

All formal complaints are forwarded to the Complaints Officer, at the Customer Service Centre and are logged on the Complaints Register. You will receive a letter of acknowledgement and your complaint will be reported to the Head of Faculty or manager responsible for your area of concern, for investigation. The Head of Faculty or manager will try to resolve the complaint through discussions with you and other parties involved (if applicable), or through mediation if this is required. If your complaint is satisfactorily resolved, it will be closed off on the Complaints Register and all parties will be notified in writing.

WHAT IF I AM NOT SATISFIED WITH THE OUTCOME OF THE INVESTIGATION?

Unresolved complaints may be appealed against in writing to the Chief Executive. There is also a process by which students may forward complaints to the Student Ombudsman. However, complaints cannot be passed directly to the Ombudsman without first being processed through WITT’s internal complaint handling procedure.

HOW CAN I BE SURE MY COMPLAINT WILL NOT AFFECT MY MARKS?

WITT is committed to ensuring that any person raising a concern or complaint is protected against harassment, retaliation or victimisation. If at any time you feel you are being treated unfairly since making your complaint, you can bring this to the attention of the Head of Faculty or the Academic Director.

WHAT HAPPENS WITH ALL THE INFORMATION ABOUT COMPLAINTS?

The Complaints Officer keeps a copy of documents relating to each complaint on file. This is a confidential file.

COMPLAINT OVERVIEW

Raise your concern with your tutor or discipline leader.

It may also be helpful to talk to a staff member in either the student association or Te Puna Manaaki for initial advice.

If your concern is not resolved or you wish to make a formal complaint you can do so by:

- Completing a Confidential Complaint form
- Written letter
- Email
- Discuss directly with the Complaints Officer

The Complaints Officer will log your complaint in the complaints database and forward to you a letter of acknowledgement, within 7 days of receipt of complaint.

The Complaints Officer will forward your complaint to the Head of Faculty (for your area) or relevant manager for investigation.

The investigation may involve discussions with you and/or other parties involved, or through mediation, if required.

Once your complaint has been investigated by the Head of Faculty or manager, you will be notified in writing of the outcome of the investigation and any action/s to be taken (where applicable).

If the complaint is unresolved or you are not happy with the outcome, you have the right to appeal in writing to the Chief Executive.

IT GUIDE



WITWORKS.ac.nz

Using the network

LOGGING IN

In the first two weeks, network logon and computer use training sessions will be held in B block. Your tutor will advise when your session will take place.

How to login

Once the computer has started, you will be presented with the screen below:



- Press the **CTRL+ALT+DELETE** buttons at the same time. This will display the logon screen.
- Enter your **username** and **password**.



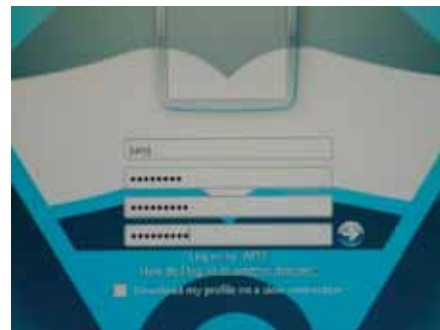
- Click the blue arrow (or press **Enter** on the keyboard).

First time login

If this is the first time you have logged in, a box will appear saying that your password has expired and that you need to change it:



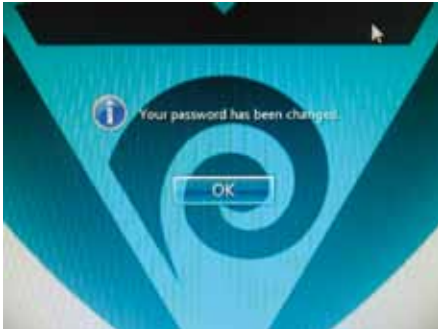
- Click **OK** to continue.
- The **Change Password** screen will be displayed, with the **Old Password** field already completed (this is the first password you just used to logon)



- Type a new password into the **New Password** field and then enter it again in the **Confirm New Password** field. **Note – your password must be at least 6 characters long and cannot be any of your previous 24 passwords.**

Please ensure your password remains **confidential!** You are responsible for all activity that takes place under your account name.

- Click the blue arrow (or press **Enter** on the keyboard). A message will be displayed to say your password has been changed.



- Click **OK** (or press **Enter** on the keyboard).

Password change policy

To ensure network security is maintained, all network accounts are prompted to change passwords every 60 days. You must change your password before the expiry date to continue using your account.

Using email

Double click your Outlook Live Email icon on your desktop.

This will open the internet and take you to Outlook Live:



Enter your windowsliveID in the following format:

Firstname.surname01@taranaki.ac.nz The number after your surname is the same as the number on the end of your WITT network logon ID. Your password is the same as your network logon password.

Email Quotas

Outlook Live accounts have a 10GB mailbox storage limit.

Saving, Retrieving & Printing Your Work

Each student has a folder on the WITT network where work can be saved. To access this, double click your 'computer' icon on your desktop



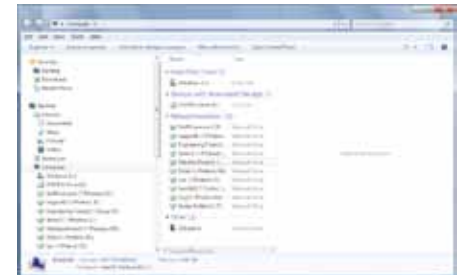
This will open a list of all drives you have access to. Under your 'network drives' you will see a drive with the same name as your username. This folder provides you with **300MB** of storage space. You are responsible for managing any data stored in your folder. WITT's network will back these files up each night.



Other network shares

You may also have access to other shares on the network for accessing course materials.

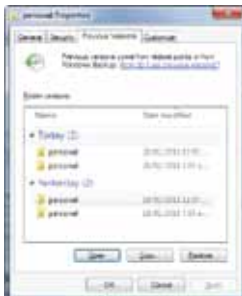
Go to **Start (the Orb) > Computer** – this will display all network shares that you have access to. To open any of these just double click on the drive.



Recovering recently deleted files

If you accidentally delete a file on the network, the file can be recovered for a short time afterwards (up to 24 hours) by using the **Previous Versions** tab in the folder properties.

- In **Windows Explorer**, right-click on the relevant folder and select Properties. This will display a window with 3 tabs – **General, Security and Previous Versions**.
- Select the **Previous Versions** tab. This will show a number of versions of the folder you selected (taken at different times over the last 24 hours).
- Select **Open**. This will open a previous version of the folder.
- Browse to the file that you want to recover.
- **Right-click** on the file and select **Copy**. Close the previous versions window and **paste** (right-click > paste) the file back into the desired folder. The file has now been restored.



Data backup and transport – Portable USB drives

WITT recommends that you use a USB pen drive to backup and transport your data home or back to WITT. USB pen drives are available for purchase from the main reception office.

As with any storage media, pen drives can be damaged or the

data corrupted. Your documents are safest if stored in your “My Documents” area on your login. Use your pen drive as a backup or transport media only, not the sole storage location.

Printing

To check and select the appropriate printer, select **Start (the Orb) > Devices and Printers**.

This will show you what printers you have set up for your login. The printer with the **tick** is your **default printer**, however, when printing you can select another printer in your list to print from (e.g. the current classroom printer).

You can also change your default printer by right-clicking on the printer icon and choosing **Set as Default Printer**.



Finally

When you have finished using the computer, always remember to shutdown (**Start (the Orb) > Log Off > Shutdown**).

Acceptable Use

GUIDELINES

WITT expects students using these services to act in a courteous manner and abide by our computer regulations policy at all times. Please make yourself familiar with this policy – it can be found in this handbook on pages 25-27 and on the WITT intranet <http://ourwitt>

Our student code of conduct requires that you do not use WITT computing and networking facilities for the transmission of objectionable material or to libel, slander or harass any person. We also require that you do not engage in any activities that involve the wilful wasting of computer and networking resources, including the use of WITT computers for gaming (other than where it is a part of course requirements).

The computer labs are a place of study and therefore we ask that noise be kept to a minimum and that there is no food or beverages consumed in these areas.

INTERNET

All students have access to the internet while logged on with their username. All students have an internet quota of 500MB which runs on a weekly basis. Once you have used your quota for the current week, you will not be able to access the internet until the following Monday. Please note that some internet sites are blocked by WITT, as well as some file types which have been prohibited from being downloaded. If you are unable to access resources which are required for your coursework, please advise your tutor.

WIRELESS

Wireless internet access is available at our Bell Street campus and is free for all WITT Students. To access, a user name and password is required (this is different to WITT network login username and password). Wireless usernames and passwords are available from the Student Association (B Block, ground floor or the Learning Resource Centre, L Block).

Access hours

After hours access to the labs is available during the following times:

A101

Access fobs required during normal hours. After hours access by arrangement only.

B block

Monday to Friday – 5pm to 10pm

Saturday – 9am to 12pm (noon)

Learning Resource Centre

Refer to Library Opening Hours on page 10

AFTER HOURS ACCESS

Where and how?

For after hours access an access fob is required to gain entry to these areas. To obtain a fob, please visit the facilities service desk in room A007 (Mon - Fri 8am till 3pm), which will be able to enter your access requirements (it should be noted that access processing may take up to 24 hours). The access fobs remain the property of WITT at all times and must be returned at the completion of your programme.

CALENDAR FOR 2011 >>

WEEK NO.	WEEK BEGINNING	WEEKS IN TERM	WITT CALENDAR	HOLIDAYS
9	21-Feb	8 Weeks	Term starts 21 Feb	
10	28-Feb		Orientation 21 Feb – 23 Feb	
11	7-Mar			
12	14-Mar			Taranaki Anniversary Day 14 March
13	21-Mar			
14	28-Mar			Good Friday 22 April
15	4-Apr			Easter Monday 25 April
16	11-Apr			Term Ends 15 Apr Easter Tuesday 26 April
AUTUMN BREAK				
19	2-May	9 Weeks	Term starts 2 May	
20	9-May		Open Day TBC	
21	16-May			
22	23-May		Dip/Deg Graduation 27 May	
23	30-May			
24	6-Jun			Queen's Birthday 6 June
25	13-Jun			
26	20-Jun			
27	27-Jun			Term Ends 1 July
MID-SEMESTER BREAK				
31	25-Jul	11 Weeks	Term starts 25 July	
32	1-Aug		Orientation 25 July – 27 July	
33	8-Aug			
34	15-Aug			
35	22-Aug			
36	29-Aug			
37	5-Sep			
38	12-Sep			
39	19-Sep			
40	26-Sep			
41	3-Oct			Term Ends 7 Oct
SPRING BREAK				
44	25-Oct	6 Weeks	Term starts 25 Oct	Labour Day Monday 24 October
45	31-Oct			
46	7-Nov			
47	14-Nov			
48	21-Nov			
49	28-Nov			Term ends 2 Dec
50	5-Dec			
51	12-Dec		Certificate Graduation 15 December	

WITT – NEW PLYMOUTH

Bell Street
Private Bag 2030
New Plymouth

PHONE: 0800 WITT WORKS OR 0800 948 896

06 757 3100

Email: info@witt.ac.nz

www.wittworks.ac.nz

WITTWORKS.ac.nz

