Western Institute of Technology at Taranaki - WITT  
Te Kura Matatini ō Taranaki

WITT is the largest educational provider in Taranaki, with highly qualified staff providing quality tertiary education outcomes which are recognized regionally and nationally. Studying with us is a great way to meet new people, gain new skills, and experience success.

Our educational purpose is to:

• Ensure excellent tertiary education outcomes
• Valued outcomes for students, employers and Taranaki

Contact Information:

NEW PLYMOUTH CAMPUS  
20 Bell Street  
Welbourn  
New Plymouth 4342  
Taranaki  
(06) 757 3100

HAWERA CAMPUS  
40A Union Street  
Hawera 4610  
Taranaki  
(06) 278 7175
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 ē 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 taua 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.


Nau mai, haere mai ki Te Kura Matatini ō Taranaki, welcome to the Western Institute of Technology at Taranaki (WITT).

Congratulations for choosing to study at our wonderful institute.

This handbook gives you a brief insight into what helps make us unique. We hope you have a great time here.

**Staff Welcome**

We are excited to welcome you into our whānau and look forward to supporting you during your studies. There are a range of staff and other services at WITT that are focused on creating an environment in which every student is valued and teaching and learning is designed for you to thrive and fulfill your potential. We hope you take advantage of these services and enjoy your time with us.

*Kia whai oranga ai nga 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 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. Throughout the handbook you will notice references to various Academic and Health & Safety policies and procedures. You can view these via the Intranet on any computer on campus: http://iwitt. If you are ever unsure of any issues relating to you personally or to your studies, please contact your tutor, faculty administrator or any Student Support Services staff member.

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Career Planning and Employment Support
You can work with the Careers Advisor to plan your study and career. The Careers Advisor 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

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<tr>
<td>Main Reception</td>
<td>06 757 3100 ext 8857</td>
<td><a href="mailto:careeradvice@witt.ac.nz">careeradvice@witt.ac.nz</a></td>
</tr>
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Student Job Search
WITT is proudly an Associate Member of Student Job Search (SJS). For students of WITT, SJS is a free service aimed at assisting students in their search for employment. From one-off jobs around the home through to full-time graduate positions, SJS is a student’s one-stop-shop for earning as you learn and gaining valuable on-the-job experience.

Ready to start the search? Simply visit www.sjs.co.nz and register as a student of WITT. From there you can apply for advertised positions before giving SJS a call on 0800 757 562 to discuss the position further or visit the Careers Advisor. Look out for the job postings on iWITT.
Kopa Manaaki

Māori and Pasifika Centre
The Māori and Pasifika Centre provides a range of support services to students under a tikanga Māori philosophy.

Māori and Pasifika Support
The Māori and Pasifika Kaitakawaenga provides targeted supports to Māori and Pasifika students including:
• A culturally safe study space with a networked computer suite
• Financial advice/support
• Cultural support
• Pastoral support from an holistic approach
• Kitchen facilities for use of students

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<td>Kopa Manaaki, F Block</td>
<td>06 757 3100 ext 8978</td>
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Assessment in Te Reo Māori
The Assessment in Te Reo Māori Policy is administered by the Māori and Pasifika Kaitakawaenga 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 Kaitakawaenga.

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Student Support

Budget Advice
A trained budget advisor from the Budget Advisory Service is available on campus for budget advice and support. This is a free and confidential service. To book, phone the number below.

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<tr>
<td>Kopa Manaaki, F Block</td>
<td>06 757 3100 ext 8783</td>
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Scholarships
A range of scholarships and grants are available to students. To find out more check out the scholarships link on the website (www.witt.ac.nz/scholarships). For those needing assistance with scholarships applications, advice or support contact the scholarships coordinator.

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<th>Contact Details</th>
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<tr>
<td>Kopa Manaaki, F Block</td>
<td>06 757 3100 ext 8978</td>
<td><a href="mailto:scholarships@witt.ac.nz">scholarships@witt.ac.nz</a></td>
<td></td>
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</table>
Counselling
Confidential counselling is available to students. The counselling service is free and 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

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<td>Te Puna Manaaki, B Block ground floor</td>
<td>06 757 3100 ext 8766</td>
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Chaplaincy
An ecumenical (all faiths) 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.

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<tr>
<td>Te Puna Manaaki, B Block ground floor</td>
<td>06 757 3100 ext 8765</td>
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Disability 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
- Disability parking
- Campus accessibility and individual evacuation plans
- Information and advocacy
- Enrolment assistance and orientation
- Alternative format material
We encourage students to make contact with the disability service before you start or early in your course.

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<tr>
<td>Te Puna Manaaki, B Block ground floor</td>
<td>06 757 3100 ext 8786</td>
<td><a href="mailto:d.lloyd@witt.ac.nz">d.lloyd@witt.ac.nz</a></td>
</tr>
</tbody>
</table>
Health Clinic
The Health Clinic provides a wide range of free health services to 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 and treatment
- Smear tests
A number of health promotions and health education events run throughout the year. Check the Health Clinic notice board in the cafeteria.

### Contact Details

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<tr>
<td>Te Puna Manaaki, B Block ground floor</td>
<td>06 757 3100 ext 8775</td>
<td><a href="mailto:h.clinic@witt.ac.nz">h.clinic@witt.ac.nz</a></td>
</tr>
</tbody>
</table>

Medical Services
A Medical Clinic is run at the Health Clinic on the Bell Street campus weekly, Monday to Friday, 9:00am – 1:00pm, during term time. Consultations are free for current students. Appointments necessary, contact the Health Clinic.

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<tr>
<td>Te Puna Manaaki, B Block ground floor</td>
<td>06 757 3100 ext 8775</td>
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Youth Guarantee
WITT has dedicated staff to support students in the Youth Guarantee Scheme. Youth Guarantee support workers work with students, tutors and families to ensure academic success.

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<tr>
<td>Te Puna Manaaki, B Block ground floor</td>
<td>06 757 3100 ext 8987</td>
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</table>
Te Whare Mātauranga
Learning Resource Centre

Library
WITT library has a wide selection of magazines and journals as well as access to a wealth of online resources including e-books, e-journals, and article databases. 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 https://libraryhome.witt.ac.nz or call into the library and talk to a librarian.

Library hours during term time:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Monday - Thursday</td>
<td>8:00am - 5:30pm</td>
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<tr>
<td>Friday</td>
<td>8:00am - 4:00pm</td>
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<tr>
<td>Saturday</td>
<td>9:30am - 12:30pm</td>
</tr>
<tr>
<td>Sunday</td>
<td>Closed</td>
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<tr>
<td>Public Holidays</td>
<td>Closed</td>
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Library hours during the term break:

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<tr>
<th>Day</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Monday - Friday</td>
<td>8:00am - 4:00pm</td>
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<tr>
<td>Te Whare Mātauranga, L Block</td>
<td>06 757 3100 ext 8825 or DDI 06 757 3261</td>
</tr>
<tr>
<td>Email</td>
<td>Website</td>
</tr>
<tr>
<td><a href="mailto:library@witt.ac.nz">library@witt.ac.nz</a></td>
<td><a href="http://libraryhome.witt.ac.nz">http://libraryhome.witt.ac.nz</a></td>
</tr>
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Learning Support
The learning support staff 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 support staff can assist you with getting organised to study, note taking, assignment writing, exam preparation, time management, referencing, formatting documents, oral presentations, maths and course-related literacy and numeracy and so much more. Students who are studying off campus can receive learning support via Zoom or Skype calls. Contact a learning skills tutor to set this up.

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<tr>
<td>Te Whare Mātauranga, L Block</td>
<td>06 757 3100 ext 8838, 8652 &amp; 3241</td>
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<tr>
<td>Email</td>
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<tr>
<td><a href="mailto:learningcentre@witt.ac.nz">learningcentre@witt.ac.nz</a></td>
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International Student Services
Providing additional support for international students

The International Office processes international student applications liaising with agents and prospective students 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

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<tr>
<td>Main Reception, Bell Street</td>
<td>06 757 3100 ext 8889 or DDI 06 757 3260</td>
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International Student Support
Dedicated international support staff provide a range of additional support services for international students, including:
- Accommodation support
- Pastoral support
- Cultural support
- Community and campus inductions
- Advocacy and information

WITT observes and is bound by the Education (Pastoral Care of International Students) Code of Practice 2016. Further information on this is available on our website (www.witt.ac.nz/international)

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<tr>
<td>Main Reception, Bell Street</td>
<td>06 757 3100 ext 8849</td>
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Student Facilities
Places and services to help you succeed

**Buses**
Our Tertiary Bus Service allows WITT students to travel for FREE on all New Plymouth urban bus services provided by Tranzit Coach Lines, including travel from Waitara and Oakura, every day of the week, including weekends. You must present your current student ID to the bus driver. Bus timetables are available in the WITT cafeteria or online [www.trc.govt.nz/buses-transport/](http://www.trc.govt.nz/buses-transport/). Students can also travel for free to and from South Taranaki on the Connector bus service - bookings essential on some daily runs.

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<tr>
<td>Website</td>
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<tr>
<td><a href="http://www.trc.govt.nz/buses-transport/">www.trc.govt.nz/buses-transport/</a></td>
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**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.

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<tr>
<th>Cafeteria Hours</th>
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<tr>
<td>Monday to Thursday</td>
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<td>Friday</td>
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**Computing Classes**
FREE introductory to intermediate computing classes are offered in conjunction with WITT at the Taranaki Computer Access Centre Trust. Learn word processing, spreadsheets, publisher, powerpoint, internet and email.

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<th>Location</th>
<th>Phone</th>
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<tbody>
<tr>
<td>44 Liardet Street</td>
<td>06 759 2149</td>
<td><a href="http://www.employment-support.org.nz/community-computer-access-centre/7/">www.employment-support.org.nz/community-computer-access-centre/7/</a></td>
</tr>
</tbody>
</table>

**Garage Café**
WITT has its own student run training café offering food and drinks at great prices. Come and enjoy a yummy 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 WITT email for updates.

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<td>E Block</td>
<td>06 757 3100 ext 8940</td>
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Gym
WITT has its very own gym for students and staff. Membership is $50 a semester. Application forms can be obtained from the Main Reception.

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Impressions Restaurant
WITT has its own award winning training restaurant offering high quality food and drinks to students and the public at great prices. Open various dates throughout the year for lunch and dinner. Current students also get a 25% discount. Keep an eye out on the Impressions Restaurant Facebook page. Bookings essential.

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Industrie
Industrie is WITT’s student-run Hair and Beauty salon, offering Beauty Therapy, Hairdressing and Makeup Artistry treatments at a reduced rate. The salon is open during term time and is available to students and the public. Treatment list is available at the salon or on our website (www.witt.ac.nz/contact/industrie). Bookings are required.

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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 open from 8am to 4:30pm, Monday to Friday during term time. See the back of this handbook for further references.

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<td><strong>Location</strong></td>
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<td>B Block, first floor (room 103)</td>
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Get Involved

Make the most of being a student at WITT

**Student Leaders**
Want to represent the student body? Become a student leader and have your voice heard. Student leaders act as a liaison between the institute and the student body. Elections take place at the start of the academic year.

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<td><strong>Email</strong></td>
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<tr>
<td><a href="mailto:z.hinton@witt.ac.nz">z.hinton@witt.ac.nz</a></td>
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**Student Ambassadors**
Student Ambassadors are WITT student workers who are employed by the Marketing Department and called upon to assist with events, expos, campus tours and general help. If you are interested in earning a little extra money while studying, apply to become a student ambassador!

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<td><a href="mailto:marketing@witt.ac.nz">marketing@witt.ac.nz</a></td>
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**Clubs and Leisure Facilities**
WITT is 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

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<td><strong>Location</strong></td>
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<td>83 Liardet Street, New Plymouth</td>
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Have your say

Student feedback is an important part of the quality assurance, self-assessment and continuous improvement process at WITT. The main purpose of obtaining student feedback is to use the student voice to bring about improvement and so enhance the overall student experience and outcomes.

Student Surveys
The institute runs two formal surveys each year – the First Impressions survey run in April, six weeks after course start and the Student Satisfaction Survey run in August. Surveys are sent to students' home email addresses and we encourage you to take the opportunity to have your say. Visit iWITT for past survey feedback and the institute’s response.

Compulsory Student Services Fee (CSSF)
The Student Services levy or CSSF is a compulsory non-tuition fee that is charged to students as a condition of enrolment. Students and institutes are required to work together to set the fee, following guidelines set by the Minister of Education (Tertiary). 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 students consulted about the CSSF?
WITT is committed to ensuring students and/or their representatives are consulted as regards the levy amount and the support services it is spent on. WITT works closely with Student Leaders in this process. Student Leaders are charged with consulting with the wider student body. They do this either through their own class/department networks and/or via a 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 alternately you can contact the Student Leaders group studentleaders@taranaki.ac.nz or the Manager Student Support Services Z.hinton@witt.ac.nz

Course and Tutor Evaluations
Course and tutor evaluations are undertaken annually. Evaluations are completed in class and feedback is confidential. Evaluation summaries go to the Faculty Leader who works with the teaching team to bring about improvements.

Concerns and Suggestions Box
Have a suggestion for improvement? Put a note in the “Concerns & Suggestions Box”, located in the cafeteria. The box is cleared regularly and suggestions and actions taken are reported to management. You have the option to be contacted about what has happened with your suggestion or remain anonymous.
You need to know
Handy tips to help your study journey

Contact Phone Numbers and Facility 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://iwitt and our website www.witt.ac.nz.

Cultural Sensitivity
WITT is committed to providing an inclusive environment for 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.

Harrassment
The Policy and Procedure Harassment Prevention is available on iWITT or from any Te Puna Manaaki staff. For the names of contact people who will assist you if required, see 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 on iWITT.

iWITT
iWITT is our student intranet (internal website) where you will find current information on upcoming events, announcements, news stories, student policies and procedures, programme regulations and useful links. You can access iWITT on any WITT computer: http://iwitt.

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

Parking

Disabled Parking
A number of disabled 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 Disability Coordinator.

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.

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 the Learning Resource Centre - Te Whare Matauranga and computer labs, B Block, first floor.
Showers
There are showers located in various buildings on campus available for students to use. The showers are located in: D Block, F Block, K Block, N Block and T Block.

Student ID Cards
Your student ID card will be issued in class groups at the start of semester. See your tutor for class booking times or call into the Learning Resource Centre - Te Whare Matauranga, L Block. Your student ID card gives you access to library resources, photocopying and printing credits, student discounts downtown and the tertiary bus services. Note: replacement cards cost $10.00

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.

Student leaders 2018
Assistance with Academic Matters

Assessment

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.

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 a Reconsideration of Result form forwarding it to the Faculty Leader. 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.

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 iWITT - iWITT can be accessed from any computer at WITT.

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, Main Reception or your faculty. Please refer to Policy and Procedure Academic Appeals

Programme/Course Regulations
Programme regulations and course descriptors, are available on iWITT.
Awards and Graduation
Towards the end of your programme of study you will be asked to apply to graduate. Graduation is typically offered in May 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. 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:

<table>
<thead>
<tr>
<th>Service</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Record</td>
<td>$15.00 (additional copies requested at the same time $5.00 each)</td>
</tr>
<tr>
<td>Aegrotat Applications/Reconsiderations</td>
<td>No Fee</td>
</tr>
<tr>
<td>Appeal against decisions made under academic regulations</td>
<td>$50.00 (refundable if appeal is successful)</td>
</tr>
<tr>
<td>Assessment of Prior Learning or Credit Transfer</td>
<td>$10.00 per credit (to a maximum of $450.00 unless otherwise approved by Faculty Leader)</td>
</tr>
<tr>
<td>Cross Credit</td>
<td>No Fee</td>
</tr>
<tr>
<td>Copy of Final Exam Script</td>
<td>$20.00</td>
</tr>
<tr>
<td>Replacement of WITT Certificate, Diploma or Degree</td>
<td>$65.00 (Domestic) $100.00 (International)</td>
</tr>
<tr>
<td>Reassessment Charges</td>
<td>$25.00</td>
</tr>
<tr>
<td>Exam Re-sit</td>
<td>$80.00</td>
</tr>
<tr>
<td>Student ID Card Replacement</td>
<td>$10.00</td>
</tr>
</tbody>
</table>
Domestic Student 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 at the Main Reception. 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, Students Withdrawal 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. Students who fail to engage or progress in their studies can be withdrawn by WITT. An administration charge of $150 will need to be paid. Refer to Policy and Procedure Withdrawals, Transfers and Refunds.

Domestic Students Transfers
If you are an enrolled student 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 your transfer is agreed to, the Programme Manager will countersign the transfer form. If changing programmes between departments both Programme Managers will need to be consulted.

Refunds
Refer to the Policy and Procedure Students Withdrawal and Refund available on iWITT. The amount payable by a student who enrolls in a 17 week programme of study and withdraws prior to the end of the second week of the programme commencement is $150 or the full fee that was paid if less than $150. The amount payable by a student who enrolls in a 34 week programme of study and withdraws prior to the end of the third week of the programme commencement is $250 or the full fee that was paid if less than $250.

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, students can apply in writing to the Chief Financial Officer who 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 Change of Enrolment, Withdrawal and Refund form at Main Reception five working days before a programme commences.
International Student Withdrawals

Refund
Refunds of tuition fees will be made in accordance with the Policy and Procedure International Student Withdrawals, Transfers and Refunds:

1.1 By accepting a place in a programme at the Western Institute of Technology at Taranaki (WITT), a student enters a contract with WITT for the period of one academic year (or for the length of the programme if less than one year). This means there is an obligation to pay the fees for the year (or for the length of the shorter programme).
1.2 There is no automatic right to a refund of fees if a student changes his/her mind about studying at WITT.
1.3 Supporting information must be submitted in writing to the International Office, with any refund application.
1.4 If Immigration New Zealand (INZ) refuse to grant an initial student visa for study in New Zealand the student is entitled to a 100% refund of the tuition fee.
1.5 If WITT is unable to proceed with the programme offered to a student, the student is entitled to a 100% refund of the tuition fee.
1.6 No refunds to international students will be given after the programme has commenced.
1.7 If a student wishes to withdraw from their programme and leave New Zealand and notice is received by the International Office prior to programme start date the refund shall be 70% of the programme tuition fee. The registration and homestay placement (if applicable) are not refundable. WITT shall retain 30% to cover administration and agency costs. Students must provide documentation to show that they have returned home. A copy of the student’s stamped passport and boarding pass will be required prior to processing the refund. Refunds will be in NZ$ to a nominated bank account. Immigration NZ will be notified that the student has returned home and terminated their studies.
1.8 If the international student’s visa renewal is beyond the expiration date and the student cannot obtain an Interim Visa the international student will not be able to attend classes, and is not entitled to a refund of fees.
1.9 If an international student wishes to transfer to another institution, WITT must receive the application at least two weeks prior to programme commencement. In accordance with Code of Practice (provided by the Ministry of Education), part 2, section 2, item 7, evidence must be provided that an assessment has been undertaken to ensure that the proficiencies and career intentions are matched by the new institution. A refund of 70% would be paid directly to the institution where the student is transferring. WITT shall retain 30% to cover administration and agency costs.
1.10 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 on which permanent residence has been granted during that year.
1.11 In cases of medical, compassionate or other special circumstances (such as serious illness), an international student may apply for a proportional fee refund. Supporting information must be supplied in writing. In such cases the Chief Financial Officer will consider the circumstances and determine the level of any refund, if any.
Fee Protection Policy
2.1 In the event that WITT chooses not to offer a programme, enrolled students will have their funds returned in full. In the event of an insurable disaster, e.g. fire, flood, WITT is insured by a Business Continuity Plan Policy. This policy provides for the running of our programme at an alternative site, or meeting contractual obligations to refund students where WITT is unable to deliver as a result of the insurable event.

Insurance
3.1 Travel and Medical Insurance is compulsory for international students for the period of their visa. A provision for the insurance premium is included within your Offer of a Place. Our preferred supplier is UNI-CARE and details of the NZ student insurance policy may be found on the web site www.uni-care.org. If you wish to provide your own insurance, you must provide a copy of the insurance policy, translated into English, to WITT for verification of acceptable cover. The premium will be refunded on arrival at WITT on submission of appropriate evidence.

General
4.1 You must attend classes at all times, as required, unless you have a genuine reason for your absence. Immigration New Zealand require us to report non-attendance.
4.2 Immigration New Zealand may request information about your academic records, results or progress. You agree to the International Office at WITT releasing this information.
4.3 If you have been issued with a Student Visa and withdraw from your programme of study, WITT will report to Immigration New Zealand.
4.4 While enrolled, you must abide by the Rules and Regulations as outlined by WITT.
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 iWITT.

**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 the WITT campus 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.

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 origin, 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 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 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.

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 mis-represent 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.

Breach 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 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 Faculty Leader or Executive Director and seek resolution. It is often helpful to discuss your concern with someone else who can provide initial advice, such as the Student Counsellor. If your concern is of a more general nature you might like to raise it via the “Concerns & Suggestions Box”, located in the cafeteria. The box is cleared regularly and concerns raised, suggestions made and actions taken are reported to WITT Executive Team. 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 iWITT or from the Student Support Services. 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 our Executive Director. You will receive a letter or email of acknowledgement and your complaint will be reported to the Faculty Leader or Manager responsible for your area of concern, for investigation. Your Faculty Leader 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 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 office of the Ombudsman. However, complaints cannot be passed directly to the Ombudsman without first being processed through WITT’s internal complaint handling procedure. You can also make a formal complaint to the Tertiary Education Commission by phoning 0800 601 302 or email complaints@tec.govt.nz.

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 Faculty Leader or Manager.

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.
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

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 06-757 3100, 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
- 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:
- 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

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
**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 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

**Earthquake**  
**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
IT Guide

Using the Network

How to login
Once the computer has started, press any key to display the logon screen

First time login
If this is the first time you have logged in, a box will appear saying that the user’s password must be changed before signing in

- Click OK to continue.
- The Change Password screen will be displayed, with the old password already completed (this is the first password you 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 contain a minimum of 8 characters and cannot be any of your previous passwords.
- Please ensure your password remains confidential!! You are responsible for all activity that takes place under your account name.
- 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 Sign In

• Please remember to sign out by selecting the Start button, user symbol and sign out.
Self Service Password Reset
WITT students 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: http://passwordreset.witt.ac.nz (this link is also under the iWITT useful links).

To register, sign in, enter your WITT username and password and follow the registration process.

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.

Your password can be now be changed either through the self-service portal (on campus or from home) or at the WITT logon screen (see below)
**Using Email on Campus**
There is a link to your WITT student email account on the useful links tab on iWITT (student intranet). You will automatically be signed into your email account.

**Accessing Email from off Campus**
The address for external access to your WITT email is: www.outlook.com/taranaki.ac.nz

Enter your WITT email address and your WITT network password and select 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.
**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.

![Custom Office Templates Properties](image)

**Printing**

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

![Devices and Printers](image)

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 http://webprint.witt.ac.nz/webprint and login with your WITT username and password.

Select files to print.

You can now go to a WITT 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.

Internet
All students have access to the internet while logged on with their account. All students have a quota of 10GB which runs on a weekly basis (renewed every Sunday). Please note that some sites are blocked by WITT, as well as some file types which have been prohibited from being downloaded. If you run out of internet and require more for coursework, please come and see us at the IT Service Desk in B103.

Wireless Internet
Wireless internet is available on our Bell Street campus. For wifi access slips, please see either the IT Service Desk or the Library.

Acceptable Use Guidelines
WITT expects students using these services to act in a courteous manner and abide by our computer regulations. These can be found on iWITT (http://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 wilful 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.