

# Student Handbook 2025



# Ngā mihi

## Nau mai, haere mai, welcome to WITT

Congratulations on choosing to study with us. We are excited to welcome you into our whānau and look forward to supporting you during your studies and time with us.

We are focused on creating an environment where every person is valued and teaching and learning are designed for you to thrive and fulfill your potential. This handbook will give you a brief insight into what makes us unique and how we can help you. We encourage you to take advantage of the services and support on offer.

Kia whai oranga ai ngā iwi o Taranaki, waiho i te toipoto, kaua i te toiroa

Let us keep close together, not far apart.

## How does this handbook work?

This handbook gives both onsite and offsite ākonga the information you will need during your time at WITT. Please take some time to read it. This handbook references various academic and health and safety policies. You can [view these via iWITT](#) (our intranet) on any computer on campus.

If you are ever unsure of any issues relating to you personally or to your studies, please contact your tutor, school administrator or any Student Success Team staff member.



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## Important tip:

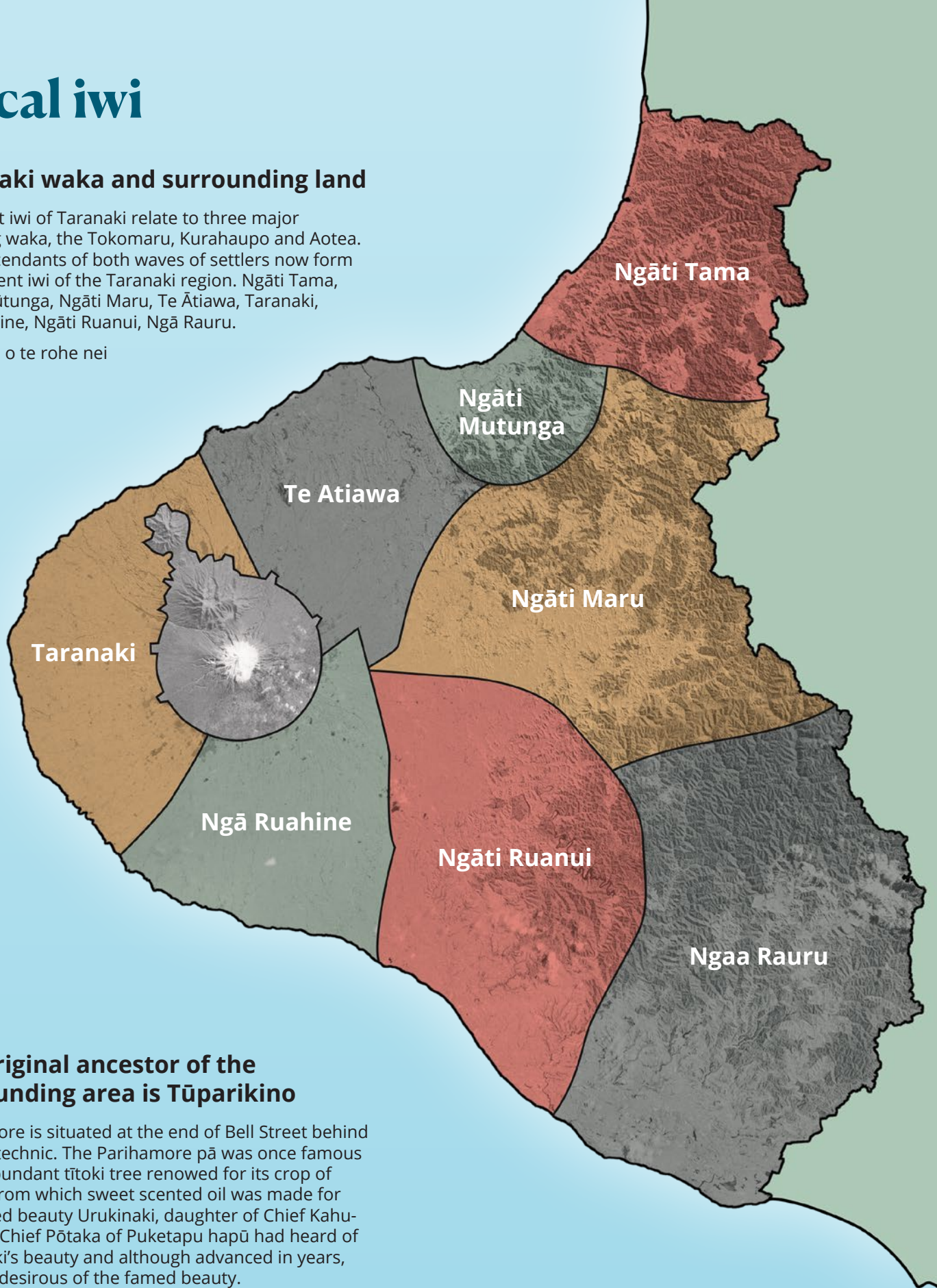
WITT offers support services to both onsite and offsite ākonga. Contact us using the phone extension or email addresses provided in this handbook, or set up a meeting either face to face, or via teams.

# Local iwi

## Taranaki waka and surrounding land

The eight iwi of Taranaki relate to three major voyaging waka, the Tokomaru, Kurahaupo and Aotea. The descendants of both waves of settlers now form the present iwi of the Taranaki region. Ngāti Tama, Ngāti Mūtunga, Ngāti Maru, Te Ātiawa, Taranaki, Ngāruahine, Ngāti Ruanui, Ngā Rauru.

E ngā iwi o te rohe nei



## The original ancestor of the surrounding area is Tūparikino

Parihamore is situated at the end of Bell Street behind the polytechnic. The Parihamore pā was once famous for its abundant tītoki tree renowned for its crop of berries from which sweet scented oil was made for the famed beauty Urukinaki, daughter of Chief Kahu-Taiaaroa. Chief Pōtaka of Puketapu hapū had heard of Urukinaki's beauty and although advanced in years, became desirous of the famed beauty.

Pōtaka raised a tauā of his own people and marched on Parihamore pā where a siege was made on the pā. They set up camp at Puketarata nearby and waited for the stores at Parihamore to run out and the people to surrender. Urukinaki became the 'price of peace'. She was anointed with the tītoki oil and sent to the enemy's camp where Pōtaka claimed her as his wife and gave orders to return home with her as his bride.

# Careers and employment

Helping ākonga plan the next step.

## Career planning and employment support

Work with our careers advisor to plan your study. We can assist you with:

- choosing the right course for you
- sorting out a career pathway
- assisting you, after course completion, with the next step into employment or further study
- where to search for jobs
- using the Student Job Search website
- helping you with CV writing and preparing for job interviews

## Main reception

06 757 3100 ext 8857

[careeradvice@witt.ac.nz](mailto:careeradvice@witt.ac.nz)

## Careers NZ

Careers NZ helps New Zealanders make informed learning and work decisions. Visit the Careers NZ website for advice on how to find a new job or choose a new career.

## Careers directory

Discover local and national employer profiles, search internships and graduate employment opportunities and access career advice articles and resources. See more at [careersguide-witt.prosple.com/](http://careersguide-witt.prosple.com/)

## Student job opportunities

[Click here](#) to access our student job board. It lists local job vacancies for ākonga and graduates.



# Māori and Pasifika Support

## Te Kopa Manaaki

Located on the New Plymouth campus, Te Kopa Manaaki is a welcoming kaupapa Māori space where ākonga can come together and connect through whakawhanaungatanga and receive tautoko. It's an excellent spot to relax, study and access computers and kitchen facilities. All supported by the friendly Kaitakawaenga team

## Support Services for Māori and Pasifika ākonga

Kopa Manaaki offers a range of cultural and pastoral support services designed to help Māori and Pasifika ākonga achieve their study goals. These services include:

- **pastoral support:** Guidance and care for personal well-being
- **advocacy:** Support in navigating academic and institutional processes
- **StudyLink assistance:** Help with student loans and allowances
- **scholarship support:** guidance on applying for scholarships.
- **iwi/whakapapa connections:** Support in connecting with your cultural heritage.

For more information or support, please contact the Kaitakawaenga team at [kaitakawaenga@witt.ac.nz](mailto:kaitakawaenga@witt.ac.nz)

## Assessment in Te Reo Māori

The Assessment Policy ensures that those who wish to be assessed in Te Reo Māori are given the

opportunity to do so. If you would like to complete your assessment in Te Reo Māori or want more information on this option, contact the Māori and Pasifika Kaitakawaenga.



## Scholarships

There are many scholarships available to assist with your study costs. For more information on what is available, how to apply and contact information visit our [scholarships page](#).

GivME is a searchable database of over 2,100 awards, scholarships and grants and is New Zealand's most comprehensive source of scholarship information. WITT ākongas can access GivME via the above link.

Email [scholarships@witt.ac.nz](mailto:scholarships@witt.ac.nz)



# Te Whare Mātauranga

## Learning Resource Centre

### Learning support

Our learning advisors teach a wide range of study skills on an individual, small group and in-class basis. Their aim is to increase your chance of success in your chosen course of study.

Learning advisors can assist you with getting organised to study, note taking, assignment writing, exam preparation, referencing, formatting documents, oral presentations and so much more.

Ākonga who are studying off campus can receive learning support via Zoom or Skype calls. Contact a learning advisor to set this up or book an appointment online at [witt.libcal.com](http://witt.libcal.com) or through our [library website](#).

06 757 3261

[learning.centre@witt.ac.nz](mailto:learning.centre@witt.ac.nz)

### Library

Our library has all the resources to support your learning. You can find books and journals that are relevant to your course as well as online articles and e-books. The library also provides access to computers, group study spaces, photocopiers and printers, quiet study spaces and space to relax.

We know that finding the right information for your assignment can be challenging, the library staff can assist you in developing your information management and research skills.

Get started by heading to the library website [libraryhome.witt.ac.nz](http://libraryhome.witt.ac.nz). You can use this website to book an appointment with the team from anywhere, anytime or call into the library and talk to a librarian.

#### Hours during term time:

Mon – Thurs	8:30am – 5:30pm
Fridays	8:30am – 4pm
Sat – Sun	Closed
Public Holidays	Closed

#### Hours during term break

Mon – Fri	8:30am – 4pm
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06 757 3261

[library@witt.ac.nz](mailto:library@witt.ac.nz)

[libraryhome.witt.ac.nz](http://libraryhome.witt.ac.nz)



# Te Puna Manaaki

## Wellbeing Hub



### Accessibility support

A broad range of 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:

- support staff e.g. note takers
- exam support e.g. readers/writers
- equipment and furniture
- campus accessibility and individual evacuation plans
- information and advocacy
- enrolment assistance and orientation
- alternative format material.

We encourage ākongā to make contact with the disability service before you start or early in your course.

06 768 5786

[accessibility@witt.ac.nz](mailto:accessibility@witt.ac.nz)

### Chaplaincy

An ecumenical chaplain is available on campus to provide a confidential, non-judgmental listening ear; support in times of illness, confusion or loss; and a point of contact if you want to explore issues of faith or spirituality. You do not have to be a Christian to seek the support of the chaplain.

06 768 5882

[chaplain@witt.ac.nz](mailto:chaplain@witt.ac.nz)

### Counselling / social work

A free and confidential counselling service is available to ākongā. It aims to help you deal with personal or study 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
- financial stress.

06 768 5799

[wellbeinghub@witt.ac.nz](mailto:wellbeinghub@witt.ac.nz)

### Health clinic

The Health Clinic provides a wide range of free health services to ākongā. The clinic nurse is available Monday to Friday. Services offered include:

- Treatment for accidents or illness
- Rehabilitation from accidents or injury







- Sexual health and contraception
  - Emergency contraceptive pill
  - Regular contraception, including Depo Provera
  - Contraceptive devices and implants
  - STI swabs
- Nutrition and weight management
- General health assessments
- Stop smoking advice and treatment
- Cervical smears

06 768 5775

[healthclinic@witt.ac.nz](mailto:healthclinic@witt.ac.nz)

### Medical services

A weekly Medical Clinic takes place at the Health Clinic on the New Plymouth campus. Consultations are free for ākonga. Appointments are required.

Tuesdays	12pm – 2pm
Wednesdays	11am – 2pm
Thursdays	12:30pm – 2pm

06 768 5775

[healthclinic@witt.ac.nz](mailto:healthclinic@witt.ac.nz)

### Te Pae Ora

Te Pae Ora is our online wellbeing hub created by learners, for learners, providing information on:

- living and learning well
- getting through tough stuff
- tips and advice
- where to get help.

### Youth Guarantee

WITT has dedicated staff to support ākonga in the Youth Guarantee Scheme. Youth Guarantee support workers work with ākonga, tutors and families to ensure academic success.

06 768 5987

[yg@witt.ac.nz](mailto:yg@witt.ac.nz)



## International ākonga support

Our international student liaison and pastoral support staff provide dedicated support to our international learners in the following areas:

- accommodation support
- advocacy and information
- community and campus inductions
- cultural support
- medical insurance
- pastoral support
- visa renewals and requirements
- programme transfers, withdrawals and refunds.

WITT observes and is bound by the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

Further information on this is [available here](#).

In case of an emergency, please contact our 24/7 number on 027 466 0412.

06 757 3100 ext 8849

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**Robyn Harvey**

International Student  
Liaison and Pastoral Support



**Glenys Bridgeman**

International Student  
Liaison and Pastoral Support

# Student facilities

Places and services to help you succeed.

## Cafeteria (Te Kāuta)

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.

Open 7:30am – 2:30pm, Monday – Friday

## Garage Café

WITT has its own ākonga-run training café offering food and drinks at great prices. Come and enjoy a coffee or meal from the future's best baristas and chefs. Opening times vary. See notice boards around campus, look on iWITT or check your ākonga email for updates.

06 757 3100 ext 8940

## Mātātoa Gym (on-site gym)

WITT has its very own gym for ākonga and staff. Membership is free for ākonga. Application forms can be obtained from the Main Reception.

06 757 3100



## Impressions Restaurant

WITT has its own award winning training restaurant offering high quality food and drinks to ākonga and the public at great prices. Open various dates throughout the year for lunch and dinner. Current ākonga also get a 25% discount. See the [Impressions Facebook page](#) for details. Bookings essential.

06 757 3100 ext 8940



## Industrie

Industrie is our ākonga-run hair and beauty salon, offering beauty therapy, hairdressing and makeup artistry treatments at a reduced rate. It is open during term time and is available to ākonga and the public. A treatment list is available at the salon or [on our website](#). Bookings are required.

06 757 3282

## IT service desk

The IT service desk is your first point of contact for any network account issues. Questions regarding applications used in class should be directed to your tutor in the first instance. The IT service desk is available between the hours of 8am to 4pm, Monday to Friday.

B Block, first floor (room 113)

06 757 3100 ext 8400 option 2

[itservicedesk@witt.ac.nz](mailto:itservicedesk@witt.ac.nz)

## Student lounge

Our student lounge (first floor, B Block), is available for ākonga use. Computers, printers, course related and leisure journals and magazines are all available in the area for ākonga use. Microwaves, vending machines and boiled water are available in Te Kāuta, ground floor, B Block.

Access is via your student ID card.

### Hours:

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Mon – Fri	6am – midnight
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Sat – Sun	7am – 11pm
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Public Holidays	7am – 11pm
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# Useful information

Handy tips to help your study journey.

## Contact phone numbers and office hours

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

06 757 3100 or 0800 948 896.

## Course timetables

These are available [on our website](#) and on [iWITT](#).

## Health and safety

As an ākonga 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 Charter.

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.

## ID cards

Your student ID is a multipurpose card that gives you access to all WITT buildings, the ākonga carpark, library resources, photocopying and printing credits, and ākonga discounts.

During your first week on campus, your class will be timetabled for you to receive your student ID card, or email a suitable passport-style photo to [idcards@witt.ac.nz](mailto:idcards@witt.ac.nz). You can collect your ID card from Te Whare Mātauranga (L Block) (please allow two working days to process your card).

Note: you will need to be fully enrolled before we can process your ID card. For more info, [head to our website](#).

## Inclusive campus

WITT is committed to providing an inclusive environment for ākonga. Our aim is to ensure that all ākonga 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.

If you feel your rights are not being respected, take action. Refer to our Addressing Bullying, Harassment

and Discrimination Policy, available on [iWITT](#) or from any Te Puna Manaaki staff member. For the names of contact people who will assist you if required, see the Te Puna Manaaki staff, ground floor B Block.

## 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 the [Intellectual Property Guidelines for Ownership Policy and Procedure](#) which is available on [iWITT](#).

## iWITT

iWITT is our ākonga intranet (internal website where you will find current information on upcoming events, announcements, news stories, ākonga policies and procedures, programme regulations and useful links. You can [access iWITT](#) on any WITT computer.

## Lockers

A number of lockers are made available for ākonga. 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.

## Lost property

Lost property can be handed in or reported to Te Puna Manaaki staff members – B Block (ground floor).

## MyWITT

MyWITT is a mobile app for WITT ākonga. It's a single place to access useful tools, support and information that will help you make the most of your study journey. You will find personalised timetables, access to your student email, Moodle, and iQualify. You can navigate around campus with maps, find out about events, access the library, connect with student services and more.

You can [access it here](#) or download it for free via Google Play or the App Store.



## Parking

There are parking spaces on campus for ākonga use (see campus map), however these are limited, so arrive early and be prepared to walk some distance.

### Accessible Parking

A number of accessible carparks are available on campus. Holders of Operation Mobility cards can use the parks. Please display your Mobility Card on the dashboard of your car whenever in the park. Temporary issuing of a disabled car park can be arranged. A doctor's certificate is required. Please see the Accessibility Coordinator.

## Pastoral care

The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 has been put together to make sure you have the best possible support system. This means that while you are learning, you should be:

- safe – physically and mentally
- respected for who you are
- supported in your learning and wellbeing
- connected with your social and cultural networks, and
- able to have your say in decisions about services.

If you want to find out more, or if something isn't working for you, talk to a Student Success Team staff member first, or if you need you can [visit the NZQA website](#).

## Printers, copying and scanning services

You can print, copy and scan at one of the many copy machines located on campus. Colour copiers are located at Te Whare Mātauranga (Learning Resource Centre) and at the student lounge, B Block, first floor.

## Security

There are three emergency phones:

- outside the lower entrance to the Registry block
- outside Mātātoa Gym
- under the B Block mezzanine

The phones are for emergencies only and connect directly to 111. Keep personal possessions with you at all times or store in lockers available on campus.

## Showers

There are showers located in various buildings on campus available for ākonga to use. The showers are located in: B Block (accessible), D Block, F Block, K Block, N Block and T Block.

# Have your say

Your voice, feedback, and ideas are an integral part of decision making here at WITT. This is done through a number of ways:

Throughout your study journey we'll ask you to share with us what you think and how you feel at different times using short surveys. This data allows us to make changes quickly and tell you about them.

There are student leaders within each School who you can talk with, raise concerns with and offer initial guidance if you're unsure of anything.

If you have ideas or want to raise something with us you can provide feedback directly through [studentvoice@witt.ac.nz](mailto:studentvoice@witt.ac.nz)

And of course, if you feel comfortable, talk with your tutor or a member of the student success team.

## Student leaders

### Want to represent the student voice?

Become a Student Leader and have your voice heard. Act as a liaison between the institute and the student body. Recruiting takes place at the start of the academic year.

[studentvoice@witt.ac.nz](mailto:studentvoice@witt.ac.nz)

## Compulsory Student Services Fee (CSSF)

The Student Services levy or CSSF is a compulsory non-tuition fee that is charged to ākonga as a condition of enrolment. Ākonga and institutes are required to work together to set the fee, following guidelines set by the Minister for Tertiary Education and Skills. The Ministerial Direction sets out three key actions, related to decision-making, accounting for the fee, and reporting on its use. It also specifies what categories of student services the fee can support.

### How are ākonga consulted about the CSSF?

WITT is committed to ensuring ākonga and/or their representatives are consulted as regards the levy amount and the support services it is spent on. We work closely with Student Leaders in this process. Student Leaders are charged with consulting with the wider student body. They do this either through their class/school networks and/or via student survey.

### Where can I find out more about the CSSF?

Information is available on the WITT website, on the Tertiary Education Commission website or email [studentvoice@witt.ac.nz](mailto:studentvoice@witt.ac.nz)



# Assistance with academic matters

## Academic 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 [Appeal Form](#) on the WITT website. Please refer to Policy and Procedure Appeals.

## Assessment

### Assistance in Assessments

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

### Reconsideration of Result

If you would like to query an assessment result, contact your tutor in the first instance. If unresolved, you can request a reconsideration of result, by completing the [Reconsideration of Result Form](#) on the WITT website. 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 Appeals.

## Awards and graduation

Towards the end of your programme of study you will be asked to apply to graduate. Graduation is typically offered in February for programmes completed the previous year. You will receive a text or email explaining how to apply. Please ensure you keep your contact details up-to-date so you receive the required information. Special certificates may also be awarded to you in certain circumstances. The WITT Academic Committee must approve all qualifications 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 certificate/award is issued.

## Programme regulations

Programme regulations and course descriptors, are available on iWITT.

## 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. You can access the relevant forms [on our website](#).

### 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 [apply for RPL](#) on the WITT website before your programme starts. Please note that you will be required to pay a fee 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 School or on iWITT.



# Complaints policy and procedure

## How do I voice a concern?

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

## 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 ākonga and staff. The complaints process aims to achieve a positive outcome for all parties concerned.

**The complaints policy can be obtained from iWITT, your school administrator, or a Student Success staff member.**

Please note that this policy does not cover complaints about harassment which are covered by Policy Addressing Bullying, Harassment and Discrimination.

If you want someone to talk to regarding your complaint or the process, contact a member of the Student Success team.

## What happens to my formal complaint now that I have raised it?

All formal complaints are forwarded to our Academic Director (Complaints). You will receive an email of acknowledgement and your complaint will be reported to the School Director or Manager responsible for your area of concern, for investigation.

Your School Director or Manager will investigate 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 and all parties will be notified in writing.

## What if I am not satisfied with the outcome my complaint?

If you are not satisfied with the outcome of your complaint, or the way it was handled, you can appeal to NZQA.



# Financial information

## Domestic ākongā withdrawals

If at any time you wish to withdraw from a course or programme, you must lodge a completed [Change of Enrolment, Withdrawal and Refund form](#) on the WITT website. Verbal withdrawals are not accepted. Withdrawing 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 the Policy and Procedure Domestic and International Student Withdrawal, Transfers and Refund.

If you do not officially withdraw from a course or programme, an "Incomplete" 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.

Ākongā who fail to engage or progress in their studies can be withdrawn by WITT. Refer to Policy and Procedure Domestic and International Student Withdrawal, Transfers and Refund.

## Domestic ākongā transfers

If you are an enrolled ākongā and would like to change your course or programme, you will need to complete a Change of Enrolment, Withdrawal and Refund form and pay any specified fees. If you wish to change your course or programme you will need to discuss this with the Programme Manager to obtain their approval. If changing programmes between departments both Deputy Directors will need to be consulted.

## 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.

Academic record	\$15 (additional copies requested at the same time \$5 each)
Aegrotat	No Fee
Applications/ reconsiderations	
Appeal against decisions made under academic regulations	\$50 (refundable if appeal is successful)
Assessment of Prior Learning or credit transfer	\$10 per credit (to a maximum of \$450 unless otherwise approved by School Director)
Cross credit	No Fee
Copy of final exam script	\$20
Replacement of WITT certificate, diploma or degree	\$65 (domestic) \$100 (international) \$15 (digital)
Reassessment charges	\$25
Exam re-sit	\$80
Student ID card replacement	\$10
Verification of qualification to external agency	\$50 + postage
Programme documents	\$15 per qualification



## Withdrawals, transfers and refunds

The following is an excerpt from Domestic and International Student Withdrawal, Transfers and Policy and Procedure. The full policy is available on our intranet.

- 4.1 The final date for withdrawing from a programme/ course(s) and receiving a refund is determined by the length of the programme.
- 4.2 When an ākonga fails a pre-requisite course and is not able to commence course(s) they are already enrolled in a refund will be paid for the courses which required the prerequisite.
- 4.3 Ākonga requesting a refund must formally withdraw from a programme/ course(s) by personally completing and submitting the Change of Enrolment, Withdrawal and Refund Form. Forms can be obtained from the WITT website.

### Advice to ākonga

- 5.1 When an ākonga is discussing withdrawal with any staff member, the ākonga (domestic) must be advised regarding any consequences to eligibility for loans and allowances as well as (all ākonga) any academic implications for progression and results.
- 5.2 Director of School or delegate should counsel any ākonga who wishes to fully withdraw to see whether there are other study opportunities for the ākonga and should refer the ākonga to the Careers Advisor. International ākonga to be counselled regarding visa compliance.
- 5.3 If an ākonga is withdrawing from all courses within a programme their Student ID card will be deactivated as part of the withdrawal process.
- 5.4 The withdrawal date from a programme is taken as the date the Change of Enrolment, Withdrawal and Refund Form is submitted. The person who receives the form will record the withdrawal date on the form. **The responsibility for withdrawal is with the ākonga.**  
**Verbal notice of withdrawal will not be accepted as a student's intention to withdraw.**
- 5.5 No change to the ākonga enrolment status on the WITT Student Management System may be made unless formal withdrawal takes place.
- 5.6 Where an organisation is paying for more than one ākonga, a separate withdrawal form must be completed for each ākonga as this documentation will be attached to the official ākonga enrolment file which cannot hold information on other ākonga.
- 5.7 Where an ākonga withdraws from a programme after commencement but before fees are paid and before the last date for withdrawal, any refund amount is deducted from the fees payable and the ākonga is responsible for payment of outstanding fees as notified.
- 5.8 WITT is unable to claim TEC funding for any domestic ākonga who has never attended a programme/course (or, in the case of online learning, never logged on), even if they have paid their fees. If the ākonga does not formally withdraw, WITT will withdraw the ākonga and set their record to 'Withdrawn Status', remove academic record, delete EFTS and refund fees paid.
- 5.9 An ākonga cannot be withdrawn from a programme or course(s) where the final assessment and/or the course/programme end date has taken place and final results are due to be, or are, entered in the Student Management System.
- 5.10 When an ākonga stops attending, including engagement with online activities, and does not withdraw, **WITT will withdraw the ākonga.** These withdrawals are documented using the withdrawal form and signed by the Director of School or delegate. These withdrawals must only be made after at least three attempts to contact the ākonga. These emails, texts or letters must be on file, in the SMS, or a written declaration from a staff member that the ākonga has been spoken to. WITT will notify ākonga in writing that their enrolment has been withdrawn.

Ākonga who withdraw but have completed NQF units will have these results reported to NZQA and the ākonga will be responsible for payment of the fee associated with this.

### Transfers

- 6.1 Transfers between programmes or course(s) can only occur after negotiation with Director of School or delegate. There are no penalties for withdrawal and re-enrolment and the full refund amount will be credited to the new programme if a student loan has not been used to pay fees. If a student loan has been used, the refund is returned to StudyLink and a new loan drawn down for the new programme. It is the responsibility of the ākonga to contact StudyLink to advise of the change in programme, and to advise Registry that this has been done, before processing the withdrawal and re-enrolment. It is not possible to transfer ākonga between calendar years although it is possible to transfer between offerings of the same programme if it occurs within the same calendar year.
- 6.2 When assessing an application for transfer, the Director of School or delegate will take into account:
  - The period of time the course or programme being transferred into has been underway.
  - The likelihood of the ākonga succeeding in a new course or programme.
  - The time required for an ākonga to catch up on missed classes or assessments.
  - The degree of staff support an ākonga would need to succeed in the programme or course.
  - An assessment of the extent to which proficiencies and career intentions of the ākonga are matched by the education opportunities offered by the new programme/ Institution.
- 6.3 International ākonga wishing to transfer may only do so within the conditions of their Visa.

### Disputes

- 7.1 Any ākonga who wishes to dispute the transfer/ withdrawal or refund decision must do so within one month of receiving the notification (letter, invoice or statement) showing the outstanding amount. A request to review the outstanding amount must be made in writing to the Director – Corporate Services, within the specified time period. There is discretion to accept reviews lodged outside the normal one-month time limit if WITT considers that there was good reasons for the delay. The review should be completed within seven days of the date of receipt of the application for review. Any outstanding monies owing at the outcome of the review are to be paid to WITT immediately when notification is received.

### Refunds and Compassionate Grounds

#### International and domestic ākonga

- 8.1 Exceptions may be made in exceptional circumstances for compassionate reasons. Compassionate grounds are considered to be events outside the individual's control that could not have been predicted and that have had a significant impact on the person's ability to continue studying in the current academic year or the foreseeable future. This could for example include such things as significant accidents or personal injury to self or a close family member that would affect the ability of the ākonga to continue studying. Compassionate grounds will not be considered sufficient for a refund of fees where the ākonga could have continued in the programme with support or where the student has chosen to withdraw for other reasons.

- 8.2 Consideration may be given to a refund upon receipt of written evidence which must be submitted by the ākonga, or the School on behalf of the ākonga, to Registry at the same time as the completed Change of Enrolment, Withdrawal and Refund Form. For international ākonga the refund application, with supporting information, must be submitted in writing to the International Office.
- 8.3 Exceptions may also be considered on the grounds of:
- Medical, supported in writing by a health professional.
  - Work related, supported by a letter from an employer.
- 8.4 The application should be made prior to withdrawal, or where circumstances prevent prior application at the earliest possible time. After receipt of the application, Registry shall seek evidence from the Director of School or delegate on whether compassionate withdrawal/refund is reasonable in the circumstances.
- 8.5 All withdrawals for compassionate consideration must be forwarded by the Student Management System Co-Ordinator to the Director – Corporate Services. In the Director – Corporate Services absence, these will go to the Chief Executive or Academic Director. The decision to refund fees on compassionate grounds will take into consideration the length of time in a programme/courses. The Director – Corporate Services has authority to decide the refund on compassionate or other grounds for any individual case. Fees funded by StudyLink are required to be refunded to StudyLink.

#### International ākonga only

- 8.7 By accepting a place in a programme at WITT, an international ākonga enters a contract with WITT for the period of one academic year (or for the length of the programme if less than one year).
- There is no automatic right to a refund of fees if a ākonga changes his/her mind about studying at WITT.
  - Supporting information must be submitted in writing to the International Office, with any refund application.
  - If Immigration New Zealand (INZ) refuse to grant an initial student visa for study in New Zealand the ākonga is entitled to a 100% refund of the tuition fee, less a \$500 administration fee. If WITT is unable to proceed with the programme offered to a student, the ākonga is entitled to a 100% refund of the tuition fee.
  - No refunds to international ākonga will be given after the programme has commenced.

Full Refunds may be given if:

- You are an international ākonga and Immigration New Zealand has refused to grant an initial visa for study in New Zealand
- WITT is unable to proceed with the programme or course offered
- WITT ceases to be a code signatory
- WITT ceases to be a provider

If an international ākonga chooses to withdraw, they are not eligible for a refund.

Other refunds may be given if:

- An ākonga in a semester-based programme who gain permanent residency will not receive a refund or 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 ākonga in programmes designed with full-year non-semester-based courses must pay the international fees for the full year, regardless of the date on which permanent residence has been granted during that year.
- If an ākonga wishes to withdraw or transfer to another institution his/her application, and notice is received by the International Office prior to programme commencement, a refund of 70% of tuition fees paid will be given (30% is retained for administration purposes). The registration and homestay placement (if applicable) are not refundable.
  - Refunds will be paid in New Zealand dollars:
    - To another institution
    - Into a nominated bank account
  - WITT will not be liable for any exchange rate loss or bank fees charged upon repayment of a refund.

#### Late admissions/enrolments

- 9.1 When an ākonga has been admitted to a programme after the commencement date, a refund of tuition fees will only occur if the withdrawal is within 2 weeks from the date on their enrolment form. The ākonga must also be alerted to the fact that late admission is not a reason for compassionate withdrawal.

#### Stand-alone courses, short courses and programmes commencing outside main intake periods

- 10.1 For programmes that commence outside of the main intake periods, stand-alone courses (from a programme), and short courses, the last date for domestic ākonga to withdraw with a refund is up until 10% from the commencement of the programme, stand-alone course or short course. International ākonga refer to Appendix B.

#### Cancelled programmes

- 11.1 A full refund will be made if WITT considers it is necessary to cancel or postpone a programme. The documentation will be completed by WITT on behalf of the ākonga and no administration fee will be charged.

# Your rights and obligations

The following is an excerpt from the Student Charter Policy and Procedure. The full policy and procedure is available on iWITT.

## WITT ākonga have the right to expect that:

- 4.1 Their learning needs will be of primary importance.
- 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 timetabled 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 assessment are fair, valid, reliable and consistently applied.
- 4.10 Ākonga work be assessed and returned within the timeframes outlined in Policy and Procedure Assessment namely, under normal circumstances, returned within two weeks after due date.
- 4.11 The workload associated with any course is reasonable and achievable.
- 4.12 They have time to prepare for course examinations after the completion of prescribed course work.
- 4.13 They have opportunities to participate in Institute decision making.
- 4.14 They have a safe learning environment supported by appropriate control mechanisms.
- 4.15 They have access to an internal complaints policy & procedure which is based on procedural fairness and reflects confidentiality, transparency, accessibility and efficiency.
- 4.16 They will have access to support services that complement guidance offered by tutors e.g. learning assistance, counselling, finances, library, health.
- 4.17 If they have a disability, accommodations will be provided to enable them to participate fully in the learning environment.
- 4.18 Relevant Institute policies and procedures and associated regulations will be readily available. Refer iWITT QMS site.
- 4.19 Personal information collected by WITT, only be disclosed where the disclosure of the information is one of the purposes (or directly related purposes) in connection with which the information was obtained, where the ākonga authorises it, or where the Institute is otherwise required by law to do so (for example, in accordance with the provisions of the New Zealand Privacy Act 2020 and the Official Information Act 1982).
- 4.20 Access to appropriate classroom space, technology, information systems and equipment will be provided from course commencement.

## WITT expects ākonga to:

### General

- 4.21 Comply with all Institute regulations, including the standards and provisions that apply to their studies.
- 4.22 Take responsibility for their own learning by, attending timetabled classes, meeting deadlines and participating in class and individual study.
- 4.23 Respect the environment and resources of WITT.
- 4.24 Show respect and consideration to other ākonga, staff and neighbours of the institute.
- 4.25 Pay all fees due for the course(s).
- 4.26 Return all institute property on completion of their studies.

### Safety

- 4.27 Adhere to the health and safety rules that are set out in the Institute's policies and publications to protect people's health, safety, your rights and the rights of others.
- 4.28 Ensure that any action, or inaction, does not result in harm to themselves or others.
- 4.29 Refrain from dangerous, reckless or inconsiderate driving in or about campus.
- 4.30 Adhere to WITT policy and procedure 'Breaches of Parking Regulations'.
- 4.31 Comply with WITT's alcohol and drug policy.
- 4.32 Comply with the Institute's Smoke Free (Auaahi Kore) policy.
- 4.33 Promptly report to an Institute staff member any incident or potential incident on campus.

### Property and security

- 4.34 Show care of property belonging to the Institute, any staff member, any ākonga or person who is on Campus.
- 4.35 Take responsibility for their own personal property when on campus. WITT will not be responsible for any loss or damage to ākonga property on campus.
- 4.36 Ensure that any action or inaction does not result in harm or damage to Institute plant, property or equipment.
- 4.37 Not bring firearms or weapons on campus, or assemble ammunition or offensive equipment on campus.
- 4.38 Not engage in dishonest practices.
- 4.39 Not falsify or attempt to falsify any official and/or personal records relating to their attendance and/or performance or the qualifications/results issued to them by the Institute.
- 4.40 Not falsely represent records.
- 4.41 Act lawfully.

### Discrimination

- 4.42 Not discriminate against or harass others because of gender, sex, ethnicity, age, marital status, sexual orientation, religious or ethical beliefs, ethnic or national origins, disability, political opinion, employment or family status. Refer Policy and Procedure: Addressing Bullying, Harassment and Discrimination.

### Confidentiality and IT systems

- 4.43 Comply with the provisions of the following Institute Policies and Procedures:
  - Confidentiality/Privacy of Information
  - Computer Regulations
- 4.44 Not seek or be in possession of information gained by unauthorised entry to any of the Institute's information systems.

## Academic freedom

- 4.45 Exercise academic freedom in accordance with Section 267 of The Education and Training Act 2020.
- 4.46 Be free to pursue research under the supervision of a staff member, in accordance with WITT policy and procedure Research.
- 4.47 Be free to disseminate research results through publication, for review, critique, acceptance, replication or synthesis by peers in their academic and professional disciplines.
- 4.48 Not engage in academic activities or behaviour that discredits the name and/or integrity of the Institute.

## Academic conduct

- 4.49 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 ākongā assessment.
- 4.50 Not claim the work of another person or generative artificial intelligence as their own work.
- 4.51 Not copy or paraphrase another person's work or use generative artificial intelligence, whether published or unpublished without clearly acknowledging it. Paraphrasing without appropriate acknowledgement (Referencing) will be deemed to be plagiarism.
- 4.52 Comply with all rules stated in the course information concerning the conduct of tests, examinations, course work and the requirement to use Turnitin.
- 4.53 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.
- 4.54 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.
- 4.55 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 Computer Regulations Policy and Procedure. The full policy is available on our 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, text 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.

### Personal use 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 and best practice 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 2020 (and Amendments) and Protected Disclosures Act 2022.

## 4.9 Specifically

Users are not permitted to:

- 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;
- 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/Te Pūkenga
  - Print or photocopy excess copies of documents, files, data, or programmes
  - Use internet bandwidth in an unnecessary manner (e.g. streaming video or music for personal use)
  - Misuse or mistreat computer hardware in a manner that is likely to cause damage
- 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 ākongā 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/Te Pūkenga.
  - Make proprietary software licensed to WITT/Te Pūkenga 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/Te Pūkenga computing facilities that is not licensed by WITT/Te Pūkenga.
  - Use any non-standard hardware on WITT/Te Pūkenga systems without the approval of the IT Manager.

Only software authorised by the IT Manager may be run on WITT/Te Pūkenga 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.
- 4.15 WITT/Te Pūkenga provide Wi-Fi network access for all ākonga, kaimahi and guest users. Assistance with connection and application access is available to all users including those with a personal device (BYOD/BOYT).

## Interpretation

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 digital communications including but not limited to email, text/SMS and voice messaging.
- Sending communications 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/Te Pūkenga 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 communications without their permission, except as provided for under Clause 4.1
- Using WITT/Te Pūkenga 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 (ākonga)

- 4.18 Any breach of these regulations by a WITT/Te Pūkenga ākonga may lead to disciplinary action being taken under Policy and Procedure Student Charter.

- 4.22 On termination, the Log-on access is disabled immediately. Log-on access, together with file space and e-mail allocations, will be removed from the file servers ninety days after an authorised user ceases to be employed by WITT/Te Pūkenga or fourteen days following the completion of a programme. Executive teams may request access to an account, or the redirection of incoming e-mails, during the grace period prior to removal of the account. All files contained in the user's home directory will be erased and incoming e-mails returned to sender when the account is terminated.

## Management of Alcohol and Drugs on Campus

The following is an excerpt from the Alcohol and Drug Policy and Procedure. The full policy is available on the intranet.

- 4.1 The Institute is committed to maintaining a drug and alcohol free campus and a healthy and safe work environment. The Institute is also committed to ensuring its employees, contractors and ākonga are safe from alcohol or drug related harm while studying or working off campus. The exception is the responsible alcohol consumption in licensed premises and at approved functions.

People who come to campus or undertake work-based learning under the Institute, whether onsite or offsite, while under the influence of alcohol and/or other drugs in their system have a high risk of causing harm to themselves, their peers, or others and may constitute a hazard.

The Institute's aim is to ensure a healthy and safe environment and that nobody works or studies at the Institute or at an associated place under the influence of alcohol and/or other drugs.

On that basis, the Institute prohibits the purchase, supply, use, possession or storage of any drugs while on campus or while taking part in any course-related activity, or the reporting to work (or if a student, to any course related activity) under the influence of a drug.

- 4.2 The consumption of alcohol on campus is also prohibited, with the exception of attendance at an approved function or social event or consumption at the Impressions Restaurant.

In any event, staff and ākonga should always ensure the safe and responsible consumption of alcohol at functions and social events on campus. This will include, but is not limited to, the provision of non-alcoholic drinks as well as food of a substantial nature. For example, potato crisps are not deemed to be substantial whereas sandwiches are.

On appropriate occasions, staff or ākonga may also consume alcohol at other events or functions that are related to their course or work (such as conferences, awards ceremonies etc). This is permitted, but the Institute reminds all staff and ākonga that normal community standards relating to behaviour and adherence to the law are applicable.

The Institute expects all staff and ākonga behave and drink appropriately at work and course related functions. Breaking the law, drinking to excess or otherwise behaving inappropriately at work or course related functions will not be tolerated and is likely to result in disciplinary investigation and action.

4.3 The Institute may take further action in line with its Alcohol and Drug Testing Procedures, including:

- Reasonable cause testing: where there is reasonable cause to suspect that a staff member or student's behaviour, appearance or actions are the result of being affected by alcohol or drugs, or where alcohol or drug related paraphernalia is found in the persons possession or control;
- Post incident/accident testing: following an incident or accident, regardless of whether anyone is harmed or not;
- Where, as part of course requirements, ākonga are required to undertake workplace practical experience which requires drug or alcohol testing. This will generally be any course or role where machinery, vehicles or other equipment is operated.

The manager or appropriate staff member will meet with the person, state that the drug and/or alcohol testing will be carried out and explain why. The procedure for testing, including the consequences of refusing to undertake the test, will be explained to the person and they will be given the opportunity to comment on the situation. The person's informed written consent to the test must be obtained before any testing is conducted. More information about the drug testing process can be found in the Alcohol and Drug Testing Procedure.

Ākonga and staff are also expected to comply with reasonable requests to undergo drug testing by commercial companies when on practical work experience, including random testing if required.

#### 4.4 Consequences

For contractors and ākonga, if the Institute investigates and finds a contractor or student has breached this policy, we may terminate that contractor's or student's enrolment/arrangements (with or without notice).

Sometimes a test result will be unclear or suspect and need further laboratory analysis (called a 'non-negative' result). If this happens you might also be asked to work or study at home or be suspended until further analysis/investigation can be undertaken and next steps determined.

In this event, the Institute will support you to work from home or undertake theory based learning where possible, until you are given the opportunity to return a negative result. More information about the process for dealing with a non-negative result can be found in the Alcohol and Drug Testing Procedure.

#### 4.5 Education and Training

Te Puna Manaaki (Wellbeing Hub) will hold health promotion events on the effects of drugs and alcohol and related issues.

#### 4.6 Prescription and over the counter medicines

The Institute recognises that there are instances where individuals may take prescription or over-the-counter medicines for medical purposes.

The use of prescription and over-the-counter medicines in these circumstances, and in accordance with the directions of the relevant health provider, is permitted. However, the use of such medicines may still affect a person's job performance (including for ākonga, on work experience) or safety. If a staff member or ākonga is prescribed medication or is using over-the-counter medication, they are responsible for seeking clarification from their doctor or pharmacist as to whether the medication has any potential to affect their job performance or safety.

If there is any potential risk or impact on an individual's ability to work (including work experience), staff and ākonga are required to report this to the Institute's Health and Safety Manager. The nurse in consultation with you may inform your manager or delegated person if any modification or temporary reassignment of duties or consider if other sharing of information is required so that you can be supported and can do your job effectively and safely.

#### 4.7 Illness or dependency related to alcohol or drugs

Any person subject to this policy who is experiencing issues relating to the use of drugs or alcohol are encouraged to seek assistance from the Institute Health Clinic, student counsellor, Employee Assistance Programme (EAP), their own general practitioner, or other drug and alcohol dependency centres.

We accept that alcohol and drug related issues may be considered health problems and should be dealt with without discrimination, like any other health problem. Equally, we recognise the importance of a healthy and safe workplace.

Counselling, treatment, and rehabilitation may be offered to employees, contractors, or ākonga by the Institute at its discretion. If offered, this may include support from the Employee Assistance Programme (even if the individual is not an employee) and/or a DAPAANZ accredited counsellor.

The availability of counselling, treatment or a rehabilitation programme does not prevent the Institute from taking disciplinary action against employees, contractors, or ākonga. This may include:

- i. Disciplinary action up to and including summary dismissal for serious misconduct;
- ii. Termination of the contract/arrangements (including for contractors or ākonga) with or without notice.



# Emergency procedures

Fire, Police, Ambulance and 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 red wall in each building.
- Instructions are on the Green Wallet Cards available from Facilities Desk.
- 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.
- After this call, dial 8888 to advise the WITT operator of the situation.
- If using a mobile phone dial 111 for Emergency Services, or 06 757 3100 for the WITT operator.

## Chemical spill

### If you notice a chemical spill on campus:

- Isolate the area.
- Notify the Facilities Manager (ext 8862) and/or Spotless (8782).
- If practicable, refer to MSDS data sheet (located by chemicals) to administer first aid.

## During an earthquake

### If inside, remain in your area:

- Keep calm.
- Drop, Cover and Hold.
- Shelter under a solid fixture such as a desk or table.
- If furniture you are sheltering under starts to move, move with it.
- 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.

## Fire/evacuation

### On finding smoke and/or flames:

- Alert other occupants of fire.
- 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.

## Medical emergency

- Check patient for response.
- Call for urgent help from nearest person.
- Dial 111 and request an ambulance stating exact location.
- 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.





## 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 on ext 8862.
- 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 8862.
- Record who has handled the document at WITT.

# IT guide

## Using the Network

### Acceptable use guidelines

WITT expects ākonga using these services to act in a courteous manner and abide by our computer regulations. These can be [found on iWITT](#). 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 willful wasting of computer and networking resources including the use of WITT computers for gaming (other than where it is part of course requirements).

The computer labs are a place of study and therefore we ask that noise be kept to a minimum.

### Email

#### Using email on campus

There is a desktop shortcut to your WITT student email. You will automatically be signed into your email account.

#### Accessing email off campus

The address for external access to your WITT email is: [outlook.com/taranaki.ac.nz](https://outlook.com/taranaki.ac.nz)

Enter your WITT email address and your network password and click the sign in button.

#### Forwarding your WITT email to another email account

Login to your WITT email account. Go to the settings cog and search for forwarding. Click the arrow (or press the ENTER key on the keyboard). A message will be displayed to say your password has been changed. Select OK.

Select – start forwarding and enter the email address you wish to forward to. Click Next and Save button.

### Internet

All ākonga have unlimited access to the internet while logged on with their account. Please note that some sites are blocked by WITT, as well as some file types which have been prohibited from being downloaded. If you have any issues then please come and see us at the IT Service Desk in B113.

### Wireless internet

Free WiFi access is available to all ākonga via the global eduroam network. Visit <https://get.eduroam.org> and sign in using your WITT e-mail address and

password. For assistance please contact the IT Service Desk team.

### Microsoft Office 365

Microsoft Office 365 is free for all current WITT ākonga. To download and install Microsoft Office 365 onto your home device, log into your WITT email.

#### Off campus

Ensure you have internet connection

Open your browser, go to [outlook.com/taranaki.ac.nz](https://outlook.com/taranaki.ac.nz) (link is also available at the login page of Moodle [ecampus.witt.ac.nz/](https://ecampus.witt.ac.nz/))



You will be prompted for:

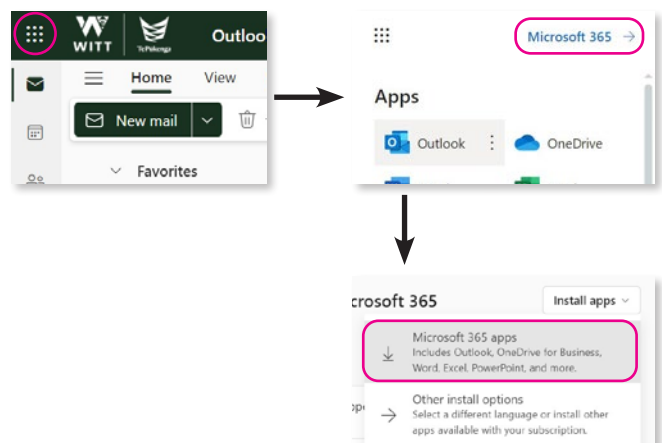
Username: Your WITT Student ID (2020000xxx)

Password: Your WITT password (if you have forgotten your it, email [itservicedesk@witt.ac.nz](mailto:itservicedesk@witt.ac.nz) to reset)

#### Download and install Office 365

Once logged in to WITT email successfully, click on the grid in the top left corner. You will be able to continue with the download and installation process from there (this may appear differently on a Mac computer).

After the installation, you will need to activate it with your WITT email address and password (make sure you are still connected to the internet for this).



## MyWITT

You will receive login details for MyWITT when you enrol at WITT. If you have trouble logging in or need some assistance with using the app, contact [itservicedesk@witt.ac.nz](mailto:itservicedesk@witt.ac.nz)

## Passwords

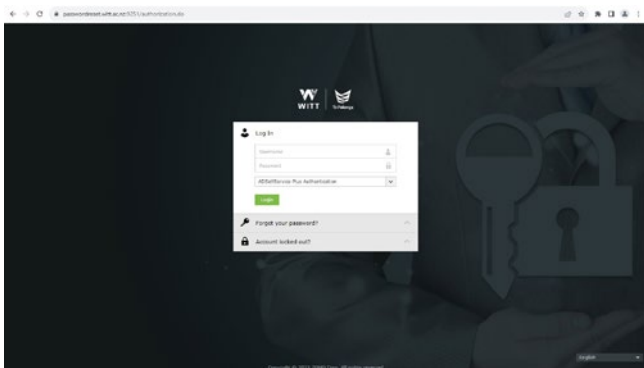
### Password requirements

Passwords must meet the following requirements:

- must be at least eight characters in length
- contain both UPPERCASE and lowercase letters
- must contain a number or symbol
- cannot contain your name
- cannot have been used previously at WITT.

### Resetting your own password

Ākonga can reset their own passwords onsite or offsite by registering online. Once you have registered your account you can reset your password from home or on campus. To register for self-service password resets go to: [passwordreset.witt.ac.nz:9251](http://passwordreset.witt.ac.nz:9251)

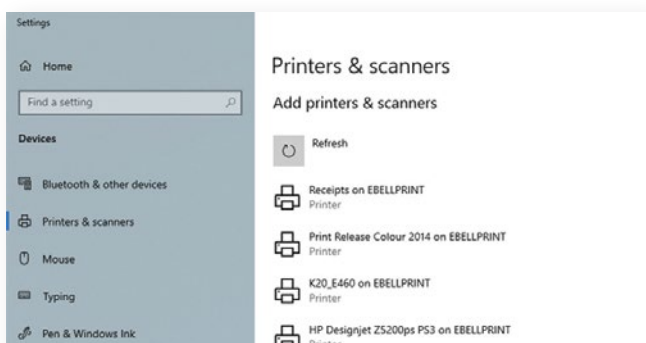


To register, sign in, enter your username and password and follow the registration process. Make sure you register before your password has expired. Passwords expire after 120 days.

You will now be able to select the Change Password tab and reset your password. You can also unlock your own account if it is locked out.

## Printing

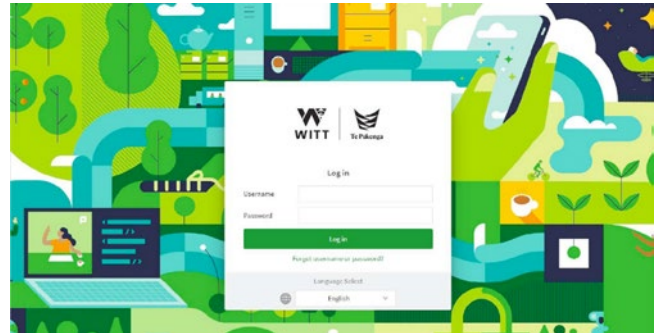
To check and select the appropriate printer, select the start button, the search icon and search for devices and printers.



This will show you which printers have been 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 if there is one).

## Web printing

You can print to WITT printers from your laptop using Monitor WebPrint. Go to [webprint.witt.ac.nz/webprint](http://webprint.witt.ac.nz/webprint) and login with your username and password.



Select files to print.

You can now go to a campus printer, swipe your card and release your print job.

## Mobile printing

This allows you to print from your phone.

First download the Monitor Mobile app. Open app and scan the QR code located on the Printing Posters next to the printers (this only needs to be done the first time).

Enter your WITT login and password, this will show your WebPrint list of jobs. Select the job you want to print and press print. Scan the QR code on printer and select print.

## Printing credit

To add printing credit to your card either use the autoloader machine located in the open studio (B111) if you have cash, or the library can load your print credits if you need to use EFTPOS.

## Recovering recently deleted files

If you accidentally delete a previously saved file on the network, the file can be recovered for

a short time afterwards (14 days) by using the Previous Versions tab in the folder properties.

- Right click on the relevant folder and select properties. Select the Previous Versions tab. This will show a number of versions of the folder you selected.
- Click the Open button to restore individual files, OR Restore button to restore entire folder.

[witt.ac.nz](http://witt.ac.nz)

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